

Manor View Practice

Inspection report

Manor View Practice, Bushey Health Centre
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We decided to undertake an inspection of Manor View Practice on 21 January 2020 following our annual review of the information available to us. This inspection looked at the following key questions: Safe, Effective and Well Led.

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 population groups older people, people with long-term conditions, families, children and young people, working age people (including those recently retired and students), people whose circumstances may make them vulnerable and people experiencing poor mental health (including people with dementia) as good.

We rated the population group families, children and young people as requires improvement because:

- Uptake for childhood immunisations were lower than expected compared to the World Health Organisation (WHO) standard of 95% of children to receive recommended vaccinations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Act to improve the uptake of childhood immunisations so it meets the World Health Organisation (WHO) standard of 95% of children to receive recommended vaccinations.
- Act to achieve the cervical cancer screening 80% national programme coverage measure set by Public Health England.
- Act to ensure up to date records of staff training are available.

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Requires improvement	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

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

Background to Manor View Practice

Manor View Practice situated at Bushey Health Centre, London Road, Bushey, Hertfordshire, is a GP practice which provides primary medical care for approximately 25,559 patients living in Bushey and surrounding areas.

There is a branch situated at the Callowland Surgery, 141a Leavesden Road, Watford. We did not visit the branch during this inspection. However, we reviewed management processes that covered the totality of the provider's operations.

The practice maintains a single patient list and patients can access any of the two sites for primary health care.

Manor View Practice provides primary care services to local communities under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England. The practice population is predominantly white British along with larger ethnic population of Asian, and smaller populations of Afro Caribbean, mixed race and Eastern European origin. Information published by Public Health England, rates the level of deprivation within the practice population group as 10 on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The practice has six GP partners (three females and three males) and 11 salaried GPs (all females). There are three

nurse practitioners, four practice nurses, four healthcare assistants and two phlebotomists. There are also four pharmacists of which one is accessed through the PCN and a paramedic.

The practice provides training to qualified doctors to become GPs. Currently there is one doctor undergoing training. The practice also supports the training of medical students.

There is a practice management team of administrative and reception staff. The local NHS trust provides health visiting, midwifery, and community nursing services to patients at this practice.

The practice operates from purpose-built premises. Patient care is provided at ground floor level. There is car parking outside the practice with adequate disabled parking available.

The practice is open between 8am and 6.30pm Monday to Friday. There is extended early morning opening on Tuesday and one other day of the week (either on a Wednesday, Thursday or Friday) from 7am. Access to late evening appointments is available till 10pm at Manor View Bushey Health Centre on Thursday and at Callowland Surgery on Wednesday. Weekend and late evening appointments are available through the Watford extended access hub.

When the practice is closed services are provided by
Herts Urgent Care via 111.