

Hillside Practice

Inspection report

Windermere Drive
Skelton
Saltburn By The Sea
TS12 2TG
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Date of inspection visit: 8 December 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

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Hillside Practice on 8 December 2021. This inspection was focused on the management of access to appointments.

The practice remains rated as Good overall.

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

Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

This inspection included a site visit. The lead inspector spoke with staff on site.

Interviews were carried out with the practice manager. We also spoke with a member of the patient participation group via telephone.

We found that:

- People were not always able to access appointments in a timely way.
- The practice offered a range of appointment types.
- Patients with the most urgent needs had their treatment prioritised.
- There were systems in place to support people who faced communication barriers to access treatment.
- There were some systems in place to monitor access to appointments and make improvements. However, the practice did not make good use of management reports provided by the practice phone systems to check if patients had good access via phone.

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

- Improve the use of reports that could be generated from their telephone system to monitor how well patients could access the practice via phone.
- Implement monitoring to support the practice in understanding where there is unmet need, including reviewing the number and timing of abandoned calls and the frequency by which patients need to call back on subsequent days when no more appointments were available.

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

Our inspection team

The inspection was led by a CQC lead inspector who spoke with staff. The inspection included a site visit.

Background to Hillside Practice

Hillside Practice is located in the historic town of Skelton, near Saltburn on Sea, at Windermere Drive, Saltburn-by-Sea TS12 2TG

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

The practice is situated within the NHS Tees Valley Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 9,700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in the East Cleveland Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth most deprived decile (fourth out of 10). The lower the decile, the more deprived the practice population is in relation to others.

According to the latest available data, the ethnic make-up of the practice area is 0.5% Asian, 98.8% White, 0.1% Black, 0.5% Mixed, and 0.1% Other.

There is a team of five GPs, two advanced nurse practitioners and three practice nurses who provide nurse led clinics for long-term condition. They are also supported by one health care assistant and one trainee nurse associate. The GPs are supported at the practice by a team of reception and administration staff. The practice manager provides managerial oversight.

This is a training practice, which provides opportunities for trainee GPs, F2 doctors and medical students.

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 initially telephone consultations.

The practice is open 8am-6pm Monday to Friday, with extended access on Mondays between 6:30pm and 8pm and Saturdays between 9am and 11am for pre-booked appointments only.

There is also a local extended hours service provided by the local GP Federation, which operates from Redcar Primary Care Hospital. This provides a extended GP and out of hours urgent primary care service in the evening and weekends, when local practices are closed. Outside of opening hours, patients can access an out of hours service provided to patients across South Tees CCG by ELM Alliance Limited, via the NHS 111 service.