

# Hilltop Surgery

## Inspection report

22 Maidenwell Avenue  
Leicester  
LE5 1BL  
Tel: 0116276955

Date of inspection visit: 20 November 2023  
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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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced comprehensive inspection at Hilltop Surgery on 20 November 2023. Overall, the practice is rated as good.

Safe - good.

Effective - good.

Caring - good.

Responsive - good.

Well-led – good.

Following our previous inspection on 21 May 2015 the practice was rated good overall and for all key questions.

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

## **Why we carried out this inspection.**

We carried out this inspection in line with our inspection priorities.

## **How we carried out the inspection.**

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

This included:

- Conducting staff interviews using video conferencing.
- 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 short site visit.
- Staff questionnaires.

## **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 provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.

# Overall summary

- The practice had effective clinical supervision in place.
- The practice had an effective quality improvement programme used to encourage learning and development.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The practice had a strong emphasis on staff wellbeing and developing staff.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to engage with the population to improve the uptake of cervical screening and childhood immunisations.
- Continue to engage with patients to obtain feedback in order to improve patients experience of the service. Including encouraging the development and uptake in the Patient Participation Group (PPG).

**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 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 Hilltop Surgery

Hilltop Surgery is located in Leicester at:

22 Maidenwell Avenue

Leicester

LE5 1BL

The practice has a branch surgery at:

Johnson Medical Practice

56 Melbourne Street

Leicester

LE2 0AS

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Leicester and Leicestershire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 14,548. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Saludem Primary Care Network (PCN).

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the middle decile (five of ten). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 50% Asian, 37% White, 5% Black, 5% Mixed, and 3% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of seven GPs who provide cover at both practices. The practice has a team of two advance nurse practitioners and two nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The practice has two health care assistants, one nursing associate, one phlebotomist, three pharmacists, one pharmacy tech and one social prescriber. The GPs are supported at the practice by a team of reception/administration staff. The practice manager is based at the main location to provide managerial oversight.

The practice is open between 8 am to 8:30 pm on Monday, and 8 am to 6:30 pm Tuesday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by Derbyshire Health United (DHU) by contacting NHS 111.