

# Manor Farm Medical Centre

## Inspection report

Mangate Street  
Swaffham  
Norfolk  
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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 effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focused inspection at Manor Farm Medical Centre on 7 November 2019 as part of our inspection programme.

Following our Annual Regulatory Review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: Safe, Effective and Well-led.

Because of the assurance received from the Annual Regulatory Review we carried forward the ratings from the last comprehensive inspection for the following key questions: Caring and Responsive which are rated as good.

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 for providing effective and well lead services and requires improvement for providing safe services. All population groups were rated as good.**

We found that:

- 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.

We have rated the practice as requires improvement for providing safe services because;

- Information about safety was not always comprehensive or actioned, risk assessments had not been carried out at the branch sites.
- The practice did not have a process to ensure all staff had current protection against hepatitis B or active immunity from measles.
- Not all staff had up to date training in safeguarding, infection control and basic life support.

The area where the provider **must** make improvements are:

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

The areas where the provider **should** make improvements are:

- Continue to encourage and monitor the childhood immunisation uptake and numbers of eligible women attending for their cervical screening.
- Review the process of exception reporting in order to demonstrate improved outcomes.
- Embed formal monitoring systems are in place for blank prescription forms and handwritten pads to be tracked when distributed to rooms or individual clinicians.

**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

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

## Our inspection team

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

## Background to Manor Farm Medical Centre

The address of the location is Mangate Street, Swaffham, Norfolk, PE37 7QN. There are two branch surgeries - Oak Farm Surgery in Necton, and Main Road Surgery in Narborough. Patients can attend any of the surgeries.

Manor Farm Medical Centre is situated close to the centre of Swaffham and serves approximately 7,200 patients.

Manor Farm Medical Centre and Oak Farm Surgery provide a dispensing service. We visited the main site Manor Farm Medical Centre during 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. These are delivered from all sites.

The practice employs 21 whole time equivalent staff including 11 administrative staff, a practice manager, five GPs (three female two male), three practice nurses, one

health care assistant and six dispensary staff. There are four GP partners (two full time, two part time) and one full time locum GP. Together they provide 34 sessions per week. All the GPs work extended hours on a Monday night 6.30 -7.15pm. The practice is a teaching practice for medical students and F2 Doctors. A Foundation doctor (FY1 or FY2) is a grade of medical practitioner in the United Kingdom undertaking a two-year, general postgraduate medical training programme which forms the bridge between medical school and specialist/general practice training.

The practice has a high elderly population with 49.6% above the age of 65. (CCG 43% and England 44.6%) The practice also serves a local travelling community. The practice provides a range of services including minor surgery, the treatment of minor injuries, family planning, maternity care, blood testing, vaccinations and various clinics for patients with long term conditions.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.