

# The Greyswood Practice

## Inspection report

66 Eastwood Street  
London  
SW16 6PX  
Tel: 02087690845  
[www.greyswood.org.uk](http://www.greyswood.org.uk)

Date of inspection visit: 9 and 12 October 2023  
Date of publication: 31/10/2023

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? |  | Good |  |
| Are services well-led?                     |  | Good |  |

# Overall summary

We carried out an announced comprehensive inspection) at The Greyswood Practice on 9 and 12 October 2023. Overall, the practice is rated as good.

Safe – good.

Effective – good.

Caring – good.

Responsive – good.

Well-led – good.

Following our previous inspection on 20 March 2015 the practice was rated good overall and for all key questions, except for responsive which was rated outstanding. At this inspection, we found that those areas previously regarded as outstanding practice were now embedded throughout the majority of GP practices. While the provider had maintained this good practice, the threshold to achieve an outstanding rating had not been reached. The practice is therefore now rated good for providing responsive services.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for The Greyswood Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection.**

We carried out this comprehensive inspection because the practice has not been inspected since 2015.

## **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:

- 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.

# Overall summary

## **We found that:**

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation.
- Patients with long-term conditions were offered an effective annual review to check their health and medicines needs were being met.
- 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 had implemented a new system to ensure patients were offered an assessment of need or signposted to an appropriate service at first contact with the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice had carried out an annual staff survey and responded to the feedback.

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

- Continue to monitor the role specific training of the practice nurses.
- Consider providing reception with a prompt to aid them identifying any with urgent needs.
- Continue to identify any new patients that are affected by a safety alert.
- Continue to review and improve patient satisfaction regarding access to the practice.
- Continue to identify and respond to carers.

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 with a CQC practice nurse specialist adviser. 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 The Greyswood Practice

Greyswood Practice is located in Streatham at:

66 Eastwood Street

London

SW16 6PX

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. At the time of the inspection the practice was not providing surgical procedures.

The practice is situated within the South West London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 10,200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in Balham, Tooting and Furzedown.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the seventh decile (7 out 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 20.5% Asian, 51.9% White, 19.3% Black, and 6.2% Mixed, and 7%. The practice has 22% of patients under the age of 18 years, 665 of patients from 18 to 65 years and 13% over the age of 65 years.

There are 6 partner GPs and team of 4 salaried GPs. The GPs are supported at the practice by a practice manager and operational manager, a team of practice nurses, and reception/administration staff.

The practice is open between 8am to 6:30 pm 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 GP, where late evening and weekend appointments are available.