

Manor Practice

Inspection report

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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?

Good 

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 the Manor Practice on 5 April 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 for providing safe, effective, caring, responsive and well led services. All the population groups have been rated as good.

Our key findings across all the areas we inspected were as follows:

- The practice had 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 had good facilities and was well equipped to treat patients and meet their needs. The premises were clean and hygienic.
- Staff treated patients with compassion, kindness, dignity and respect.
- The practice sought feedback from patients, which it acted on.

- Patient satisfaction was mostly higher than the local and England average in the national GP patient survey.
- Staff enjoyed working for the practice and felt well supported. They had the training they needed to carry out their roles effectively.
- The practice monitored the quality of care it provided and could demonstrate improved outcomes for patients.
- Leaders were visible and approachable.
- There was a clear vision to provide high quality care to patients.

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

- Look at ways to improve the uptake of cervical screening for eligible patients.
- Review areas in the quality and outcomes framework where exception reporting is higher than average.
- Undertake regular formal reviews of clinical decision making and non-medical prescribing by staff employed in advanced roles.
- Provide feedback to patients about action taken in response to suggestions posted in the comments box.
- Consider undertaking the practice's own survey of patient views.

Dr Rosie Bennyworth BS BMedSci MRCGP

Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

Background to Manor Practice

The Manor Practice is situated in the town of Southwick in West Sussex.

The practice provides services for approximately 10355 patients living in Southwick and the surrounding areas. NHS Coastal West Sussex CCG

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; maternity and midwifery services; family planning; and surgical procedures.

The Manor Practice is situated in a semi-rural/urban area of the NHS Coastal West Sussex clinical commissioning group (CCG). The practice provides services for approximately 10355 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 four GP partners (three female and one male) and four salaried GPs (three female and one male). The practice employs two nurse practitioners, three practice

nurses and two health care assistants. There are three managers, three administrative staff, three secretaries and six receptionists. The practice is a training practice for GP trainees and foundation level 2 doctors.

The practice has a largely working age population. The practice has a slightly higher number of patients who are aged 65 years and over, when compared to the England average but less than the local clinical commissioning group (CCG) average (practice 21%, CCG 26%). The National General Practice Profile states that 95% of the practice population is from a white background with a further 5% of the population originating from black, Asian, mixed or other non-white ethnic groups. 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 80 years compared to the national average of 79 years. Female life expectancy is 83 years compared to the national average of 83 years.