

Highbridge Medical Centre

Inspection report

Pepperall Road
Highbridge
TA9 3YA
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www.highbridgemc.co.uk

Date of inspection visit: 13 June 2023
Date of publication: 14/07/2023

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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at Highbridge Medical Centre on 13 June 2023. Overall, the practice is rated as good. At our previous inspection in October 2017 the practice was rated as good overall and for all key questions.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

The full reports for previous inspections can be found by selecting the 'all reports' link for Highbridge Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities and to follow up concerns reported to us.

We inspected all key questions.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- 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
- information from the provider, patients, the public and other organisations.

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.

Overall summary

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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.
- Staff were supported to carry out their role with appropriate training and supervision being provided.
- Leaders and managers were accessible and listened to patient and staff views on the service provision.
- Actions were taken where areas for improvement were identified.

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

- Continue to monitor processes in order for patients to have all the recommended blood tests prior to a prescription being issued and at the time of medicine reviews.
- Review patients on medicines which require monitoring and who may need additional medicines prescribed to protect their stomach lining.
- Continue to provide relevant training for Legionella risk management.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

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 Highbridge Medical Centre

Highbridge Medical Centre is located in Highbridge at:

Pepperall Road,

Highbridge,

Somerset

TA9 3YA

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 and surgical procedures.

The practice is situated within the Somerset Integrated Care Board (ICB) and delivers (Personal Medical Services (PMS) to a patient population of about 13,500. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as the North Sedgemoor Primary Care Network and consists of a total of five GP practices, including Highbridge Medical Centre.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (four of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98.3% White, and 0.7% Black, Mixed, and Asian.

Data from Public Health England show that the practice had a higher than average population of patients over 65 ; 26.2%, in comparison with the ICB average of 24.6% and a national average of 17.7%.

There is a team of four GPs, with one vacancy. The practice has a team of four nurse practitioners; three enhanced care practitioners, 2 pharmacists, 5 practice nurses, and 3 health care assistants. The GPs and clinicians are supported at the practice by a practice manager, 2 deputy practice managers, 2 prescribing clerks and a team of reception/ administration staff.

The practice is open between 8.30 am to 6 pm Monday, Tuesday, Wednesday, and Friday. The practice is open from 8.30 am to 8 pm on Thursdays, between 6 pm and 8 pm pre-bookable appointments are available. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by the NHS 111 service.