

# Chillington Health Centre

## Inspection report

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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 Chillington Health Centre on 15 March 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 providing safe, effective, caring responsive and well led services.**

**We have rated the practice as good for providing effective and responsive care to older people, people with long term conditions, families, children and young people, working age people, those whose circumstances may make them vulnerable and those experiencing poor mental health.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.
- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Continue to evidence improvements with childhood immunisation uptake rates.
- Continue to evidence improvements with cervical screening uptake rates.

**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

## Population group ratings

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

## Our inspection team

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

## Background to Chillington Health Centre

Chillington Health Centre, is located within the Devon local authority and is 1 of 31 practices serving the NHS South Devon and Torbay CCG area. It provides primary medical services to approximately 3,900 patients. It is also a dispensing practice which can dispense medicines to patients who live more than one mile (as the crow flies) from an alternative pharmacy.

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

The practice has a smaller proportion of patients registered of working age when compared to local or national averages - 48.4% are aged 18-64 compared to the CCG and national averages of 56.2% and 62% respectively. Of the patients registered with the practice, 99.2% are White British, 0.3% are from mixed race ethnic groups, 0.4% are Asian with the remaining 0.1% being of other races.

The practice has two female GP Partners and one male GP Partner who are contracted to provide General Medical Services (GMS) and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or injury; maternity and midwifery services; family planning; surgical procedures, and diagnostic and screening procedures.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and travel immunisations and many enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, minor surgery, coil fitting, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The remainder of the clinical team at Chillington Health Centre is made up of two practice nurses, (one position currently vacant) one health care assistant and four dispensing staff, assisted by a non-clinical team comprising a practice manager, assisted by an office manager and four reception/administrative staff.

The practice provides health care services to the local population and is located within a purpose-built facility which contains a mix of consulting rooms, treatment rooms and administrative rooms plus a reception area and a waiting room.

Appointments are available from Monday to Friday between 8am and 6.30pm. The surgery doors are open and the telephone line is switched to the surgery at these times.



The practice is part of a GP Federation where further appointments are available between 6pm to 8pm during the week and between 8am to 6pm on Saturday and 8am to 2pm on Sunday. These appointments are currently available at five locations during the week and two at the weekend. The appointments offered are by pre-booked appointments where patients will be able to be seen by various healthcare professionals including GPs, Practice Nurses and Health Care Assistants.



The practice has opted out of providing out-of-hours (OOH) services to their own patients and directs patients to the out-of-hours provider (Devon Doctors) by providing access details on their answerphone, on the website and on the door.