

Dr Bhupendra Bhadauria

Inspection report

Jubilee Health Centre
1 Upper Russell Street
Wednesbury
West Midlands
WS10 7AR
Tel: 0121 502 5757

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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 effective?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at Dr Bhupendra Bhadauria on 20 August 2019.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective and Well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: safe, responsive and caring.

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 the population groups people with long term conditions, people whose circumstances make them vulnerable and people experiencing mental health as requires improvement. Consequently, effective has been rated as requires improvement. All other population group has been rated as good.

We found that:

- Some of the Quality of Outcomes Framework (QOF) indicators were below local and national averages. This did not indicate that all patients received effective care and treatment.
- The provider had taken on a new GP partner in June 2018 and currently the practice was in the process of merging with another nearby practice.
- The practice was in a process of transition and leaders were aware that improvements were required and had a strategy to improve. The practice was able to demonstrate some improvements to the overall QOF achievement for 2018-19 but were on journey of improvement.

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

- Continue to explore ways to improve monitoring of relevant population groups.
- Develop effective systems to ensure patients with cancer, diagnosed within the preceding 15 months have a patient review recorded within six months of the date of diagnosis.
- Ensure governance processes are embedded to impact positively on patient outcomes.

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

| | | |
|---|----------------------|---|
| Older people | Good |  |
| People with long-term conditions | Requires improvement |  |
| Families, children and young people | Good |  |
| Working age people (including those recently retired and students) | Good |  |
| People whose circumstances may make them vulnerable | Requires improvement |  |
| People experiencing poor mental health (including people with dementia) | Requires improvement |  |

Our inspection team

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

Background to Dr Bhupendra Bhadauria

Dr Bhupendra Bhadauria practice is based in Jubilee Health Centre within the Wednesbury area of the West Midlands. There are approximately 2200 patients of various ages registered and cared for at the practice. Services to patients are provided under a General Medical Services (GMS) contract with NHS England. The practice has expanded its contracted obligations to provide enhanced services to patients. An enhanced service is above the contractual requirement of the practice and is commissioned to improve the range of services available to patients.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The service was led by a single-handed male GP. However, a new male GP partner had been taken on in

June 2018. The new GP partner owned another nearby service (Village Medical Centre) and they told us that they planned to merge the services with this location becoming a branch site.

The clinical team also included two advanced nurse practitioners (ANPs) who worked between this location and Village Medical centre.

The administration team were led by a practice manager who had started in January 2019 and worked at Village Medical Centre. They were supported by a team of administration staff including a reception manager, receptionists and sectorial staff.

The practice is open between 8am and 6:30pm on Monday to Friday. The practice offers extended hours Monday to Friday between 6:30pm and 8pm through Hub working arrangements. Weekend opening were also available through the same hub working arrangements.