

# Penntorr Health

## Inspection report

Trevol Business Park  
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PL11 2TB  
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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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



# Overall summary

We carried out an inspection of Penntorr Health on 6 November 2019 following our annual review of the information available to us, including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Safe - Good
- Effective - Requires Improvement
- Well-led - Requires Improvement

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Caring – Good
- Responsive – 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 Requires Improvement overall and good for Safe services.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice learned and made improvements when things went wrong.
- There was compassionate, inclusive and effective leadership at all levels.
- There were systems and processes for learning, continuous improvement and innovation.

**We have rated this practice as requires improvement for providing Effective and Well Led services.**

We found that:

- The practice was not able to demonstrate how they monitored the percentage of patients who had attended appointments to monitor long-term conditions and mental health.
- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.
- There were some clear responsibilities, roles and systems of accountability to support good governance and management. However, other governance systems were ineffective.
- There were shortfalls relating to the management of risks and performance.

The areas 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:

- Reduce prescribing of antibiotics used to treat uncomplicated urinary tract infections and Nonsteroidal anti-inflammatory drugs.
- Promote the uptake of childhood immunisations.
- Improve data for cancer screening indicators.

**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>Requires improvement</b>	
<b>Families, children and young people</b>	<b>Requires improvement</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</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>Requires improvement</b>	

## Our inspection team

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

## Background to Penntorr Health

Penntorr Health is located at Trevol Business Park, Trevol Road, Torpoint, Cornwall, PL11 2TB. The branch practice, Millbrook Surgery is located at Greenland, Millbrook, Torpoint, Cornwall PL10 1DE.

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

Penntorr Health is situated within the Kernow Clinical Commissioning Group (CCG) and provides services to approximately 11,900 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There are five GP partners and one business manager partner. The practice employs two salaried GPs, a paramedic, an advanced nurse practitioner, three practice nurses and three health care assistants. The practice also employs two research nurses, a practice manager, an operations manager and a team of administrators and receptionists.

The practice is active in research and clinical trials. These are research studies in which patients help test treatments or approaches to prevent or diagnose health conditions to evaluate whether they are safe and effective.

Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is comparable to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.

Penntorr Health is open from 8.30 am until 6pm each week day. Extended hours was available between 6.30pm and 8.30pm on alternative Tuesdays and Wednesdays.

The branch, Millbrook Surgery is open from 8.30am until 1pm every weekday. The branch is also open from 2pm until 6pm every Tuesday and Thursday, and from 3.30pm until 6pm every Wednesday and Friday. When the practice was closed patients are directed to NHS 111 out of hours services.

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.

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> <p>There were limited systems or processes that enabled the registered person to evaluate and improve their practice in respect of the processing of the information obtained throughout the governance process. In particular:</p> <ul style="list-style-type: none"><li>• The fire alarm system at Penntorr Health had not been tested each week in accordance to the practice's procedures.</li><li>• The practice's infection prevention and control audit had not identified that there were no general cleaning records for the branch, Millbrook Surgery.</li><li>• Not all Patient Group Directions (PGDs) used to administer medicines, had been signed by all staff from the date the PGD was valid from.</li><li>• Not all staff had completed Equality and Diversity training.</li><li>• The practice had not evaluated Quality Outcomes Framework (QOF) exception reporting data to establish the percentage of patients who had attended annual health checks associated with long-term conditions and mental health.</li></ul> <p>This was in breach of Regulation 17(1), (2) (f) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>