

Sydenham Green Group Practice

Inspection report

26 Holmshaw Close
Sydenham
London
SE26 4TH
Tel: 02030492820
www.sydenhamgreenpractice.co.uk

Date of inspection visit: 08 December 2021
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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 responsive to people's needs?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Sydenham Green Group Practice on 8 December 2021. This inspection was focused on the management of access to appointments.

Overall, the practice remains rated as good

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

Why we carried out this inspection

This inspection was undertaken in response to information we reviewed which suggested potential issues with access to appointments.

How we carried out the inspection

The inspection was led by a CQC lead inspector and included a site visit. We reviewed data available to us and provided by the practice. Interviews were carried out with the practice manager as part of the inspection.

We found that:

- People were able to access appointments in a timely way, although there could be problems getting through to the practice at times.
- The practice offered a range of appointment types including telephone, online consultation, face to face appointments, also home visits.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and make improvements.
- The practice regularly (bi-monthly) engaged with the Patient Participation Group and had patient access as a standard agenda item for improvement and discussion.

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.

Background to Sydenham Green Group Practice

Sydenham Green Group Practice is located in London, in the borough of Lewisham.

26 Holmshaw Close

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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.

Sydenham Green Group Practice (SGGP) is a training practice and merged with a smaller practice, in 2019. The practice is situated within the South East London Clinical Commissioning Group (CCG) and delivers (Personal Medical Services PMS) to a patient population of about 16190. This is part of a contract held with NHS England.

The core opening hours for the practice is:

Monday 08.00am – 6.30pm

Tuesday 08.00am – 6.30pm

Wednesday 07.00am – 6.30pm-8pm alternate

Thursday 08.00am – 6.30pm-8pm alternate

Friday 08.00am – 6:30pm

Reception is Open

Monday – Friday, 8am – 6:30pm

Telephones are manned from 8am to 6:30pm each day

On Wednesday mornings 7am, for appointments only and alternate Wednesday and Thursday evenings until 8pm.

The practice is part of a wider network of GP practices and is part of Apolos Health Primary Care Network, which is made up of four GP Practices.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 White, 56.4% Black, 26.3% Mixed, 8.3% Asian, 6.9% and 2% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 13 GPs, both male and female, who provide cover. The practice has a team of seven nurses, all female, who provide nurse led clinics for long-term condition of use. There is also a pharmacist and three registrars. The GPs are supported at the practice by a practice manager and a team of reception and administration staff.

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 this.

Extended access is provided locally by Lewisham GP hubs, where late evening and weekend appointments are available. Out of hours services are provided by SELDOC