

Hylton Medical Group

Inspection report

Pallion Medical Centre
Hylton Road
Sunderland
Tyne And Wear
SR4 7XF
Tel: 0191 5658598
www.hyltonmedicalgroup.nhs.uk

Date of inspection visit: 18 March 2019
Date of publication: 16/04/2019

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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Hylton Medical Group on 18 March 2019 as part of our inspection programme (previous ratings April 2015 – inadequate, February 2016 – requires improvement, February 2017 – inadequate, September 2017 – good).

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 good for all population groups, except people with long-term conditions, which we rated as outstanding.

We rated the practice as **outstanding** for providing responsive services people with long-term conditions because:

- A system to support patients living with cancer; capturing information about the patient which followed them through primary and secondary care, and offering comprehensive, meaningful health checks, had been developed and successfully implemented. The practice's approach had been adopted by many other local practices.

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 organised and delivered services to meet patients' needs. 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:**

- Review their arrangements for ensuring that staff have received the relevant vaccinations.

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	Outstanding 
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 and included a GP specialist advisor.

Background to Hylton Medical Group

Hylton Group provides care and treatment to around 5,100 patients in Sunderland. The practice is part of Sunderland clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice provides services from the following address, which we visited as part of the inspection:

- Pallion Medical Centre, Hylton Road, Sunderland, Tyne and Wear, SR4 7XF

The surgery is located in a purpose-built two-storey building; all patient facilities are on the first floor. There is a car park, a lift, an accessible WC, wheelchair and step-free access.

Patients can book appointments in person, on-line or by telephone.

The service for patients requiring urgent medical attention out of hours is provided by the NHS 111 service and Vocare (known locally as Northern Doctors Urgent Care limited).

The practice has:

- One lead GP (male),
- One long-term locum GP (male),
- two nurse prescribers (both female),
- a healthcare assistant,
- a practice pharmacist,
- a practice manager, and
- seven staff who carry out reception and administrative duties.

The age profile of the practice population is broadly in line with local and national averages but is made up of a slightly lower number of patients over the age of 65 (14% compared to the CCG average of 19% and the national average of 17%).

Information taken from Public Health England placed the area in which the practice is located in the third most deprived decile. In general, people living in more deprived areas tend to have greater need for health services.