

# Dr McManus and Partners

## Inspection report

Weavers Medical, Prospect House  
121 Lower Street  
Kettering  
Northamptonshire  
NN16 8DN  
Tel: 01536513494  
www.weaversmedical.co.uk

Date of inspection visit: 26 February 2020  
Date of publication: 09/04/2020

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?

Good 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

Weavers Medical had been inspected previously on the following dates: -

2 October 2014 under the comprehensive inspection programme. The practice was rated as Good overall

3 July 2019 we carried out an announced focussed inspection. This was as a result of the Care Quality Commissions annual regulatory review. We inspected the domain areas of, effective and well led. During the inspection due to concerns we found we added a further key question of safe which resulted in the practice being rated as requires improvement overall. Safe and effective were rated as requires improvement. Well-led was rated as inadequate and the populations groups were rated as requires improvement. We served a warning notice in relation to Regulation 17 Good Governance which required the practice to be compliant by 4 October 2019.

We carried out an announced comprehensive inspection at Weavers Medical on 26 February 2020 as part of our inspection programme. We also looked at the breaches covered in the warning notice for Regulation 17, Good Governance, served in July 2019.

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.**

**We rated the practice as Good for providing a Safe service because:-**

- At this inspection we found that the practice had made improvements to the systems it had in place for patient safety alerts, management of high-risk medicines and medication reviews.

**We rated the practice as Requires Improvement for providing Effective services and for four out of the six population groups because:-**

- The population groups of people with long term conditions, families, children and young people,

working age people (including those recently retired and students) and people experiencing poor mental health (including people with dementia) were rated as requires improvement because :-

- The practice has not met the minimum 90% for three of four childhood immunisation uptake indicators.
- The percentage of women eligible for cervical screening was below the national average of 80%.
- Exception reporting for patients with long term conditions, mental health and dementia were above the CCG and national averages.
- People were not always able to access care and treatment in a timely way.

**We rated the practice as Good for providing a Caring and Responsive service because:-**

- Staff treated patients with kindness, respect and compassion. Feedback from patients was positive about the way staff treated people.

**We rated the practice as Good for providing a well-led service because we found:-**

- The management team had made a number of improvements and had achieved compliance for the warning notice. However, there were still some areas of governance that needed strengthening.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The areas where the provider should make improvements:-

- Improve patient satisfaction for appointments and the ability to access the practice by telephone.

**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

Overall summary

## Population group ratings

|  |                             |   |
|--|-----------------------------|---|
| <b>Older people</b>  | <b>Good</b>                 |  |
| <b>People with long-term conditions</b>  | <b>Requires improvement</b> |  |
| <b>Families, children and young people</b>                                     | <b>Requires improvement</b> |  |
| <b>Working age people (including those recently retired and students)</b>      | <b>Requires improvement</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>Requires improvement</b> |  |

## Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and a practice nurse specialist advisor.

## Background to Dr McManus and Partners

Dr McManus & Partners – Weavers Medical provides a range of services under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England.

Weavers Medical is run from a purpose built facility at Prospect House, 121 Lower Street, Kettering, NN16 8DN.

The practice's services are commissioned by Nene and Corby Clinical Commissioning Group (CCG). The practice serves a population of approximately 19,348 patients.

Patient demographics reflect the national average and information published by Public Health England rates the level of deprivation within the practice population group as five, on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

At Weavers Medical, the service is provided by four GP partners, 11 associate GPs, one locum GP, eight practice nurses and five healthcare assistants. The team is supported by a practice manager along with a team of administration and reception staff.

Weavers Medical is a GP training practice. GP Registrars are fully qualified doctors training to work as a GP in general practice

The practice population is predominantly white British (92%) along with small ethnic populations of Asian (4.4%) and mixed race (1.5%).

The Provider, Dr McManus and Partners, has one location registered with the Care Quality Commission (CQC) which is Weavers Medical, Prospect House, 121 Lower Street, Kettering. NN16 8DN

The local NHS trust provides health visiting and community nursing services to patients at this practice.

The practice is open between 8am and 6.30pm Monday to Thursday. Friday 8am to 1.30pm and 2pm to 6.30pm. Friday. Extended hours 6.30pm to 7.00pm Monday to Friday by appointment only.

As part of the Kettering locality extended access hub, patients can access extended hours at the Weavers Medical, Additional same day and booked appointments are provided by GPs, Nurse Prescribers, Clinical Pharmacists, Practice Nurses and other clinicians outside of the core General Practice hours.

Appointments are available :-

4pm to 8pm Monday to Friday

8.30am to 12.30 Saturday

8.30am to 12.30 Bank Holidays

When the practice is closed patients are directed to contact the out-of-hours GP services by calling the NHS 111 service.

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      | Regulation 17 HSCA (RA) Regulations 2014 Good governance  |
| Family planning services                 | The practice has not met the minimum 90% for three of four childhood immunisation uptake indicators.  |
| Maternity and midwifery services         | The percentage of women eligible for cervical screening was below the national average of 80%.  |
| Surgical procedures                      | Exception reporting for patients who experienced long term conditions, mental health and dementia were above the CCG and national averages. |
| Treatment of disease, disorder or injury | Meeting minutes, particularly in relation to significant events and complaints needed more detail on actions and learning.                  |