

# Nene Valley Medical Practice

## Inspection report

Clayton  
Orton Goldhay  
Peterborough  
PE2 5GP  
Tel: 01733366600

Date of inspection visit: 21 November 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 responsive to people's needs?

Requires Improvement



# Overall summary

We carried out an announced targeted assessment of the responsive key question at Nene Valley Medical Practice on 21 November 2023.

The assessment took place remotely. The purpose of the assessment was to review the responsive key question. As a result, the responsive key question has been rated requires improvement.

**Safe** – not rated, the rating of good was carried over from the previous inspection.

**Effective** - not rated, the rating of good was carried over from the previous inspection.

**Caring** - not rated, the rating of good was carried over from the previous inspection.

**Responsive** – Requires Improvement.

**Well-led** - not rated, the rating of good was carried over from the previous inspection.

Following our previous inspection on December 2022, the practice was rated good overall and for all key questions. Following this assessment the overall rating remains good and the responsive key question has been rated requires improvement.

The full reports for previous inspections can be found by selecting the 'all reports' link for Nene Valley Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities to complete targeted assessments of the responsive key question to better understand the experience of patients and providers.

## How we carried out the inspection

This assessment was completed remotely. This included:

- Conducting staff interviews using teleconferencing.
- Requesting evidence from the provider.
- Reviewing the data we hold on this provider.
- Reviewing patient feedback reported directly to us, verified patient reviews and patient experience evidence supplied by the provider.

## 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 found that:**

Patients had difficulty accessing care and treatment in a timely way. The practice was aware of poor patient satisfaction for access to the service. They had taken action to improve patient access, the changes had not yet provided verified data of patient satisfaction improving.

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

- Continue to review and improve patient satisfaction around access to the service.

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

The assessment was conducted by a CQC Inspector.

## Background to Nene Valley Medical Practice

Nene Valley Medical Practice is located in Peterborough at:

Nene Valley Medical Practice

Clayton

Orton Goldhay

Peterborough

PE2 5GP

The practice has a branch surgery at:

Hodgson Medical Centre

Hodgson Avenue

Werrington

Peterborough

PE4 5EG

The provider is registered with CQC to deliver the Regulated Activities:

- diagnostic and screening procedures
- maternity and midwifery services
- treatment of disease, disorder or injury
- family planning
- surgical procedures

These activities are delivered from both 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 area (ICS) and delivers General Medical Services (GMS) to a patient population of approximately 19,500. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices Peterborough and East Primary Care Network (PCN).

The clinical at the practice is made up of 10 GPs, 6 advanced nurse practitioners, 2 primary care matrons, 3 nurse practitioners, 4 practice nurses, 5 healthcare assistants and 3 pharmacists. The clinical team are supported by a 4 person management team and a team of reception/administration staff, which include social prescribers and care coordinators.

The practice is open between 8.00am to 6.30pm 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 locally by Greater Peterborough Network, where late evening and weekend appointments are available. Out of hours services are provided by Herts Urgent Care (HUC)