

Nene Valley Medical Practice

Inspection report

Clayton
Orton Goldhay
Peterborough
PE2 5GP
Tel: 01733366600

Date of inspection visit: 07 December 2022
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Nene Valley Medical Practice on 7 December 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

This is the first inspection of Nene Valley Medical Practice under the registered provider Nene Valley Hodgson Medical Practice who registered with the Care Quality Commission (CQC) as the provider from November 2021. Nene Valley Medical Practice has a branch site Hodgson Medical Practice which was also inspected as part of this inspection.

The full reports for inspections can be found by selecting the 'all reports' link for Nene Valley Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this comprehensive inspection to provide a rating of the location under the new provider and in line with our inspection priorities.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.
- Staff questionnaires

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.

We found that:

Overall summary

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice ensured staff were recruited safely.
- The practice had effective clinical supervision processes in place.
- 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.
- Patients could access care and treatment in a timely way.
- The practice had a strong emphasis on learning and development.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to improve the uptake of cervical screening.
- Continue to identify, contact and assess patients who are eligible for NHS health checks including patients with learning disabilities.
- Continue to monitor and further improve the systems and processes in place for reviewing patients with long term conditions.
- Continue to monitor and further improve the systems and processes in place to link diagnosis with medicines prescribed.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

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 Lane

Werrington

Peterborough

PE4 5EG

We visited both sites as part of 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, family planning and surgical procedures. These 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 about 19,514. 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).

There is a team of 11 GPs who provide cover at both practices. The practice has a team of 7 advanced nurse practitioners, 3 nurses who provide nurse led clinics for long-term condition management and five health care assistants who work at both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff. The practice manager is based at the main location to provide managerial oversight.

The practice is open between 8 am to 6 pm 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).