

# Highcroft Surgery

## Inspection report

Arnold Health Centre  
High Street, Arnold  
Nottingham  
NG5 7BQ  
Tel: 01158832330  
[www.highcroftsurgery.co.uk](http://www.highcroftsurgery.co.uk)

Date of inspection visit: 16 June 2021  
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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 well-led?

Good 

# Overall summary

We carried out an announced inspection at Highcroft Surgery from 14 June to 17 June 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – not inspected

Responsive – not inspected

Well-led - Good

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](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a focused inspection to follow up on:

*Feedback received by the CQC about access to health services and risks to patients as a result of poor access to services*

## 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:

- Conducting staff interviews using telephone and video conferencing
- 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
- To ensure we gathered staff feedback we used a questionnaire which was given to staff electronically via email.

## 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 have rated this practice as Good overall and good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Whilst the practice had experienced problems with their telephones, which affected access to care, they had taken actions to remediate this and ensure patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Implement the new telephone system with adequate staff resourcing to improve telephone access for patients.
- Improve the monitoring of patients on high risk medicines to be effectively mitigate potential risks.
- Improve patient and staff engagement processes through re-engagement with their patient participation group.

**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	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 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 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).