

Petroc Group Practice

Inspection report

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www.petrocgrouppractice.co.uk/

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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 Petroc Group Practice on 12 March 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 apart from patients with long term conditions which we rated as requires improvements.

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 routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

- Improvements since our previous inspection included a patient's orchard.
- The practice offered extended hours which included early morning and evening opening. Appointments were also available on Saturdays from 10am until 1pm at various locations in the area, through joint working with the local GP practice federation.
- The practice identified military veterans in line with the Armed Forces Covenant 2014. This enabled priority access to secondary care to be provided to those patients with conditions arising from their service to their country.

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

- Review systems in relation to high risk medicines.
- Continue to implement actions to improve uptake on the cervical screening.
- Consider the display of more information about its services offered for young people, both at the practice and online.
- Improve the rates of exception reporting for patients with long term conditions.

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

Older people	Good 
People with long-term conditions	Requires improvement 
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, a practice nurse specialist advisor and a second CQC inspector.

Background to Petroc Group Practice

Petroc Group Practice has a main location and two branch sites. We visited the main location at St Columb Major, and the branch sites St Columb Road and St Merryn as part of our inspection. Further information about the practice can be found at www.petrocgrouppractice.co.uk

The provider is registered with CQC to deliver the following Regulated Activities; diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from three sites. The St Merryn site was currently used for clinical dispensary work.

Petroc Group Practice is situated within Kernow Clinical Commissioning Group (CCG) and provides services to 16,550 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 is a team of eight GP partners and one non GP partner, two are female and seven are male. There are also six salaried GPs and three GP registrars. The whole time equivalent of GPs is 10. The GP team are supported by a managing partner, a deputy practice manager, a finance manager, administration manager, eight practice nurses, a dispensary manager, four health care assistants, and additional administration staff.

The practice is currently part of a wider emerging clinical network of GP practices, which included two other practices in the mid Cornwall area.

The index of multiple deprivation 2015, which is the official measure of relative deprivation for areas in England, ranks the practice as five (with one being the most deprived and ten the least).

The practice age profile is in line with local and national averages, with some exceptions. For example, 16% of patients were aged over 70 years.

The practice is a training practice for medical students and doctors and nurses undertaking general practice speciality training. Four of the GPs were accredited trainers. Two nurses were accredited nurse mentors. At the time of the inspection, three GP registrars (trainee GPs) and one student nurse were working at the practice.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.

Further information about the practice can be found at www.petrocgrouppractice.co.uk