

# Park Medical Centre

## Inspection report

164 Park Road  
Peterborough  
PE1 2UF  
Tel: 01733552801  
www.brettonhealthcare.co.uk

Date of inspection visit: 16 August 2023  
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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?	Requires Improvement	
Are services well-led?	Good	

# Overall summary

We carried out an announced comprehensive at Park Medical Centre on 16 August 2023. Overall, the practice is rated as good.

Safe - Good.

Effective – Good.

Caring – Good.

Responsive - Requires Improvement.

Well-led – Good.

This was the second inspection of Park Medial Centre under the registered provider Bretton Park Healthcare who became the provider from January 2022. Bretton Park Healthcare is the provider of 2 locations, Park Medical Practice and Bretton Medical Practice. We inspected both practices within a 2-day period as both locations were managed by a central team function and both clinical and non-clinical staff worked across both locations. At our previous inspection in November 2022, the practice was rated inadequate.

At this inspection, we found that significant improvements had been made through clear clinical leadership and within the practice. The practice is now rated as good.

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

## **Why we carried out this inspection.**

We carried out this inspection to follow up concerns and breaches of regulation from a previous inspection.

## **How we carried out the inspection.**

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- 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**

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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 found that:

- At our last inspection August 2023, we found significant concerns and poor governance systems relating to the services delivered to patients. At this inspection we found the practice had made improvements.
- The leadership team had engaged with the Integrated Care Board and experienced external managers to develop a comprehensive action plan. The team had implemented new systems and processes to ensure services were delivered in a safe and effective way to patients. There were systems and processes in place to regularly review and monitor all actions/improvements.
- 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.
- The GP partners had additional protected time to ensure the overall governance arrangements and processes for managing risks, issues and performance were reviewed regularly and were effective. Staff told us there were more meetings that they were invited to and that their well-being was considered.
- There was low patient satisfaction regarding appointments access and we noted they could not always access care and treatment in a timely way. We saw that the practice offered a range of appointments including extended and weekend appointments, some of which took place at the practice.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

Continue to monitor and improve the coding of medical records to provide accurate information within the medical records.

- Continue to encourage patients to attend their appointments for the national cervical cancer screening programme.
- Continue to monitor the new system for annual recalls and reviews to provide patients with appropriate on-going care.
- Continue to monitor patient feedback to improve patient satisfaction on accessing the practice.

I am taking this service out of special measures and the conditions that were imposed on the provider's registration will be removed. This recognises the significant improvements that have been made to the quality of care provided by this service.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health 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. A CQC operational manager and Nurse specialist advisor spoke with staff during a site visit.

## Background to Park Medical Centre

Park Medical Centre is in the town of Peterborough and is located at 164 Park Road, Peterborough Cambridgeshire, PE1 2UF.

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.

Park Medical Centre previously was part of a large GP practice under a different provider that worked at scale. Bretton Park Healthcare, the new provider, registered with the Commission in January 2022 and has another GP practice, Bretton Medical Practice.

Leaders and managers worked across the two GP practices, along with some members of staff. The practice is situated within the Cambridge and Peterborough Integrated Care System (ICS) and delivers General Medical Services (GMS) to a combined patient population of 8,919. This is part of a contract held with NHS England.

Due to the practice being de-merged from a larger practice group at the time of this inspection there was no information published by Office for Health Improvement and Disparities to show the deprivation within the practice population group.

The practice provided information regarding their population.

The index of deprivation decile is 1, where 1 is the most deprived and 10 is the least deprived. The ethnic make-up of the practice area is, 64.5% White, 22.6% Asian, 5.9% Black, 4% Mixed, and 3% Other.

Park Medical Centre is a teaching practice and there was a GP registrar in post.

The practice is part of a wider network of GP practices, Bretton Park & Hampton Primary Care Network (PCN). There is a team of GPs who work at the practice.

There are 2 GP (male) partners supported by a team of 19 reception/administration staff, 4 healthcare assistants, 3 practice nurses, 3 advanced nurse prescribers and 3 pharmacists. In addition, the practice has salaried part time GP's (male and female) and uses regular locum GPs. The business manager is based at Bretton Medical practice.

The practice is open between 8:30 am to 6:30 pm Monday to Friday.

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Extended access is provided locally by the practice where weekend appointments are available. Out of hours services are accessed by NHS 111.