

The Orchard Practice

Inspection report

Dartford West Health Centre
Tower Road
Dartford
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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 well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Orchard Practice on 23 January 2019 as part of our inspection programme. The overall rating for the practice was good and they were rated as good all domains except well-led which was rated as requires improvement. We found a breach of Regulation 17 good governance in relation to risk management and governance arrangements not being consistently effective. A requirement notice was issued with regards to this breach. The full comprehensive report on the January 2019 inspection can be found by selecting the 'all reports' link for The Orchard Practice on our website at .

We carried out a focused inspection on 8 May 2019. This was to confirm that the practice had carried out their plan to meet the legal requirements as identified at our previous inspection on 23 January 2019. The practice had made significant improvements and met the legal requirements.

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 in all of the key questions.

We found that:

- The governance arrangements at the practice had significantly improved and were effective.
- The practice had a clear and effective system for managing risks.
- The practice had implemented a regular cycle of clinical audits to monitor improvement.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to The Orchard Practice

The Orchard Practice is located at Dartford in Kent in a purpose-built building alongside two other practices all based on the ground floor. The surgery has good transport links and there is a pharmacy located close by.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The Orchard Practice is situated within the Dartford, Gravesham and Swanley Clinical Commissioning Group (CCG) and provides services to 7300 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of three female GP's and one part time salaried GP who is male. Two of the partners are new to the practice joining in May 2018. There are three practice nurses each with specific areas to lead on and take responsibility for. There are also two phlebotomists, one of which is also training to be a health care assistant. The clinical staff are supported by a practice manager and an administrative/receptionist team. The practice is a training practice for doctors who want to be GPs.

Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Services are provided from: The Orchard Practice, Dartford West Health Centre, Tower Road, Dartford, Kent, DA1 2HA.