

The Petersfield Medical Practice

Inspection report

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Cambridge
CB1 2AB

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Date of inspection visit: 30 March 2022

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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 to people's needs?

Good



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at The Petersfield Medical Practice on 30 March 2022. Overall, the practice is rated as good.

The ratings for each key question are:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 31 May 2017, the practice was rated Good and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Petersfield Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection. We undertook this inspection at the same time as CQC inspected a range of urgent and emergency care services in Norfolk and Waveney. To understand the experience of GP Providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. 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
- A short site visit
- Staff questionnaires.

Our findings

Overall summary

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

We found that:

- The practice provided care in a way that kept patients safe and protected them from 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.
- The practice operated effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Although the practice and staff told us there was supervision and competency checks for all staff, we did not see this was always formally recorded for future and proactive learning.
- The practice had been challenged with some staff changes and difficulties in recruiting which impacted on summarising of patient notes which had resulted in a backlog.
- The process for conducting meetings was not always structured, this did not assure us that learning was always shared effectively.
- The practice was in transition with building work. Therefore, some action plans from risk assessments were still outstanding.

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

- Improve the system and process in place to provide regular feedback and learning opportunities in a way that will support learning and improvements for all clinical staff.
- Review and improve the system and process to gain feedback from patients and staff to make improvements to services
- Continue to improve the uptake of cervical screening.
- Improve the use of templates in meetings to provide structure and consistency to be assured learning is shared.
- Continue to develop an action plan to ensure summarisation of notes is conducted in a timely way.
- Continue to identify and offer support to carers within the practice.
- Continue to identify, contact and assess patients who are eligible for NHS health checks.

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 who spoke with staff using video conferencing facilities and undertook a site visit. The team included 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 The Petersfield Medical Practice

The Petersfield Medical Practice is located in Cambridge at:

25 Mill Road

Cambridge

Cambridgeshire

CB1 2AB

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, family planning and surgical procedures.

The practice is situated within the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 7,900. This is part of a contract held with NHS England.

The practice is part of a wider primary care network (PCN) of GP practices called Cambridge City 4.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 11% Asian, 82% White, 2% Black, 3% Mixed, and 2% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of five GPs who provide cover at the practice. The practice has a team of four nurses who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice manager is based at the 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 an appointment.

Extended access is provided locally by the federation, where late evening appointments are available. Out of hours services are provided by the PCN.