

Hill Barton Surgery

Inspection report

1 Lower Hill Barton Road
Exeter
Devon
EX1 3EN
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Date of inspection visit: 16/07/2019
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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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced new style focussed inspection at Hill Barton Surgery on 16 July 2019 as part of our inspection programme.

The inspection of this service followed our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change (either deterioration or improvement) to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Effective
- Well-Led

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
- information from the provider, patients, the public and other organisations.

We have rated this practice as **good** for providing effective and well led services because:

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care and developments at the practice.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice utilised all feedback and opportunities to network, share and implement current best practice.

We rated all population groups as **good**.

The practice had three recommendations at our previous inspection in 2015 and had implemented changes.

- Regular scheduled nurse meetings took place which were attended by the practice manager. Minutes were taken, actions agreed and followed up.
- A rolling system of policy and procedure reviews took place throughout the year.
- Accessibility risk assessments were carried out, including comprehensive assessments of the toilet facilities to improve access for patients who used wheelchairs.

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. The team included a GP specialist advisor.

Background to Hill Barton Surgery

Hill Barton Surgery is located in Exeter, Devon. The practice is part of NHS Devon Clinical Commissioning Group (CCG).

The provider is registered to provide the following regulated activities:

Maternity and midwifery services

Diagnostic and screening procedures

Treatment of disease, disorder or injury

Surgical procedures

Family planning

The practice provides care to 4,178 patients living in the Eastern part of Exeter city centre.

The practice is based in an area of low deprivation (8th out of 10, with 10 being the lowest deprivation) and low unemployment compared to the national average. A total of 40% of the practice population are under 18 years. This is higher than the CCG average of 34% and national

average of 38%. Less than 5% of the practice population have an ethnic minority background.

There is a team of three GP partners, two male and one female. The team were supported by a practice manager, three female practice nurses and a phlebotomist (staff who take blood). The clinical team were supported by additional reception, secretarial and administration staff.

The surgery is open between 8.30am and 6.30pm Monday, Thursday and Friday. Appointments are available between 8.30am and 5.30pm. Extended hours appointments are offered twice weekly on a Tuesday and Wednesday from 7am until 8.30am.

The practice has opted out of providing out of hours services to their patients. Patients are advised to contact the out of hours services via the NHS 111 service.

We inspected the only location run by this provider at:

Hill Barton Surgery, 1 Lower Hill Barton Road Exeter, Devon EX1 3EN