

# Reach Healthcare

## Inspection report

62a Robin Hood Lane  
Walderslade  
Chatham  
ME5 9LD  
Tel: 01634687200

Date of inspection visit: 7 June 2022  
Date of publication: 22/06/2022

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 responsive to people's needs?

Good



# Overall summary

We carried out an announced focussed inspection at Reach Healthcare on 7 June 2022. The overall rating for the practice remains **Good**.

## **Why we carried out this inspection:**

We carried out an announced focussed inspection on 7 June 2022 in response to information of concern we received regarding access to the practice. This report covers findings in relation to those requirements.

## **How we carried out the inspection:**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was in line with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A short site visit.

Our judgement of the quality of care at this service is based 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.

## **This practice remains rated as Good overall.**

The key question at this inspection is rated as:

Are services responsive? – **Good**

The areas where the provider **should** make improvements are:

- Continue to implement action plans and monitor improvements to patient satisfaction scores regarding access.

**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

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

## Background to Reach Healthcare

The registered provider is Reach Healthcare.

Reach Healthcare is located at 62a Robin Hood Lane, Walderslade, Chatham, Kent, ME5 9LD. The practice is situated within the NHS Kent and Medway Clinical Commissioning Group (CCG) and has a general medical services contract with NHS England for delivering primary care services to the local community.

As part of our inspection we visited: Reach Healthcare, 68a Robin Hood Lane, Walderslade, Chatham, Kent, ME5 9LD only where the provider delivers registered activities. The provider also delivers regulated activities at Red Suit and Green Suite, Healthy Living Centre, Sultan Road, Lorsdwood, Kent, ME5 8TJ and at Blue Suite, Balmoral Gardens, Healthy Living Centre, Gillingham, Kent, ME7 4PN.

Reach Healthcare has a registered patient population of approximately 22,472 patients. The practice is located in an area with a lower than average deprivation score.

There are arrangements with other providers to deliver services to patients outside of the practice's working hours.

The practice staff consists of four executive GP partners (three male and one female), two non-executive GP partners (one male and one female), three salaried GPs (one male and two female), two GP registrars (both female), two practice managers, one operations manager, three nurse prescribers (all female), five practice nurses (all female), two healthcare assistants (one male and one female), three trainee nurse associates (all female), one GP assistant (female), as well as reception and administration staff. The practice also employs locum GPs directly and via an agency.

Reach Healthcare is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; treatment of disease, disorder or injury. One of the GP partners had retired, and the provider had updated their registration with CQC. A new GP partner had joined the practice and the provider was in the process of adding them to their registration with CQC.