

Higham Hill Medical Centre

Inspection report

258-260 Higham Hill Road
Walthamstow
London
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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 focused inspection at Higham Hill Medical Centre on 21 September 2021. Overall, the practice is rated as good.

The ratings for each key question are as follows:-

Safe - Good

Effective - Good

Well-led - Good

Following our previous focused inspection on 11 December 2019, the practice was rated Requires Improvement overall and for key questions Effective and Well-Led. At the December 2019 inspection, breaches of regulatory requirements were identified, and the practice was issued with requirement notices under Regulation 17 (Good governance) of the Health and Social Care Act (Regulated Activity) 2014.

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

Why we carried out this inspection

This inspection was a focused inspection which included a remote clinical records review and a site visit, to ensure that the practice had complied with the requirement notice issues to them as a result of the December 2019 inspection. We also followed up on any 'shoulds' that were identified at our previous inspection in December 2019 and found that these had been addressed.

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.

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 and telephone conferencing
- 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

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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 and good for all population groups except people with long-term conditions.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff treated patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of good quality, person-centre care.
- Quality improvement and clinical audit activity led to the practice reviewing and improving on existing systems in place.
- There were processes in place to manage risk, issues and performance.

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

- Continue with programme of recall to improve on the uptake of childhood immunisations.
- Continue improvement of systems around monitoring of patients with long-term conditions to ensure these patients are receiving appropriate and timely monitoring.
- Clarify who the Freedom to Speak Up Guardian is within the practice.
- Maintain oversight of required annual training to be completed by staff.

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	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. 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 Higham Hill Medical Centre

Higham Hill Medical Centre is based in Walthamstow, London at:

258-260 Higham Hill Road

Walthamstow

London

E17 5RQ

The provider is registered with CQC to deliver the following Regulated Activities:-

- Diagnostic and screening procedures
- Maternity and midwifery services
- Treatment of disease, disorder or injury.

The practice is situated within the Waltham Forest Clinical Commissioning Group (CCG) and delivers Primary Medical Services (**PMS**) to a patient population of about 6,100. This is part of a contract held with NHS England.

The practice is part of a wider network of the local GP Primary Care Network (PCN). This PCN is made up of six GP practices within this geographical area.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (2 of 10). The lower the decile, the more deprived the practice population is relative to others.

There are more male patients registered at the practice compared to females.

There is one male GP provider who was supported by a team of four salaried GPs who provide clinical care at the practice. The practice also has a two practice nurses and one healthcare assistant. The local primary care network provides practice access to two social prescribers, one clinical pharmacist, one physician associate and one dietician. The GPs are supported at the practice by a team of reception/administration and practice management staff. The practice is a teaching practice for medical students from Foundation Year 2 upwards.

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 telephone consultations. If the GP needs to see a patient face-to-face, the patient is asked to attend the practice.

Extended access and Out of Hours services is provided by the local GP Hub network, where late evening and weekend appointments are available. The practice participates in the extended access scheme through accepting weekend appointments at this location.