

# Jenner Healthcare

## Inspection report

The Medical Centre  
Wisbech Road, Thorney  
Peterborough  
PE6 0SD  
Tel: 01733270219  
[www.jennerhealthcare.co.uk](http://www.jennerhealthcare.co.uk)

Date of inspection visit: 11 July 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?

Requires Improvement



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced follow up inspection at Jenner Healthcare on 11 July 2023. Overall, the practice is rated as good.

Safe - Requires improvement.

Effective - *rating of good carried forward from previous inspection*

Caring - *rating of good carried forward from previous inspection*

Responsive - *rating of good carried forward from previous inspection*

Well-led - *rating of good carried forward from previous inspection*

Following our previous inspection on 13 April 2022 the practice was rated good overall and for all key questions but requires improvement for providing safe services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Jenner Healthcare 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 on breaches of regulation from a previous inspection in line with our inspection priorities.

## 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:

- 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:

# Overall summary

- The practice was unable to evidence that they provided care in a way that kept patients safe and protected them from avoidable harm.
- The practices system for managing safety alerts was not fully embedded and did not ensure safe prescribing for all patients.
- The practice had improved their systems and processes for safe recruitment. We found all staff had received a Disclosure and Barring Service (DBS) checks or a risk assessment.
- We found the management team had full oversight of the documentation held in staff records to ensure safe recruitment procedures had been followed in a timely way.
- The practice could not evidence that all patients had a structured and comprehensive medicines review.

We found a breach of regulation. The provider **must**:

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

In addition the provider **should**:

- Continue to review and reduce where appropriate, prescribing rates for antibacterial medicines.

**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.

## Background to Jenner Healthcare

Jenner Healthcare is located in Peterborough at:

The Medical Centre

Wisbech Road

Thorney

Peterborough

Cambridgeshire

PE6 0SD

The practice has branch surgeries at:

Turners Lane

Whittlesey

Peterborough

Cambridgeshire

PE7 1EJ

And

High Street

Eye

Peterborough

Cambridgeshire

PE6 7UX

Thorney and Whittlesey have dispensaries on site. We visited Whittlesey as part of this inspection.

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. These are delivered from all sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Cambridgeshire and Peterborough Integrated Care System (ICS) and delivers General Medical Services (**GMS**) to a patient population of about 17,255. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 2% Asian, 95% White, 1% Black, 1% Mixed, and 1% 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 9 GPs who provide cover at all sites. The practice has a team of 13 nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The practice also has 3 health care assistances, a social prescriber, a phlebotomist and 2 pharmacists. The GPs are supported at the practice by a team of reception/administration staff. There are 3 team leaders across the 3 sites to provide managerial oversight.

The practice is open between 8:30am to 6pm 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 by the practice on a Monday and by GP Hub centre, where late evening and weekend appointments are available. Out of hours services are provided by The Greater Peterborough Network.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met:</b></p> <ul style="list-style-type: none"><li>• The practice did not always evidence that all patients had a structured and comprehensive medicines review.</li><li>• Our clinical searches found not that not all patients with long term conditions were being reviewed effectively due to coding and linking diagnosis with treatment. This meant patients were not always receiving effective treatment when reviewed.</li><li>• The practice did not evidence that all medicines were prescribed safely to patients.</li><li>• The practice had a system for managing safety alerts, but the system had not continued to monitor historical alerts to ensure safe prescribing for all patients.</li></ul> <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>