

# Greengates Medical Group

## Inspection report

The Surgery  
25 Greenwood Avenue  
Beverley  
Humberside  
HU17 0HB

Tel: 01482881517

<http://www.greenwoodavenuesurgery.nhs.uk/>

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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 well-led?

Good



# Overall summary

At this inspection we followed up on should improves identified at a previous inspection on 21 June 2019 when the practice was rated requires improvement for the well led key question. The report on the June 2019 inspection can be found by selecting the 'all reports' link for Greengates Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 12 December 2019 to confirm that the practice had taken action to address the improvements required. This report covers our findings in relation to those requirements.

At the last inspection in June 2019 we rated the practice as requires improvement for providing well led services because the practice needed to:

- Review and improve the consistency of infection, prevention and control processes across all sites.
- Review and improve the system for completion and monitoring of mandatory training.
- Review and improve the cohesiveness for working across the practices' five sites.

At this inspection, we found that the provider had satisfactorily addressed these areas.

We based our judgement of the quality of care at this service is on a combination of:

- what we found when we inspected.
- information from our ongoing monitoring of data about services and
- information from the provider and other organisations.

The practice is now rated as good as good for well led.

Our key findings were as follows:

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

**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

The inspection team consisted of a CQC Lead Inspector.

## Background to Greengates Medical Group

We carried out an announced focused inspection at Greengates Medical Group on 21 June 2019. The overall rating for the practice was good and we identified areas for improvement in the well led key question. The report on the June 2019 inspection can be found by selecting the 'all reports' link for Greengates Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Greengates Medical Group is located at Greenwood Avenue Surgery, 25 Greenwood Avenue, Beverley, HU17 0HB. There are four branch sites located at:

Minstergate Surgery, Lincoln Way, Beverley HU17 9RH.

Walkergate Surgery, 117/119 Walkergate, Beverley HU17 9BP.

Cottingham Medical Centre, 17-19 South Street, Cottingham HU16 4AJ.

Molescroft Surgery, 30 Lockwood Road, Beverley HU17 9GQ.

Patients from the practice list can be seen and treated at any of the five sites. The Cottingham Medical Centre and Greenwood Avenue Surgery sites were visited during the inspection.

The practice offers dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. The dispensary is based at the Walkergate surgery.

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.

Greengates Medical Group is situated within the East Riding of Yorkshire Clinical Commissioning Group (CCG) and provides services to approximately 21,031 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has eight GP Partners and six salaried GPs, seven males and seven females. There are seven practice nurses, three nurse practitioners, two healthcare assistants, three phlebotomists and a team of dispensers. There is a practice manager, assistant practice manager, finance manager and a team of administration, reception and secretarial staff.

The percentage of the practice population in the 65 and over age groups is above the local CCG and England average. The percentage of the practice population in the under 18 age groups is similar to the local CCG and England average. Approximately 36% of the practice population are over the age of 65. The National General Practice Profile states that 97% of the practice population is from a White background. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

## Are services well-led?

At our previous inspection on 21 June 2019, we rated the practice as requires improvement for providing well-led services as:

- Infection, prevention and control processes across all sites needed to be consistent.
- The system for completion and monitoring of mandatory training required improvement.

We found improvements had been made when we undertook a follow up inspection of the service on 12 December 2019. The practice is rated good for well-led.

### **Governance arrangements**

There were clear responsibilities, roles and systems of accountability to support good governance and management.

- Staff were clear on their roles and accountabilities in respect of infection prevention and control (IPC). We found that staff at the Cottingham site were using the group policies for infection prevention and control. An action plan for the IPC audit completed at Cottingham had been developed and the actions had been completed.

Practice leaders had identified staff to have oversight of training and we saw that completion rates for mandatory training had improved and this was monitored regularly