

# The Manor Clinic

## Inspection report

The Surgery  
31 Manor Road  
Folkestone  
Kent  
CT20 2SE  
Tel: : 01303 851122  
www.manorclinic.co.uk

Date of inspection visit: 29 January 2019  
Date of publication: 11/03/2019

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 follow up inspection at The Manor Clinic on 29 January 2019 as part of our inspection programme.

At the last inspection in July 2018 we rated the practice as requires improvement for providing safe and well-led services because:

- The practice did not have a good track record on safety in all areas of the practice.
- The practice did not have an effective system for making improvements when things went wrong.
- The practice ensured that care and treatment was delivered according to evidence-based guidelines. However, not all clinical audits were repeated in a timely way.
- There were no specific guidelines, training or red flags for reception staff in the management of patients with sepsis symptoms.

At this inspection, we found that the provider had satisfactorily addressed these areas.

We based our judgement of the quality of care at this service is 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.**

We rated the practice as **good** for safe services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.

We rated the practice as **good** for providing well-led services because:

- The practice had identified areas where there were gaps in provision locally and had taken steps to address them.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.

These good areas benefitted all population groups and so we rated all population groups as **good**.

## **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

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## Population group ratings

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

## Our inspection team

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

## Background to The Manor Clinic

The registered provider is Premier Primary care Limited (also known as The Manor Clinic).

The Manor Clinic is located at:

The Surgery

31 Manor Road

Folkestone

Kent

CT20 2SE

The practice is registered with the CQC to carry out the following regulated activities; diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the NHS South Kent Coast Clinical Commissioning Group (CCG). The practice provides Personal Medical Services (PMS) and offers

enhanced services for various immunisation checks. It provides extended hours access, remote care monitoring, minor surgery, learning disability, alcohol and people living with dementia health check schemes.

The practice provides an out-of-hours service to their own patients and appointments are booked via the practice's reception or NHS 111 when the practice is closed.

The practice has five male GPs, three female GPs, one nurse practitioner, three female and one male practice nurse, one female healthcare assistant, a practice manager and an extensive administrative team.

The Manor Clinic has a registered patient population of approximately 7,800 patients. The practice is located in an area with a higher than average deprivation score. Public health England figures suggest there is a higher than average smoking prevalence in the practice patient population: Practice 27%, clinical commissioning group 21% and national 18%.