

Hilltops Medical Centre





Inspection report

Kensington Drive
Great Holm
Milton Keynes
MK8 9HN
Tel: 01908568446
www.hilltopsmedicalcentre.org

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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 Hilltops Medical Centre between 29 July and 3 August 2021. Overall, the practice is rated as good.

The ratings for each key question are:

Safe - Good

Effective – Good

Well-led – Good

Following a previous focused inspection on 15 October 2019, the practice was rated requires improvement overall and with a rating of requires improvement for providing safe and well led services and a rating of good for providing effective services and for all population groups.

We then carried out a remote review of Hilltops Medical Centre on 9 December 2020. This was undertaken to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in Regulation 12 safe care and treatment as set out in a requirement notice following our inspection in October 2019.

As a result of continued breaches of regulation being identified at our remote review a warning notice was issued to the provider in December 2020.

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

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- The safe, effective and well-led key questions
- The breaches of regulation and 'shoulds' identified in the previous inspection. These are areas where we identified the provider should make improvements.

The practice had previously been rated good for the Caring and Responsive key questions following our comprehensive inspection on 26 November 2018.

The information we received and reviewed as part of this inspection did not indicate the previous rating of good for providing caring and responsive services was affected and therefore these ratings were carried over.

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.

Overall summary

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 video conferencing and telephone calls.
- 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.
- Asking patients to submit online feedback.

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

We found that:

- The breaches in regulation issued in our warning notice in December 2020 had been met.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had processes for managing risks, including safety alerts.
- The practice identified and learnt from significant events.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- They had made improvements to governance arrangements and managing risks. Practice policies and procedures were followed.

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

- Continue to embed the implementation of the new online practice portal, particularly in relation to the management of significant events.
- Seek innovative ways to improve patient outcomes in the Quality and Outcomes Framework.
- Take actions to improve the levels of patient satisfaction particularly in relation to telephone access and appointment booking.
- Seek innovative ways to encourage eligible patients to have cervical cancer screening.
- Ensure information about the Parliamentary and Health Service Ombudsman is included in all complaint final response letters.

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

Overall summary

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 with a second CQC inspector. 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 Hilltops Medical Centre

Hilltops Medical Centre provides a range of primary medical services, including minor surgical procedures, from its location at Kensington Drive, Great Holm, Milton Keynes, MK8 9HN. The telephone number is 01908 568446 and the website address is www.hilltopsmedicalcentre.org. Hilltops Medical Centre is part of the NHS Milton Keynes Clinical Commissioning Group (CCG). The practice holds a General Medical Services (GMS) contract for providing services, which is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The medical centre is registered with the Care Quality Commission under the Health and Social Care Act 2008 to provide the following regulated activities:

- Diagnostic and screening procedures
- Family planning
- Midwifery and maternity services
- Surgical procedures
- Treatment of disease, disorder or injury.

The practice serves a population of 16,577 patients with an age-range in line with local averages. The practice population is largely White British, with 23% of the practice population being from Black and Minority Ethnicity backgrounds.

According to data published by Public Health England the area falls in the 'second least deprived decile' and is one of little deprivation. Average life expectancy for people living in the area is higher than local CCG and national averages. There is low unemployment and the practice supports patients in an area of new housing expansion.

The clinical team consists of one male and three female senior GP partners, one male and two female GP partners, two female salaried GPs, one female advanced nurse practitioner, three female practice nurses, one male paramedic, a female pharmacist (non-prescriber), three female health care assistants and one male health care assistant. The team is led by a managing partner who is supported by a deputy practice manager, an operations manager and a team of reception, administrative and secretarial staff.

Members of the community midwife and health visiting team operate regular clinics from the practice location. The practice is a training practice and accepts GP registrars each year. (GP Registrars are fully qualified and registered doctors training to become GPs). In addition, the practice works with medical students learning to become doctors and supports two new students every six weeks. The practice employs one female regular GP locum when additional clinical cover is required.

Support is also provided by two pharmacists employed by the Milton Keynes Clinical Commissioning Group who visit the practice to support medicines optimisation and management.

The practice operates from a two-storey purpose-built property. Patient consultations and treatments take place on the ground level. There is a large car park outside the surgery, with disabled parking available. There is a pharmacy situated within the building but not attached to the practice.

Hilltops Medical Centre is open between 8am and 6.30pm Monday to Friday. Extended hours are provided on Tuesday, Wednesday and Thursday, when the practice is open from 7am to

6.30pm. Additional appointments are also offered alternate Saturdays, from 8.30am to 11.30am.

The out of hours service can be accessed via the NHS 111 service. Information about this is displayed in the practice, on the practice website and via the practice telephone line.