

Thurrock Health Centre

Inspection report

55-57
High Street
Grays
RM17 6NB
Tel: 01375 898700
www.thurrockhealthcentre.nhs.uk/

Date of inspection visit: 05/06/2019
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Thurrock Health Centre on 5 June 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall and Good for all population groups.

- Significant events were identified and investigated effectively. Learning was shared with staff through meetings and communications to mitigate the risk of reoccurrence.
- Clear systems and processes were in place to keep patients safeguarded from abuse. Staff were able to identify the safeguarding lead and had received the appropriate training.
- Systems were in place to manage health and safety risks.
- Effective and appropriate standards of cleanliness and hygiene were being met. An annual audit and regular monitoring had been carried out.
- Patients received effective care and treatment that was monitored to meet their needs.
- The practice had implemented QOF action plans when they took over the contract from another provider.
- Unverified data showed that for 2018-2019, there had been an improvement in patient outcomes.
- Staff dealt with patients through kindness, and respected and involved them in decisions about their care.
- The practice had identified patients that were carers to ensure they had access to the care and support they needed.

- The corporate system to manage, investigate and analyse complaints was effective, timely, identified learning and was cascaded to staff. This showed improvements were made and included a system to identify any trends and themes requiring action.
- The practice had a dedicated learning disability co-ordinator who was knowledgeable and responsive to patients' needs. Communication and engagement needs were considered and adapted to individual patients.
- The practice held pop-up clinics in local community venues to encourage patients to self-monitor their health.
- There was a dedicated care home team who provided weekly visits to ensure patient needs were met and reduce hospital admissions.
- The practice had effective clinical oversight, to ensure care and treatment was well-led.
- The GPs had the skills to deliver high-quality, sustainable care.
- Staff told us they felt supported, valued, and that their opinions were well regarded.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to improve levels of patient satisfaction in relation to accessing the practice by telephone to make an appointment.
- Improve quality evaluation with two cycle audits to evidence consistent improvement.

Details of our findings and the evidence supporting our ratings are set out in the evidence table.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

| | | |
|--|-------------|---|
| Older people | Good |  |
| People with long-term conditions | Good |  |
| Families, children and young people | Good |  |
| Working age people (including those recently retired and students) | Good |  |
| People whose circumstances may make them vulnerable | Good |  |
| People experiencing poor mental health (including people with dementia) | Good |  |

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

Background to Thurrock Health Centre

Thurrock Health Centre is a GP practice located in centre of Grays on the High Street. College Health Ltd who took over the practice from the previous provider in April 2018. They were registered with CQC as a limited company. They hold an Alternative Primary Medical Services (APMS) contract with NHS England. The practice had a population of 11,901 on the day of inspection.

The practice is part of the Thurrock Clinical Commissioning Group and services are provided from:

55-57 High Street,

Grays

Thurrock

Essex

RM17 6NB

Online services can be accessed from the practice website: www.thurrockhealthcentre.nhs.uk/

The practice is registered to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic or screening procedures
- Maternity and midwifery services
- Family planning

• Surgical procedures

The practice clinical team consists of: Three male GPs and one female GP, Two nurse practitioners, four nurses and two healthcare assistants. The healthcare consists of three physicians' assistants, and a pharmacist. There is a team of 15 administrative staff members including a practice manager, an administrative manager, receptionists, administrators, and secretaries.

National data indicated that people living in this area are on the fifth decile for deprivation, which is on a scale of one to ten. The lower the decile the more deprived an area is compared to the national average.

The practice website provided detailed information for patients regarding services available and other healthcare services in the local area.

Patients can contact the NHS 111 service to obtain medical advice and the 'Out of hours' service to support them outside the practice working hours.

Satisfaction rates in the GP national survey and quality outcome framework (QOF) data were low however, College Health had taken ownership of the practice in April 2018, after the data collection process for these national data collections. Therefore, the data reflected in the last published survey, and QOF in the evidence table was not representative of Thurrock Health Centre when we inspected.