

JRB Healthcare

Inspection report

Beechdale Centre
439 Beechdale Road
Nottingham
NG8 3LF
Tel: 01159290754
www.jrbhealthcare.co.uk

Date of inspection visit: 5 October 2021
Date of publication: 11/11/2021

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 inspection at JRB Healthcare on 5 October 2021. Overall, the practice is rated as Good.

Safe - Good

Effective – Good

Caring – Good

Responsive – Good

Well-led - Good

Following our previous inspection on 18 June 2019, the practice was rated Requires Improvement overall and for safe, effective and well-led key questions.

Since the previous inspection, the practice registration changed from The Beechdale Surgery to JRB Healthcare. The full reports for previous inspections can be found by selecting the 'all reports' link for JRB Healthcare on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- Safe
- Effective
- Caring
- Responsive
- Well-led
- Areas identified as 'shoulds' in previous inspection

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using telephone and video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Overall summary

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.

We have rated this practice as Good overall and good for all population.

We found that:

- The practice had addressed the issues which led to requires improvement ratings at the previous inspection.
- Improvements had been made in recruitment procedures and quality improvement initiatives.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-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

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector who spoke with staff using telephone and video conferencing facilities and undertook a site visit. 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 JRB Healthcare

JRB Healthcare is located in Nottingham at:

439 Beechdale Road

Nottingham

Nottinghamshire

NG8 3LF

It has no branch surgery.

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

The practice offers services from one site.

The practice is situated within the Nottingham City Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 6,100. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices and is in the Primary Care Network 3.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (2 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 74.8% White, 13.2% Asian, 5.4% Black, 5.3% Mixed, and 1.4% Other.

There is a team of three GPs (including the lead sole provider) who provide cover. The practice has a team of two advanced nurse practitioners, one practice nurse and a healthcare assistant. The clinicians are supported at the practice by a team of reception/administration staff. The practice manager is based at the practice to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the surgery.

Extended access is provided by the practice on Wednesday evenings, and locally by Nottingham City GP Alliance, where late evening and weekend appointments are available. Out of hours services are provided by 111.