

Petersgate Medical Centre

Inspection report

99 Amersall Road
Scawthorpe
Doncaster
DN5 9PQ
Tel: 01302390490
www.petersgatemedicalcentre.nhs.uk

Date of inspection visit: 5 and 6 September 2022
Date of publication: 28/09/2022

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

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 inspection at Petersgate Medical Centre on 5 and 6 September 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 23 February 2016 the practice was rated Good overall.

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

Why we carried out this inspection

We carried out a comprehensive inspection due to the previous age of the inspection rating (over five years).

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

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.

Overall summary

We have rated this practice as Good overall.

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 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.
- Patient's individual needs and preferences were central to the delivery of practices services.
- The practice used innovative approaches to ensure services were delivered in a way that was convenient for patients. For example, they introduced 'covid boxes' containing equipment to check symptomatic patients with covid and to monitor patients for any signs of deterioration. They also worked collaboratively with a neighbouring practice to establish a monthly diabetic support group.
- There was compassionate and inclusive leadership who strove to motivate staff to succeed and ensure succession planning was embedded. There were high levels of satisfaction confirmed via staff feedback forms and in the staff survey. There were consistently high levels of constructive engagement with patients and the PPG.

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

- Standardise medication reviews to ensure monitoring checks are reviewed
- Continue with plans to review historic safety alerts.
- Continue with plans to improve uptake of cervical cytology screening.

We saw examples of outstanding practice:

- The practice used innovative approaches to ensure services were delivered in a way that is convenient for patients. At the beginning of the pandemic the practice introduced 'covid boxes' containing equipment to check symptomatic patients with covid and to monitor patients for any signs of deterioration. These were used at home visits or in the practice car park. The clinician would be in contact by telephone/text with the patient to monitor and arrange admission should the patient deteriorate. This innovative scheme was adopted by Doncaster Clinical Commissioning Group (CCG) in November 2020 and rolled out to other practices. The practice said this had helped reduced any unnecessary hospital admissions.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

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 Petersgate Medical Centre

Petersgate Medical Centre is located in Doncaster at:

99 Amersall Road

Scawthorpe

Doncaster

DN5 9PQ

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 and surgical procedures.

The practice is situated within the South Yorkshire Integrated Care System (ICS) and delivers General Medical Services (**GMS**) to a patient population of about 9,090. This is part of a contract held with NHS England.

The practice is part of North Primary Care Network which consists of 10 member practices with a total patient population of over 77,617.

Information published by Public Health England shows that deprivation within the practice population group is in the middle 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 1.1% Asian, 97% White, 0.6% Black, 1% Mixed, and 0.1% 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 four GPs (three female and one male). The practice has a team of three nurses who provide nurse led clinics for long-term condition, three healthcare assistants and a pharmacist. Managerial oversight is provided by two practice managers. The GPs are supported at the practice by a team of reception/administration staff.

The practice is open between 8am to 6pm Monday, Thursday and Friday, with extended opening hours on Tuesday and Wednesday between 7.30am and 6pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Doncaster Same Day Health, where late evening and weekend appointments are available. Out of hours services are provided by NHS Doncaster.