

The Greenwood Practice

Inspection report

89 Gubbins Lane
Harold Wood
Romford
Essex
RM3 0DR
Tel: 01708346666
Website www.thegreenwoodpractice.co.uk

Date of inspection visit: 11 September to 11
September 2019
Date of publication: 18/09/2019

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 well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at The Greenwood Practice on the 11 September 2019, to follow up the breaches of inspection found in the inspection of 19 February 2019.

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 overall

We rated the practice as good for providing a well led services because:

The practice had responded to our the findings of the CQC inspection in February 2019 and made improvements.

- The practice had a vision and credible strategy to provide high quality sustainable care and had a succession plan to ensure the continuity of the service.
- The practice had recognised the need to provide staff with new responsibilities and roles to help support good governance and management.
- The practice had improved their processes for managing risks, issues and performance.

The areas where the provider should make improvements are:

- Ensure the fire risk assessment is carried out by a trained and competent person.

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

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

The inspection was carried out by a lead CQC inspector.

Background to The Greenwood Practice

Drs. Zachariah, Lee, Acheson & Sinha:-

The Greenwood Practice

89 Gubbins Lane

Harold Wood

Romford

Essex

RM3 0DR

and

Ardleigh Green Surgery

106 Ardleigh Green Road

Hornchurch

Essex

RM11 2LP

The practices are registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice has a contract with the Havering Clinical Commissioning Group (CCG) and NHS England to provide General Medical Services (GMS) for 11,737 (5,806 male, 5,931 female) patients.

The practice has one male and two female partners, three salaried doctors (two female and one male). Four part-time practice nurses. A practice manager and assistant practice manager, supported by reception and administration staff. The practice is an approved teaching practice, supporting second year undergraduate medical students. Staff may work at either location.

Opening times: The Greenwood Practice

From 1 October 2019 the practice reception will be open from 8am to 6.30pm each day

Appointments available: The Greenwood Practice

- Monday 9am to 12md and 5pm to 6:30pm.
- Tuesday 9am to 12md and 2pm to 5:45pm.
- Wednesday 9am to 12md and 4pm to 5:50pm.
- Thursday 9am to 12md
- Friday 9am to 12md and 5pm to 6:50pm.

Appointments available: Ardleigh Green Surgery

- Monday 9am to 12md and 5pm to 6:30pm.
- Tuesday 9am to 12md and 2pm to pm.
- Wednesday 9am to 12md and 4pm to 5:50pm.
- Thursday 9am to 12md.
- Friday 9am to 12md and 5pm to 6:50pm.

From 1 October 2019 the practice will offer appointments on Thursday afternoons.

The practice nurses hold a walk-in clinic each morning from 9am to 12 middays at both clinics and appointments are available in the afternoon. As well as appointment clinics on Other GP led clinics are generally held in the afternoons.

The practice is part of the GP hub that offers out of hours appointments between 6pm and 10pm on week days and between 8am to 8pm on weekends. Patients are also advised to use the emergency services for example 111 when the GP hub is closed.

The practice catchment area is classed as being within one of the least deprived areas in England. The practice

scored seventh on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

National General Practice Profile describes the practice ethnicity as being 87.7% white British, 6.1% Asian, 3.8% black, and 1.9% mixed and 0.5% other non-white ethnicities. Average life expectancy is 79.4 years for men and 84 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 52.5% of patients registered at the practice have a long-standing health condition, compared to 52% nationally.