

MEDIA RELEASE

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Sai Medical Centre given ‘Good’ CQC Rating after support from Thurrock CCG



The team at Sai Medical Centre

Sai Medical Centre was given a Care Quality Commission (CQC) rating of ‘Good’ in its latest inspection. After receiving an Inadequate rating in January 2016, a number of issues were highlighted by the CQC which meant the practice had been put into special measures.

The Practice Manager, staff and GPs at the surgery worked tirelessly with Thurrock CCG to help improve their level of care provision. A further inspection in October 2016 found they had transformed their service to ‘Good’ across all areas of practice.

Rahul Chaudhari, Head of Primary Care at Thurrock CCG said:

“We want the people of Thurrock to have the best possible primary care so we are delighted by this result. To move from an inadequate to a good rating in such a short space of time demonstrates Sai’s commitment to improve the care they offer. It also demonstrates the impact we can have when supporting General Practice services to deliver good care.”

Dr Vikram Bhat, GP Partner at the Sai Medical said:

“We worked hard to address the issues in the January 2016 CQC report and with support from staff and the CCG we are proud to have now received a Good rating. Patients can feel confident that they are receiving a good level of care and support from us at Sai.”

Chair of the patient participation group **Rob Gledhill** said "This is fantastic news and a well-deserved outcome. I felt the CQC report from earlier in the year was a little harsh but the GPs, staff, local CCG and the patients worked hard to turn the surgery around in a short space of time and get the rating it truly deserves.

“The CQC is there to protect patients and ensure the rigorously high standards everyone should expect from their GP. I have unbending faith of the doctors and staff at the surgery and knew that we could turn it around and hit the mark.

“I would like to thank everyone involved in getting the surgery's rating to good. This will help with the planned expansion of the surgery to help reverse the severe shortage of GPs in Tilbury.”

Sai Medical Centre is run by Dr Vikram Bhat, a Board member at the Thurrock CCG, Practice Manager Smita Patel and dedicated administration and reception staff. A full copy of the report can be accessed here: <https://www.cqc.org.uk/location/1-569290473>

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Further information about Thurrock Clinical Commissioning Group is available from www.thurrockccg.nhs.uk