

Dr Poonam Jha

Inspection report

Undercliffe Health Care Centre
17 Lowther Street
Bradford
BD2 4RA
Tel: 01274634989
www.peelparksurgery.co.uk

Date of inspection visit: 14 December 2023
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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?

Good



Overall summary

We carried out a targeted assessment at Dr Poonan Jha in relation to the responsive key question. This assessment was carried out on 14 December 2023 without a site visit. As the other domains were not reviewed during this assessment, the rating of **good** will be carried forward from the previous inspection and the **overall rating of the service will remain Good**.

Safe - 'not inspected, rating of good carried forward from previous inspection'.

Effective - 'not inspected, rating of good carried forward from previous inspection'.

Caring - 'not inspected, rating of good carried forward from previous inspection'.

Responsive – **Good**

Well-led - 'not inspected, rating of good carried forward from previous inspection'.

The full reports for previous inspections can be found by selecting the 'all reports' link for the

Dr Poonan Jha on our website at www.cqc.org.uk

Why we carried out this inspection/review.

We carried out this assessment as part of our work to understand how practices are working to try to meet demand for access and to better understand the experiences of people who use services and providers.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection/review

This assessment was carried remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

Our findings

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

- what we found when we carried out the assessment
- information from our ongoing monitoring of data about services and

Overall summary

- information from the provider, patients, the public and other organisations.

We found that:

- The practice understood the needs of its local population.
- The majority of patients were satisfied with how easy it was to get through to the practice by phone as reflected in the national GP survey results.
- The provider had implemented systems and processes as a result of patient participation group feedback to further improvements.
- The provider was working with other local practices within its Primary Care Network to further improve access for patients.
- The practice dealt with complaints in a timely manner and learned from them.

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

- Continue to develop solutions to provide better access to their patients.

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 assessment was carried out by a CQC inspector who spoke with staff using video conferencing facilities and reviewed all other sources of information that we have, to form our judgement of the responsive key question.

Background to Dr Poonam Jha

Dr Poonan Jha is the provider of the GP Practice known locally as Peel Park Surgery, which is located at Undercliffe Health Care Centre, 17 Lowther Street, Bradford BD2 4RA.

The provider is registered to deliver the regulated activities of diagnostic and screening procedures; maternity and midwifery services; treatment of disease, disorder, or injury; surgical procedures and, family planning.

The practice is situated within the NHS Northwest Integrated Care Board (ICB) and delivers a General Medical Services contract (GMS) to a patient population of over 3000 patients. This is part of a contract held with NHS England. The practice is part of a wider Primary Care Network (PCN) called PCN5.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in on the 1st decile (1 of 10). The lower the decile, the more deprived the practice population is relative to others. The practice population according to the latest available data, the ethnic make-up of the practice area is 50% white, 43% Asian, 2% Black and the remaining 5% Mixed, and Other.

The practice is open between 8am to 6.00pm Monday to Friday. The practice offers a range of appointment types including face to face, telephone consultations and online consultations.

Out of hours services are provided by 111. Patients also have access to pre bookable evening and weekend appointments via Bradford Care Alliance and the Primary Care Network.