

The Highlands Practice

Inspection report

102 Highlands Road
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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions effective, responsive and well led. We did not look at the safe or caring key questions as part of this inspection.

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. During our previous inspection we rated safe and caring as Good. During this inspection we rated effective, responsive and well led as Good.

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

- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.
- The practice organised and delivered services to meet patients' needs.
- There was compassionate, inclusive and effective leadership at all levels.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.

We rated all population groups as **Good** because:

- The practice had a frailty team led by an advanced nurse practitioner who triaged and carried out home visits and carried out ward rounds at the five local nursing homes which were linked to the practice.

- Patients identified as pre-diabetic were offered a support program.
- The practice employed a cardiovascular pharmacist, to ensure the efficacy and safety of drug therapy for patients with hypertension and coronary heart disease.
- There was a weekly audit of frequent practice attenders to address their needs.
- The practice offered early and late appointments for patients.
- End of life care was delivered in a coordinated way which considered the needs of those whose circumstances may make them vulnerable.
- Patients experiencing poor mental health had access to longer appointments.
- The practice actively identified patients who were homeless and worked with them to determine a treatment plan which met their changing needs and accommodated changes of location. The practice maintained contact with patients through the local pharmacy and substance misuse services.
- The practice had an 'autistic passport' for those patients living with autism. This clearly described for staff, how they would like to be communicated with.

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

- Review the complaints procedure so it is easily accessible to patients.
- Continue to review and respond to patient feedback around access to appointments.

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 General Practice

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 and included a GP specialist advisor.

Background to The Highlands Practice

The Highlands Practice is located at 102 Highlands Road, Fareham, Hampshire, PO15 6JF.

The practice provides services under a general medical services contract. The practice has approximately 15,000 registered patients. The population includes an area of high deprivation. The practice is part of the NHS Fareham and Gosport Clinical Commissioning Group.

In 2017, a collaboration was formed between The Highlands Practice and two other local practices to improve services to patients – separating acute care from long term condition care. The collaboration was called Sovereign Primary Network. This provided a same day access service at Fareham Community Hospital. This collaboration was an ongoing developing project.

The practice is registered with the Care Quality Commission to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice's clinical team consists of six partners, two salaried GPs and a locum GP with a whole time equivalent of 6.615, one nurse practitioner, six practice nurses, three health care assistants, a clinical pharmacist, a cardiovascular pharmacist and a musculoskeletal (MSK) practitioner. The administration team is led by a practice business manager and consists of an operations manager, seven administrators and 15 receptionists.

The practice has opted out of providing an out-of-hours service.

You can access practice information online at www.thehighlandspractice.co.uk.