

# Greengates Medical Group

## Inspection report

The Surgery  
25 Greenwood Avenue  
Beverley  
HU17 0HB  
Tel: 01482881517

Date of inspection visit: 1 September 2022  
Date of publication: 30/09/2022

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 well-led?		Good	

# Overall summary

We carried out an announced focused inspection at Greengates Medical Group on 30th August – 1st September 2022. Overall, the practice is rated as good.

The ratings for each key question are:

Safe - Good

Effective - Good

Caring – Not rated

Responsive – Not rated

Well-led - Good

Following our previous inspection on 13th February 2020, 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 Greengates Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection as part of our direct monitoring intelligence system Band 1 sampling exercise. This exercise is looking at a percentage of band 1 locations in each sector with published statements on our website as part of our quality assurance process to monitor the effectiveness of our new monitoring approach. We need assurance that Good or Outstanding rated locations are still good or outstanding and that we were right to publish the public statement.

## How we carried out the inspection/review

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 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 to the Cottingham practice and Walkergate practice

## Our findings

# Overall summary

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. The practice routinely reviewed the effectiveness and appropriateness of the care it provided.
- 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 embedded systems in place to keep people safe and safeguarded from abuse.
- The senior management and leadership team ensured effective management at all levels to deliver high quality sustainable care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice had a succession plan in place and was planning for the future. There were also development opportunities for staff if they wanted to progress.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## 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 Greengates Medical Group

Greengates Medical Group is located in Beverley, East Yorkshire at:

Greenwood Surgery

25 Greenwood Avenue

Beverley

East Yorkshire

HU17 0HB

The practice has branch surgeries at:

Walkergate Surgery

117-119 Walkergate

Beverley

East Yorkshire

HU17 9BP

Minstergate Surgery

Lincoln Way

Beverley

East Yorkshire

HU17 8RH

Cottingham Medical Centre

17-19 South Street

Cottingham

East Yorkshire

HU16 4AJ

Molescroft Surgery

30 Lockwood Road

Beverley

East Yorkshire

HU17 9GQ

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

The practice is situated within the East Riding of Yorkshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 22,000. This is part of a contract held with NHS England.

The practice scores nine on the deprivation measurement scale; the deprivation scale goes from one to ten, with one being the most deprived. People living in more deprived areas tend to have greater need for health services.

There is a team of 12 GP partners and salaried GPs who provide cover across all practices. The practice has a team of 11 nurses who are led by an advanced nurse practitioner (F). They provide nurse led clinics for long-term conditions at the main and the branch locations. The GPs and nursing team are supported at the practice by a practice manager and finance manager and a team of administration staff led by an office manager and staff manager.

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

Extended access is provided at all sites, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.

The practice is part of a wider network of GP practices known as Beverley Primary Care Network (PCN) which is made up with three other practices.