

# Greenlands Surgery

## Inspection report

Stirling Medical Centre  
Stirling Street  
Grimsby  
DN31 3AE  
Tel: 01472 721637  
[www.greenlandssurgery.co.uk](http://www.greenlandssurgery.co.uk)

Date of inspection visit: 24/6/2019  
Date of publication: 01/08/2019

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?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Greenlands Surgery on 24 June 2019 as part of our inspection programme.

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 found that:

- The practice had systems to manage risk so that safety incidents were less likely to happen, but these systems were limited.
- There was evidence of learning from significant events.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice organised and delivered services to meet patients' needs.
- 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-centred care.

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

- Review and improve the system that identifies patients who are also young carers in order to offer relevant support if appropriate.
- Ensure information about support groups is available on the practice website.
- Review and improve the investigation of significant events to ensure learning has been embedded.

## **Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCP  
Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</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>Good</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>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

## Background to Greenlands Surgery

Greenlands Surgery occupies part of purpose built GP premises in Stirling Medical Centre, Grimsby, North East Lincolnshire DN31 3AE. They have a Personal Medical Services (PMS) contract. There are 2,713 patients on the practice list and the majority of patients are of white British background. The practice scored three 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 a greater need for health services.

The practice is single-handed with one male GP. There is one practice nurse, a practice manager and four administration/reception staff.

When the practice is closed, patients are directed to the Out Of Hours provider and NHS 111. Information for patients requiring urgent medical attention out of hours is available in the waiting area and on the practice website.