

# Hightown Village Surgery

## Inspection report

1 St. Georges Road  
Hightown  
Liverpool  
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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?

Requires improvement 

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 Hightown Village Surgery on 19 November 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 requires improvement for providing safe services and good overall and for all population groups.**

We rated the practice **as requires improvement** for providing safe services because:

- The provider did not have fully effective processes for assessing and managing risks associated with the premises.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- 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 organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- Overall governance arrangements were effective.

The areas where the provider **must** make improvements:

- Ensure that the premises are safe and appropriately accessible.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements:

- Review the system in place for managing safety alerts to ensure this is robust and demonstrates the actions taken.
- Ensure all staff recruitment checks are carried out in line with requirements.
- Ensure all members of the clinical team have been undergone safeguarding training to a level appropriate to their role.
- Continue to review staffing requirement and recruit to vacant posts.
- Review the emergency medicines held and ensure an appropriate risk assessment has been carried out if required.

**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

<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 Hightown Village Surgery

Hightown Village Surgery is located in Hightown, Merseyside.

The provider is registered with CQC to deliver the Regulated Activities; Diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder or injury.

Hightown Surgery is situated within South Sefton Clinical Commissioning Group (CCG) and provides services to approximately 2,000 patients under the terms of an Alternative Provider Medical Services (APMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of GPs. The partnership consisted of 3 GPs and there were an additional three salaried GPs. The team also included practice nurses, health care assistants, a practice manager and a team of reception and administration staff. The practice is part of a wider network of GP practices.

There are higher than average numbers of patients over 65 years of age. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78.8 years compared to the national average of 79.2 years. Female life expectancy is 82.8 years compared to the national average of 83.2 year

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 15 HSCA (RA) Regulations 2014 Premises and equipment</p> <p><b>The premises were not fully safe, accessible and suitable to their purpose. The provider must take action with particular regard to;</b></p> <ul style="list-style-type: none"><li>• Carry out a comprehensive health and safety risk assessment.</li><li>• Carry out required actions to mitigate identified risks.</li><li>• Address risks associated with; access for people who are disabled, maintenance of the building, safety of the stair cases, infection control arrangements and pest control arrangements.</li></ul> <p><b>This was in breach of Regulation 15 (1) (d) (e) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>