

# Greenwich Peninsula Practice

## Inspection report

Millenium Village Health Centre  
Schoolbank Road  
London  
SE10 0QN  
Tel: 02083128700

Date of inspection visit: 23 November 2023  
Date of publication: 16/01/2024

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?		Requires Improvement	
Are services well-led?		Good	

# Overall summary

We carried out an announced comprehensive inspection at Greenwich Peninsula Practice on 23 November 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - requires improvement

Well-led - good

During the inspection process, the practice highlighted efforts they are making to improve access for their population. These had only recently been implemented so the effect of these efforts is not yet reflected in verified outcomes data. As such, the ratings for this inspection have not been impacted. However, we continue to monitor the data and where we see potential changes, we will follow these up with the practice.

The practice was previously inspected under a different provider. Following our previous inspection on 3 February 2016, 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 Greenwich Peninsula Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

## How we carried out the inspection.

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.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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:

- There were processes in place to keep people safe.
- The provider routinely reviewed the effectiveness of the care provided.
- Staff treated patients with kindness and respect and involved them in decisions about their care and treatment.
- Patients reported some dissatisfaction with access to care and treatment. The provider had developed an action plan to address these concerns.
- There were systems to encourage learning and continuous improvement.

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

- Continue to collect survey data and take steps to improve access for all patients.
- Improve uptake of cervical cancer screening and childhood immunisations.
- Take steps to ensure all patients with long term conditions receive the required tests and reviews.
- Improve the process for responding to safety alerts.

**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 Health 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 along with a second inspector. 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 Greenwich Peninsula Practice

Greenwich Peninsula Practice is located at: Millenium Village Health Centre, Schoolbank Road, London, SE10 0QN.

The provider is registered with CQC to deliver the regulated activities, diagnostic and screening procedures, maternity and midwifery services, surgical procedures, and treatment of disease, disorder or injury.

The practice is situated within the South East London Integrated Care System (ICS) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 12,860. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices: Greenwich West Primary Care Network (PCN)

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (5 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 65.2% White, 17.2% Asian, 10.2% Black, 5.6% Mixed, and 1.8% Other.

There are more working age people and fewer older people registered at the practice compared with local and national averages.

There is a team of 5 GPs who provide cover at the practice. The practice has a team of 2 nurses 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 manager is based at the main location and is supported by the registered manager to provide managerial oversight.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the PCN, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.