

Penn Manor Medical Practice

Inspection report

Manor Road
Penn
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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 comprehensive inspection at Penn Manor Medical practice on 15 January 2019 as part of our inspection programme.

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 overall and good for all population groups.

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

- The practice could not demonstrate that patients' health in relation to the use of high risk medicines was always appropriately monitored or that a clinical review was carried out before issuing repeat prescriptions.
- The practice had not ensured that Patient Specific Directions (PSD) were completed and signed by a GP prior to administration by designated staff.
- The practice could not demonstrate that safe recruitment practices were completed for all staff.

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- 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 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.

The areas where the provider must make improvements are:

- Care and treatment must be provided in a safe way for service users.

The areas where the provider should make improvements are:

- Ensure patient specific directions are completed and signed by the GP prior to the administration of the prescribed medicine.
- Ensure all staff files, which include locums and agency staff have references to support evidence that safe recruitment practices are followed.
- Continue to identify carers and establish what support they need.
- Ensure that systems are in place to clearly identify complaints that should be classified as a significant or missed event.

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

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

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

Our inspection team

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

Background to Penn Manor Medical Practice

The Royal Wolverhampton NHS Trust (RWT) has been the registered provider for Penn Manor Medical Practice since November 2017. All staff have transferred to RWT and are salaried employees of the Trust.

Penn Manor Medical Practice is a well-established GP practice situated in Wolverhampton. The practice operates from a purpose built healthcare facility. There is access for patients who use wheelchairs. The practice has a higher proportion of patients between the ages of 65 and 85 years (38%) compared with the local average of 26% and the average across England of 27%. At the time of our inspection, the practice had approximately 11,500 registered patients. The ethnicity of patients registered at the practice was approximately 72% white and 20% of Asian origin. The remaining 8% were identified as mixed race, black and other race. The practice is in the third least deprived decile in the city. This may mean that there is a decreased demand on the services provided. However, the practice had a high proportion of patients aged over 65 years living with multiple long term conditions which increased the demand on the practice.

The practice does not provide an out-of-hours service to its own patients but patients are directed to the out of hours service, Vocare, via the NHS 111 service. The practice provides services to patients of all ages based on

a General Medical Services (GMS) contract with NHS England for delivering primary care services to their local community. Services provided at the practice include the following clinics; long-term condition management including asthma, diabetes, minor surgery, hypertension (high blood pressure) and immunisation. The level of income deprivation affecting children is 13%, which is lower than the National average of 20%. The level of income deprivation affecting older people is 15% also lower than the National average of 20%.

The team of clinical staff at Penn Manor Medical Practice is made up of five GPs (three female, two male). The GPs work a total of 34.25 sessions between them. Other clinical staff include four practice nurses and an advanced nurse practitioner, one of the practice nurses works full time and the others part time. Clinical support is also provided by a pharmacist and health care assistant. The clinical staff are supported by a practice manager, and administration and reception staff. There are 27 staff working at the practice either full or part time hours.

Additional information about the practice is available on their website:

[http:// www.pennmanor.nhs.uk](http://www.pennmanor.nhs.uk)

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	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment The provider had failed to ensure the proper and safe management of medicines; • The provider did not have an effective system in place for the management and monitoring of patients prescribed high-risk medicines. • The practice had not ensured that Patient Specific Directions (PSD) were completed and signed by a GP prior to administration by designated staff. This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.