

# Manor Farm Medical Centre

## Inspection report

Mangate Street  
Swaffham  
PE37 7QN  
Tel: 01760721786  
[www.swaffham-doctors.co.uk](http://www.swaffham-doctors.co.uk)

Date of inspection visit: 11 July 2022  
Date of publication: 22/07/2022

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

Not inspected

Are services safe?

Inspected but not rated



# Overall summary

We previously carried out an announced comprehensive inspection at the practice on 31 March 2022. The practice was rated as inadequate overall and placed into special measures. As a result of the concerns identified, we issued the practice with a warning notice relating to a breach of Regulation 12, Safe Care and Treatment, requiring them to achieve compliance with the regulation by 10 June 2022.

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

## Why we carried out this review

We undertook a focused review on 11 July 2022 to verify that the practice had addressed the issues in the warning notice and now met the legal requirements. This report only covers our findings in relation to those requirements and will not change the ratings.

At the inspection, it was found that the provider had made improvements to mitigate the risks identified in the warning notice.

## How we carried out the review

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 inspections differently.

This review was carried out without the need to make a site 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
- 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

The provider had made improvements to mitigate the risks identified in the warning notice. For example:

- We saw that medicines were prescribed safely to patients.
- We saw that the dispensary was secure and improvements had been made.
- We saw the practice had implemented a new policy to ensure that safety alerts were incorporated, reviewed and monitored by the practice.
- We saw the practice had oversight of the immunisation status of staff who may be at risk of harm.
- We saw that all members of staff had received a DBS check, in line with the practice's policy.

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

- Continue to monitor and embed the new systems and processes which have been implemented to ensure they continue to be effective and are sustained.

# Overall summary

- Continue to improve record keeping and document safety netting in patient records.
- Assess if asthmatic patients who had received two or more courses of steroids might benefit from receiving a steroid card.

**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 inspector with a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Manor Farm Medical Centre

Manor Farm Medical Centre is located in Swaffham at:

Mangate Street  
Swaffham  
PE37 7QN

The practice has branch surgeries at:

Oak Farm Surgery

North Pickenham Road

Necton

PE37 8EF and

Narborough Surgery

Main Road

Narborough

PE32 1TE.

We did not inspect either branches.

There is a dispensary at Manor Farm Medical Centre and Oak Farm Surgery.

The provider is registered with CQC to deliver the Regulated Activities

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures
- Maternity and midwifery services
- Family planning services.

These are delivered from all sites.

The practice is situated within the Norfolk and Waveney Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 7500. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices which make up the Primary Care Network (PCN) Swaffham and Downham.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth lowest decile (five 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 98% White, 1% Asian and 1% Mixed.

There is a higher proportion of older people registered at the practice than both local and national averages.

There is a team of three GP partners at Manor Farm Medical Centre. The practice has a team of nurses and Health Care Assistants. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

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. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Out of hours services are provided by Integrated Care 24 and accessed via the NHS 111 service.