

# Greenside Medical Practice

## Inspection report

88 Greenside Road  
Croydon  
CR0 3PN  
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[www.greensidemedicalpractice.co.uk](http://www.greensidemedicalpractice.co.uk)

Date of inspection visit: 28 September 2021  
Date of publication: 18/10/2021

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 

# Overall summary

We carried out an announced follow-up inspection at Greenside Medical Practice on 28 September 2021 to review the concerns found at our previous inspection on 8 May 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 and
- 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 safe services because:

- All areas of risk had been resolved in relation to infection control.

We rated the practice as **good** for providing effective services because:

- The practice provided evidence that the care of patients in three population groups had improved and was either meeting or just under national targets.

The practice also provided evidence that it was monitoring patient satisfaction and using the feedback to drive improvements.

**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.

## Population group ratings

<b>Older people</b>	<b>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

This inspection was carried out by one inspector.

## Background to Greenside Medical Practice

Greenside Medical Practice is the location registered by Greenwood Group. The Greenwood Group is a partnership formed in October 2016. The group was formed of a merger of two existing partnerships, and the group took the patients from a third practice when that GP retired.

The partnership holds two Personal Medical Services (PMS) contracts and operates from three locations in Croydon (Greenside Medical Practice at 88 Greenside Road, 26 Lennard Road, and Country Park Practice based within Woodside Health Centre, 3 Enmore Road, London, SE25 5NT). Patients are registered at either the Greenside Road or Country Park Practice. Patients registered at Greenside Medical Practice can also attend the Lennard Road Surgery. Lennard Road Surgery is currently closed. Country Park Practice had a separate CQC inspection completed with its own evidence table and report.

The Greenside Road practice has three clinical consultation rooms. There are six GPs (two female) who provide 34 clinical sessions. The nursing team is made up of two nurses (both part time at the site). The practice is open between 8.30am and 6.30pm Monday to Friday for appointments and offers extended opening between 6.30pm and 7.30pm on Thursday evenings at the Greenside Road Practice.

There are facilities for wheelchair users including disabled toilets, and hearing loops. When the practice is closed patients are automatically directed from the practice telephone to the NHS 111 service.

The provision is supported by a one assistant practice manager, and a team of secretaries, administrators and receptionists. Approximately 9480 patients are registered at Greenside Road. More than half of the practice population are from Black and Minority Ethnic groups. The practice is in an area of relatively high deprivation (rated two out of ten, where one is the highest deprivation). Compared to an average GP practice in England there is a higher percentage of patients aged 0 – 20 and 25 – 39, and fewer patients aged over the age of 55.

The practice is registered as a partnership with the Care Quality Commission (CQC) to provide the regulated activities of; treatment of disease, disorder or injury; diagnostic and screening procedures and maternity and midwifery services. These regulated activities are provided at two locations.