

# Jubilee Health Centre

## Inspection report

1 Upper Russell Street  
Wednesbury  
West Midlands  
WS10 7AR  
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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

Are services safe?	
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# Overall summary

We carried out an announced focused inspection at Jubilee Health Centre on 18 February 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the warning notice we issued on 19 October 2018. This report only covers our findings in relation to those requirements.

At the last inspection in September 2018 we rated the practice as inadequate for providing safe services and requires improvement for providing effective and well-led services. Breaches of legal requirements were found and after our comprehensive inspection we issued the following warning notices:

- A warning notice informing the practice that they were failing to comply with relevant requirements of the Health and Social Care Act 2008. As a result, the practice were required to become compliant with specific areas of Regulation 12: safe care and treatment HSCA (RA) Regulations 2014, by 12 December 2018.

The full comprehensive report on the September 2018 inspection can be found by selecting the 'all reports' link for Jubilee Health Centre on our website at .

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

We found that:

- The practice was able to demonstrate they had taken some steps to improve the monitoring of test results prior to issuing a repeat prescription. We saw evidence of ongoing actions being taken to address the areas identified during our previous inspection. A random sample of records we viewed demonstrated that medicines were mostly being prescribed within recommended guidelines.

- The practice was unable to provide assurance that appropriate monitoring and review of unusual prescribing quantities of controlled drugs was being carried out. Following our inspection, we asked the provider to review controlled drug prescribing and provide a report of their findings. The report showed prescribing was outside national controlled drug prescribing guidelines.
- We notified Sandwell and West Birmingham Clinical Commissioning Group and the Controlled Drug accountable officer (CDAO) of our findings.
- We found gaps in the management of patients diagnosed with asthma. Although we saw some evidence of actions that had been taken to improve the management of patients with asthma, these were ongoing and not yet complete.

It was evident that actions had been taken to address and improve some areas of medicines management within the practice. However, we found that some required actions were ongoing and not yet fully embedded or completed. As a result, the areas where the provider **must** make improvement are:

- Ensure that care and treatment is provided in a safe way.

The practice is due to be inspected again within six months of publication of the September 2018 comprehensive inspection report. When we re-inspect, we will also look at whether further progress has been made to enable compliance with Regulation 12: safe care and treatment HSCA (RA) Regulations 2014; including specific areas for improvement such as medicines management.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a member of the CQC medicines team.

## Background to Jubilee Health Centre

Jubilee Health Centre is located at one Upper Russell Street, Wednesbury, West Midlands, WS10 7AR. The surgery has good transport links and there is a pharmacy located nearby.

Dr Samares Bhaumik & Dr Syed Ayaz Ahmed are the registered providers, registered with CQC since June 2018 to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Jubilee Health Centre is situated within Sandwell Clinical Commissioning Group (CCG) and provides services to 4,200 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 two male GP partners, one male sessional GP, a practice nurse and a health care assistant. The non-clinical team consists of a practice manager, an administrator, a secretary, five receptionists and one senior receptionist.

The practice is open between 8am and 6.30pm weekly except Thursdays when the practice is open between 8am to 2pm. There are arrangements in place with a neighbouring practice where patients are able to access appointments on Thursdays from 2pm to 6pm and Saturdays from 10am to 12pm.

The practice is part of Primary Care Commissioning Framework (PCCF) which allows the practice to offer eight pre-booked out-of-hours appointments which are available between 6.30pm and 8pm Mondays to Fridays and Sundays between 9am and 11:30am.

When the practice is closed, out of hours cover for emergencies is provided by NHS 111.

Jubilee Health Centre is in one of the more deprived areas of Sandwell. The practice catchment area is classed as being within one of the least deprived areas in England. The practice scored two on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. National General Practice Profile describes the practice ethnicity as being 82% white British, 13% Asian, 3% black, 2% mixed and 0.4% other non-white ethnicities. The practice demographics show the average percentage of people in the 65+ to 75+ year age group were above local and national percentage. Average life expectancy is 76 years for men and 82 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 64% of patients registered at the practice have a long-standing health condition, compared to 48% locally and 51% nationally.

This section is primarily information for the provider

## Enforcement actions

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>The provider had failed to ensure the proper and safe management of medicines; for example:</b></p> <p>The provider did not provide assurance that medicine reviews were completed and reviewed regularly or prescribing was in line with nationally recognised guidelines.</p> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>