

Greensward Surgery

Inspection report

Greensward Lane
Hockley
SS5 5HQ
Tel: 01702202353
www.greenswardsurgery.com

Date of inspection visit: 20 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 well-led?

Good 

Overall summary

We carried out an announced inspection at Greensward Surgery on 20 April 2022. Overall, the practice is rated as Good.

The ratings for each key question are as follows;

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 18 February 2016 the practice was rated Good overall and for providing safe, caring, responsive and well-led services. It was rated outstanding for providing effective services.

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

Why we carried out this inspection/review

This inspection was a focused inspection undertaken as part of our inspection programme.

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 was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- 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
- Staff questionnaires

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.

We have rated this practice as Good overall

Overall summary

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.
- There were effective arrangements to identify and manage risks.
- 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.
- There was a clear leadership structure and staff felt supported by management.
- Staff knew and understood the vision and values attributed to care and treatment at the practice.

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

- Improve the process of recording staff immunisations as required in the Immunisation Against Infectious Diseases, the 'Green Book'.
- Continue to review the recruitment policy in line with guidance.
- Continue to review and improve performance for the prescribing of anti-microbials.
- Continue to improve the recording of test results on the patient records.
- Continue to improve the uptake of breast cancer 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. The team also included a team inspector who was present for the site visit.

Background to Greensward Surgery

Greensward Surgery is located in Hockley on Greensward Lane.

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

The practice is situated within the Castlepoint and Rochford Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 6200. This is part of a contract held with NHS England.

The practice is part of a Primary Care Network (PCN) of local GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the tenth lowest decile (ten 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 97.5% White, 1.1% Mixed, 0.8% Asian, 0.4% Black and 0.2% Other.

The practice has three lead GPs and one salaried GP. There is an advanced nurse practitioner, two practice nurses and a health care assistant. The GPs are supported at the practice by a team of reception and administration staff. The practice manager provides managerial oversight of the practice.

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 currently face to face at the GP location and telephone consultations were offered if necessary or requested.

As members of the Rayleigh & District Primary Care Network (made up of Greensward Surgery and five other local surgeries), appointments were available Monday – Friday 6.30 pm to 8pm. Appointments were offered from each of the six member surgeries on a rotational basis. Patients were also able to see a doctor or nurse at weekends and on Bank Holidays at two local locations.