

Highcroft Surgery

Inspection report

Arnold Health Centre
High Street, Arnold
Nottingham
NG5 7BQ
Tel: 01158832330
www.highcroftsurgery.co.uk

Date of inspection visit: 28 November 2022
Date of publication: 10/03/2023

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

Requires Improvement



Are services safe?

Requires Improvement



Are services effective?

Requires Improvement



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Good



Overall summary

We carried out an announced focused inspection at Highcroft Surgery on 28 November 2022. Overall, the practice is rated as requires improvement.

Safe - requires improvement

Effective - requires improvement

Well-led - good

Following our previous inspection on 12 August 2021, the practice was rated good overall and for providing safe services.

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

Why we carried out this inspection

We carried out this inspection to review safe systems and processes along with access to the practice.

How we carried out the inspection

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

This included:

- Conducting staff interviews.
- 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 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:

- We found some patients had not received the appropriate reviews to ensure effective care that met their needs was provided, this included patients on high risk medicines and those with long term health conditions.
- The practice had a safety alert protocol in place, however, the practice was unable to demonstrate that it consistently acted on safety alerts.

Overall summary

- Risk management processes were in place and we found assessments of risks had been completed. These included fire safety and health and safety. This ensured that risks had been considered to ensure the safety of staff and patients and to mitigate any future risks.
- Incidents and significant events were investigated and acted on. Action plans were in place to address any possible risks and learning was shared through structured meetings with the practice team.
- The practice had taken a multi-disciplinary approach and worked with health visitors and other relevant community teams to ensure patients received co-ordinated care.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- There was emphasis on staff wellbeing, and this was demonstrated through discussions with staff and evidence of appraisals.
- Patients could access care and treatment in a timely way.

We found a breach of regulation. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

The provider **should**:

- Continue to encourage patients to attend for cervical screening and childhood immunisations

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff and undertook a site visit. The team included a GP specialist advisor who spoke with staff and completed clinical searches and records reviews whilst on site.

Background to Highcroft Surgery

Highcroft Surgery is located in Nottingham at:

Arnold Health Centre

High Street

Arnold

Nottingham

NG5 7BQ

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

The practice is situated within the Nottingham Integrated Care Board (ICB) and delivers Personal Medical Services (PMS) to a patient population of about 11,600. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices – the Arnold and Calverton Primary Care Network.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (seven of 10). The higher the decile, the less deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 92.6% White and 3.3% Asian.

The practice is run by a partnership of three GPs (two male and one female) and one advanced nurse practitioner (female). The practice has a team of three nurses (including one nurse prescriber) who provide nurse-led clinics for long-term conditions and healthcare assistants. The GPs are supported at the practice by a team of reception/administration staff. The practice manager is based at the practice to provide managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided at the practice on Tuesday and Wednesday evenings from 6.30pm to 8pm and locally by Nottingham City GP Alliance, where late evening and weekend appointments are available. Out of hours services are provided via the 111 service by Nottingham Emergency Medical Services (NEMS).

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Surgical procedures Treatment of disease, disorder or injury Maternity and midwifery services	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The provider was unable to demonstrate they had an effective system in place to ensure all safety alerts were acted on appropriately.• The systems for the monitoring and reviewing high risk medicines and long term conditions needed strengthening to keep patients safe. <p>This was in breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>