

# Penn Manor Medical Practice

## Inspection report

Manor Road  
Penn  
Wolverhampton  
WV4 5PY  
Tel: 01902575142

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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



# Overall summary

We carried out a desk based announced inspection review at Penn Manor Medical Practice on 27 and 28 July 2021. Overall, the practice is rated as good.

Ratings for each key question:

Safe – Good

Effective – Good (rating carried forward from March 2020 inspection)

Caring – Good (rating carried forward from March 2020 inspection)

Responsive – Good (rating carried forward from March 2020 inspection)

Well Led – Good (rating carried forward from March 2020 inspection)

Penn Manor Medical Practice was previously inspected in March 2020 and rated good overall and for all population groups. However, the practice was rated as requires improvement for providing safe services.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Penn Manor Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this review

This inspection was a focused review of information to follow up on:

- The key question of Safe, which was rated as requires improvement at the last inspection in March 2020.
- Breaches of regulations and ‘shoulds’ identified at the previous inspection. The main issues we identified were related to the management of medicines.

## 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 reviews differently.

This inspection was carried out in a way which enabled us to not have to undertake an onsite visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing / telephone
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

## Our findings

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

# Overall summary

- 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**

We found that:

- The practice had made sufficient improvement to introduce and embed effective systems for the prescribing and monitoring of all patients prescribed high-risk medicines.
- We found that formal processes for the supervision of the prescribing and clinical practices of advanced nurse practitioners were in place.
- The management of medicines at the practice was supported by the Deputy Clinical Director of Pharmacy for the Royal Wolverhampton NHS Trust (RWT). The pharmacy clinical director had oversight of the RWT primary care network group of GP practices.

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

- Continue to improve the monitoring and review of patients prescribed high risk medicines.
- Continue to monitor and reassure themselves that clinicians are following the procedures and guidance in place for the review of patients prescribed high risk medicines

**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 who spoke with staff using video conferencing facilities. The team included a member of the CQC medicines team who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Penn Manor Medical Practice

Penn Manor Medical Practice is located in Wolverhampton at Manor Road, Penn, Wolverhampton, West Midlands WV4 5PY.

The provider is registered with CQC to deliver the Regulated Activities; Diagnostic and screening procedures, Family planning, Maternity and midwifery services, Surgical procedures and Treatment of disease, disorder or injury

Services provided at the practice include the following clinics; long-term condition management including asthma, diabetes, minor surgery, hypertension (high blood pressure) and immunisation..

Penn Manor Medical Practice is a member of the NHS Black Country and West Birmingham Clinical Commissioning Group (CCG). The practice provides services to patients of all ages based on a General Medical Services (GMS) contract with NHS England for delivering primary care services to a patient population of about 11,045.

The practice is part of the Wolverhampton RWT (Royal Wolverhampton Trust) Primary Care Network, a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (seven of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is, 72.3% White, 19.7% Asian, 3% Black, 3% Mixed and 2% Other ethnicity.

The team of clinical staff at Penn Manor Medical Practice is made up of four GPs (two female and two male). The GPs work a total of 26 sessions per week between them. Other clinical staff include five practice nurses and an advanced nurse practitioner, one of the practice nurses works full time and the others part time. Clinical support is also provided by a pharmacist and two health care assistants. The clinical staff are supported by a practice manager and a team of reception/administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations.

Extended access is not provided by the practice. Out of hours services are provided through the NHS 111 service which operates from 6.30pm until 8am Monday to Friday and all day weekends and bank holidays. Patients are instructed through a telephone voice message to ring 111 for an appointment.

Additional information about the practice is available on their website:

[www.pennmanor.nhs.uk](http://www.pennmanor.nhs.uk)