

# Hylton Medical Group

## Inspection report

Pallion Medical Centre  
Hylton Road  
Sunderland  
SR4 7XF  
Tel: 01915658598

Date of inspection visit: 23rd January 2024  
Date of publication: 28/02/2024

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 responsive to people's needs?

Outstanding



# Overall summary

We carried out an announced focused inspection at Hylton Medical Group on 23 January 2024. Overall, the practice is rated as Good.

Safe – not inspected, rating of good carried forward from previous inspection.

Effective - not inspected, rating of good carried forward from previous inspection.

Caring - not inspected, rating of good carried forward from previous inspection.

Responsive – Outstanding.

Well-led - not inspected, rating of good carried forward from previous inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Hylton Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out a targeted assessment of the responsive key question. Targeted assessments enable us to focus on certain key questions to explore particular aspects of care.

## How we carried out the inspection/review

- This assessment was carried out without a site visit.
- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider and reviewing the appointment system.

## 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:

- The practice had a streamlined and flexible approach to access.
- The practice demonstrated use of involving patients in changes and improvements relating to access.
- The practice made reasonable adjustments when patients found it difficult to access services.
- National GP patient survey results relating to access were consistently positive over time.
- The practice consistently reviewed feedback from patients and changed their approach to access to meet the needs of the patient population.

# Overall summary

- The practice understood the needs of its local population and had carried out an in-depth analysis of their patient population and developed services accordingly.
- The practice was proactive in identifying initiatives to improve the care for their patients and they delivered care which was accessible and promoted equality.
- The practice liaised regularly with the community services, such as district nurses, social workers, frailty teams, to discuss and manage the needs of patients.
- Complaints were dealt with in a timely manner and actioned appropriately.
- The practice considered the access needs of local population within the Primary Care Network.

**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 Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. A second inspector also attended to observe the inspection as part of induction.

## Background to Hylton Medical Group

Hylton Medical Group is located in Sunderland at:

Pallion Medical Centre, Hylton Road, Sunderland, Tyne and Wear SR47XF

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

The practice offers services from one site.

The practice is situated within the Sunderland Integrated Care Board and delivers General Medical Services (GMS) (Personal Medical Services (PMS) to a patient population of just under 6,500. This is part of a contract held with NHS England. The practice is part of the West Primary Care Network, this PCN has 6 practices within it.

The practice has 6 GP's, 4 Nurses, and 1 Nurse Associate. The practice also had an extensive range of other professionals available to support patients, such as social prescribers, pharmacist, and mental health practitioner. The practice is a registered training practice for trainee General Practitioners, the practice also teaches medical students and have a career start practice nurse in training.

The practice is open between 08:00 am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and in-advance appointments. The practice has a same day appointment policy.

Extended access is provided by Sunderland GP Alliance and Hylton Medical Group (20 hours per week), where late evening appointments are available until 8pm. Out of hours services are provided by 111.