

# Hill View Surgery

## Quality Report

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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Hill View Surgery on 24 November 2015. A breach of legal requirements was found, in that not all risks relating to infection control, significant events and medicines were effectively managed. Also, the practice had not undertaken an appropriate check with the Disclosure and Barring Service, prior to a clinical member of staff starting work.

Overall the practice was rated as good; in view of the above the practice was rated as requires improvement for providing safe services.

After the comprehensive inspection, the practice wrote to us to say what action they had, and were taking to meet the legal requirements in relation to the breach.

We undertook a desk based review on 17 August 2016 to check that the provider had completed the required

actions, and now met the legal requirements. This report only covers our findings in relation to those requirements. We did not visit the practice as part of this review.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Hill View Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This review found that the provider had taken appropriate action to meet the legal requirements.

- The practice was rated as good for providing safe services.
- The systems to assess and manage risks relating to infection control, significant events and medicines had been strengthened to ensure the services are safe.
- The Disclosure and Barring Service (DBS) and chaperone policy had been reviewed, to ensure the practice obtained appropriate checks for all staff.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

- The Disclosure and Barring Service (DBS) and chaperone policy had been reviewed, to ensure the practice obtained appropriate checks for all staff. The practice had obtained a DBS check for all staff in line with the policy.
- The systems to assess and manage risks relating to infection control, significant events and medicines had been strengthened to ensure the services are safe.
- Learning from significant events had been embedded to prevent events from reoccurring.

**Good**



# Hill View Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC inspector undertook the desk based review.

## Background to Hill View Surgery

Hill View Surgery provides primary medical services to 2,955 patients living in Rainworth and the surrounding areas. The practice is located in Rainworth.

Hill View Surgery is run by a partnership of two GPs and the practice manager. The practice hold a General Medical Service contract with NHS England to deliver primary medical services.

The clinical team includes two GP partners, two part time nurses and a phlebotomist. The clinical team is supported by a full time practice manager and six administrative staff.

The practice is open from 8am to 6.30pm on Monday to Friday. Daily appointment times vary, although the morning appointments are generally available from 8am to 9.30am. Afternoon appointments are generally available until 6pm. Extended hours appointments are available on a Thursday evening until 8pm.

The practice has opted out of providing out-of-hours services to its patients. This service is provided by Central Nottinghamshire Clinical Services.

## Why we carried out this inspection

We undertook a desk based review of Hill View Surgery on 17 August 2016. This review was carried out to check that improvements had been made to meet legal requirements, following our comprehensive inspection on 24 November 2015. We reviewed the practice against one of the five questions we ask about services: is the service safe.

## How we carried out this inspection

We did not visit the practice as part of this review. We reviewed the information the practice sent us, which set out the actions they had taken to meet the legal requirements in relation to Regulation 12: Safe care and treatment and Regulation 19: Fit and proper persons employed. We also spoke with the practice manager.

# Are services safe?

## Our findings

A comprehensive inspection on 24 November 2015 found that not all risks relating to infection control, significant events and medicines were effectively managed. Also, the practice had not undertaken an appropriate check with the Disclosure and Barring Service, prior to a clinical member of staff starting work. Overall the practice was rated as good; in view of the above it was rated as requires improvement for providing safe services.

Following the inspection, the practice wrote to us to say what action they had, and were taking to meet the legal requirements in relation to the breaches.

This review found that the provider had taken appropriate action to meet the legal requirements, and ensure the services are safe.

- The practice was rated as good for providing safe services.
- The Disclosure and Barring Service (DBS) policy had been reviewed, to include the checks undertaken for all staff. The practice had obtained a DBS check for all staff in line with the policy.
- The systems to assess and manage risks relating to infection control, significant events and medicines had been strengthened to ensure the services are safe.
- A system was in place to ensure that all Patient Group Directions were checked and signed by the nurse prescriber and a GP partner, to authorise the practice nurse to administer medicines in line with guidance and legislation.
- Improvements had been made to ensure that learning from significant events were embedded, to help prevent events from reoccurring. The significant events policy had been reviewed to reflect that three monthly meetings were held and minuted, to discuss and share learning. The changes had led to a reduction in the number of events and reoccurring incidents.
- The infection control policy has been reviewed and updated to take account of changes to practice, which all staff had been made aware of. All staff had also received recent training in infection control and had certificates in place.
- The practice had taken appropriate action to assess the risks, and address the areas requiring attention from the infection control audit completed by the Clinical Commissioning Group (CCG) in November 2015.
- The above audit had highlighted the need to repair/replace the ripped seating and the marked flooring in the waiting area. The practice had documented plans in place to address above shortfalls. The practice was awaiting the outcome of an appraisal options to relocate the practice to new premises or an alternative building next year, involving the CCG.
- The timescales for replacing the above flooring and the seating, were dependent on the outcome of the appraisal options and timescales for the relocation. In the interim period risk assessments were in place to manage the above shortfalls. For example, regular internal audits and deep cleaning schedules were in place, to ensure the seating and flooring were hygienic and safe.