

Highcroft Surgery

Inspection report

Arnold Health Centre
High Street, Arnold
Nottingham
NG5 7BQ
Tel: 01158832330
www.highcroftsurgery.co.uk

Date of inspection visit: 12 August 2021
Date of publication: 27/09/2021

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?

Inspected but not rated



Overall summary

We carried out an unannounced focused inspection at Highcroft Surgery from 12 August 2021. During this inspection we only reviewed Safe but did not rate it as we looked at just one aspect of the domain. Overall, the practice remains rated as Good.

Safe – Inspected but not rated

Effective – not inspected

Caring – not inspected

Responsive – not inspected

Well-led – not inspected

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Highcroft Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- Concerns received by the CQC about workflow management resulting in delayed referrals and untimely treatment of patients.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

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

Overall summary

- information from the provider, patients, the public and other organisations.

We found that:

- There was a significant backlog in correspondence received by the practice which required action or completion. The practice was aware of this and were taking steps to address this.
- There was a system in place for managing correspondence; however, to the practice had not ensured all actions required were completed in a timely manner. Therefore, we could not be assured the potential risks to adverse patient care, as a result of the delay, were fully mitigated.

The area where the provider **should** make improvements is:

- Continue to monitor staffing levels at the practice and ensure sufficient support is made available to reception and administrative staff to manage correspondence workloads at the practice.

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	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector and a GP specialist advisor who visited the location and spoke with the provider.

Background to Highcroft Surgery

Highcroft Surgery is located in Nottingham at:

Arnold Health Centre

High Street

Arnold

Nottingham

Nottinghamshire

NG5 7BQ

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 Highcroft Surgery.

The practice is situated within the Nottingham Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 11,600. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices – the Arnold and Calverton Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (seven of 10). The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 92.6% White and 3.3% Asian.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice is run by a partnership of three GPs (two male and one female) and one advanced nurse practitioner (female). The practice has a team of three nurses (including one nurse prescriber) who provide nurse-led clinics for long-term conditions and healthcare assistants. The GPs are supported at the practice by a team of reception/administration staff. The practice manager is based at the practice to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the GP surgery or a video consultation.

Extended access is provided within the practice on two evenings during the week, and locally by Nottingham City GP Alliance, where late evening and weekend appointments are available. Out of hours services are provided via the 111 service by Nottingham Emergency Medical Services (NEMS).