

Inspection Summary Report

Hillcrest Medical Centre

Betsi Cadwaladr University Health Board

Inspection date: 11 January 2023

Publication date: 13 April 2023



This summary document provides an overview of the outcome of the inspection



We found evidence that Hillcrest Medical Centre provided safe and effective care.

Hillcrest Medical Centre has been managed by Betsi Cadwaladr University Health Board since 1 June 2021. The day to day management of the practice is the responsibility of the practice manager, who was extremely committed and dedicated to the role.

We found that the support the practice has received from the health board since it took over management responsibility has enabled the practice to remain resilient and functioning.

The whole practice environment was clean and tidy.

We found a patient-centred staff team who were very committed to providing the best services they could.

Note the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an announced inspection at Hillcrest Medical Centre on 11 January 2023.

Our team for the inspection comprised of a HIW Healthcare Inspector, a general practitioner, a registered nurse and a practice manager peer reviewer. The inspection was led by a HIW Healthcare Inspector.

Hillcrest Medical Centre currently provides services to approximately 15,686 patients in the Wrexham area. The practice forms part of General Practice (GP) services provided within the area served by Betsi Cadwaladr University Health Board. The practice has been managed by the Health Board since 1 June 2021.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).



Quality of Patient Experience



Overall Summary

We found that Hillcrest Medical Centre was aiming to provide a high quality experience to their patient population.

We observed staff greeting patients in a polite and friendly manner both in person and on the telephone.

We found there were systems and processes in place to ensure patients were being treated with dignity and professionalism.

We found relevant and up to date information displayed in the reception and waiting area, in both English and Welsh.

Where the service could improve

- The health board must review the number of locum GP sessions arranged each day to ensure it is providing adequate number of appointments to its patients on a daily basis.

What we found this service did well

- The practice had arrangements in place to protect patients' privacy, including dedicated areas for patients to have private conversations with staff
- There was good disabled access to the building, wheelchair users could access all consulting rooms, the reception, waiting area and toilet facilities.

Patients told us:

Patients provided us with the following comments:

“My latest visit to the surgery was good but that is not always the case. Some of the reception staff can be rude and don't listen to what I am trying to explain to them. Doctors need to be available more. Lack of doctors in surgeries are putting pressure on the ambulance service and hospitals”

“Sometimes good sometimes not so good”

“When I had my appointment this week with nurse practitioner, she was great, brilliant actually very nice and have me on antibiotics. So that visit was OK but usually you can't get one at all”

“More GP's”

“Offer routine appointments”

“More available appointments and open later”

“Improving telephone calls for appointments”

“I think there needs to be consideration of all patients and the introduction of much more telehealth options which they have gone and reduced”

“Reception need to be more helpful and more understanding”

Delivery of Safe and Effective Care



Overall Summary

We found a staff team who were very patient centred and committed to delivering a high quality service to their patients.

Information was available to patients bilingually to help them take responsibility for their own health and wellbeing.

The sample of patient records we reviewed were of good standard.

There was a safeguarding of children and vulnerable adults' policy in place and staff had completed training in this subject.

Where the service could improve

- Ensure handwashing taps in clinical areas are replaced with elbow operated taps, curtains replaced with binds and a new flooring installed
- Ensure a formal protocol and a risk assessment is developed for off site visits and shared with all staff.

What we found this service did well

- Good record keeping
- Dedicated medicines management team
- Dedicated care co-ordinators.

Quality of Management and Leadership



Overall Summary

Hillcrest Medical Centre is managed by Betsi Cadwaladr University Health Board since 1 June 2021. We found that the support the practice has received from the health board since it took over management responsibility has enabled the practice to remain resilient and functioning.

The practice was well managed by a committed and dedicated practice manager who operated an open and approachable managerial ethos, which enabled staff to be confident to raise issues.

We found a very patient-centred staff team who were competent in carrying out their duties and responsibilities to provide the best service they could and were well supported by the health board.

We observed staff supporting each other, working very well together as a team.

Where the service could improve

- Review the clinical support arrangements and ensure all staff are aware what clinical support is available to them
- Ensure regular clinical meetings are conducted and information disseminated to staff.

What we found this service did well

- Daily huddle meetings
- We witnessed all staff, clinical and non clinical, working very well together as part of a team
- Practice managed by a committed and dedicated practice manager.

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety we ask the health board to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the health board to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the health board to confirm action has been taken in line with management responses documented in the improvement plan. We also ask health boards to provide documented evidence of action taken and/or progress made.

