

Greenfield Medical Practice

Inspection report

Terrace Street
Hyson Green
Nottingham
NG7 6ER
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www.omsharma.co.uk

Date of inspection visit: 27 April 2022
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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 inspection at Greenfield Medical Practice on 27 April 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Greenfield Medical on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive inspection as part of our inspection programme. The service formally registered as a new provider with the CQC on 22 May 2020.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

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.

Overall summary

We have rated this practice as Good overall

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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 had worked hard to improve the uptake rates for childhood immunisations by appointing an immunisation lead and the use of translator services.

We found an area of outstanding practice:

- The practice had conducted an analysis on the local population and were aware of the deprivation and poverty levels within the local community. The practice management team purchased and collected baby items from the local community and staff. The practice provided a dedicated room where patients could choose donated items such as pushchairs, toys, clothing and nappies. The practice midwife would identify patients that may need further support and allow patients to choose items they needed without any questions or judgement. The practice management team reported that it made a positive difference to patients lives and was beneficial for the environment in reusing items and reducing waste.

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

- Continue taking action to improve the uptake rates for childhood immunisations and cervical screening.

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

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 Greenfield Medical Practice

Greenfield Medical Practice is located in Hyson Green Nottingham:

Greenfield Medical Practice

12 Terrace Street
Hyson Green
Nottingham
Nottinghamshire
NG7 6ER

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 and surgical procedures.

The practice is situated within the Nottinghamshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 7,000. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called the BACHS primary care network including seven local practices.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). 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 56.1% White, 24.6% Asian, 9.4% Black, 7.5% Mixed, and 2.4% Other.

There is a team of four GPs and a team of two nurses and a health care assistant who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception and administration staff. The practice management team are based at the location to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice times available.

Extended access is provided locally by GP Plus where late evening and weekend appointments are available. Out of hours services are provided by NEMS GP out of hours service by calling 111.