

Penn Manor Medical Practice

Inspection report

Manor Road
Penn
Wolverhampton
West Midlands
WV4 5PY
Tel: 01902575142
www.pennmanor.nhs.uk

Date of inspection visit: 5 March 2020
Date of publication: 04/05/2020

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?

Requires improvement



Overall summary

We carried out an announced focused inspection at Penn Manor Medical Practice on 5 March 2020. This inspection looked at the following key question (Safe). The service was previously inspected in January 2019 and was rated requires improvement in safe and good overall. The report on the January 2019 inspection can be found by selecting the 'all reports' link for Penn Manor Medical Practice on our website at www.cqc.org.uk.

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.

The practice remains rated as good overall.

Because of the assurance received from our review of information we carried forward the ratings for providing effective, caring, responsive and well led services. The practice remained rated as **requires improvement** for providing safe services because:

- The practice had not 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 not in place.

- We found that the practice did not stock all the recommended emergency medicines.

We found that:

- Recruitment practices were reviewed to ensure that all the documents to confirm appropriate recruitment checks had been carried out were available in staff files and support evidence that safe recruitment practices are followed.
- New electronic patient specific directions templates were introduced. These were completed electronically and signed by the GP prior to the administration of the prescribed medicine.
- The practice had continued to identify carers and establish what support they need. The number of carers on the practice register had increased from 31 (0.3%) to 264 (2.3%) carers.
- The practice had reviewed the processes and systems in place to ensure complaints, incidents or events are correctly classified.

The areas where the provider must make improvements are:

- Care and treatment must be provided in a safe way for service users.

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. The team included a GP specialist advisor.

Background to Penn Manor Medical Practice

The Royal Wolverhampton NHS Trust (RWT) has been the registered provider for Penn Manor Medical Practice since November 2017. All staff have transferred to RWT and are salaried employees of the Trust.

Penn Manor Medical Practice is a well-established GP practice situated in Wolverhampton. The practice operates from a purpose built healthcare facility. There is access for patients who use wheelchairs. The practice has a higher proportion of patients between the ages of 65 and 85 years (38%) compared with the local average of 26% and the average across England of 27%. At the time of our inspection, the practice had approximately 11,500 registered patients. The ethnicity of patients registered at the practice was approximately 72% white and 20% of Asian origin. The remaining 8% were identified as mixed race, black and other race. The practice is in the third least deprived decile in the city. This may mean that there is a decreased demand on the services provided. However, the practice had a high proportion of patients aged over 65 years living with multiple long-term conditions which increased the demand on the practice.

The practice does not provide an out-of-hours service to its own patients, but patients are directed to the out of hours service, Vocare, via the NHS 111 service. 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 their local community. Services provided at the practice include the following clinics; long-term condition management including asthma, diabetes, minor surgery, hypertension (high blood pressure) and immunisation. The level of income deprivation affecting children is 13%, which is lower than the National average of 20%. The level of income deprivation affecting older people is 15% also lower than the National average of 20%.

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 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 administration and reception staff. There are 30 staff working at the practice either full or part time hours.

Additional information about the practice is available on their website: <http://www.pennmanor.nhs.uk>

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment How the regulation was not being met... The provider had failed to ensure the proper and safe management of medicines. In particular: • The provider did not have an effective system in place for the management and monitoring of patients prescribed high-risk medicines. • The provider had not risk assessed the reasons for not stocking all recommended high-risk medicines. • We found that formal processes for the supervision of the prescribing and clinical practices of advanced nurse practitioners were not in place. This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.