

Jubilee Park Medical Partnership

Inspection report

61 Burton Road
Carlton
Nottingham
NG4 3DQ
Tel: 01159404333
www.parkhousemedicalcentre.com

Date of inspection visit: 16 May 2023
Date of publication: 14/08/2023

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 comprehensive inspection at Jubilee Park Medical Partnership on 16 May 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led – good

We previously carried out an announced comprehensive inspection at Jubilee Park Medical Partnership on 6 October 2022. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, as part of our regulatory functions. The overall rating for the practice was inadequate and the practice was placed into special measures for a period of six months. We carried out an announced follow up inspection on 7 December 2022 to see if improvements had been made. This inspection was not rated, therefore, the service remained in special measures.

The practices were separate formally named Park House and Jubilee practice and merged to form Jubilee Park Medical Partnership on 1 April 2020.

The full reports for previous inspections can be found by selecting the 'all reports' link for Jubilee Park Medical Partnership on our website at www.cqc.org.uk

Why we carried out this inspection

- To look at the five key questions: services safe, effective, caring, responsive and well-led?
- To re-inspect the breaches of regulations or areas we identified at the previous inspection, where the provider should make improvements.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements). This was carried out on 11 May 2023 and the findings used during the inspection.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

Overall summary

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 found that:

- 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.
- 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-centred care.
- Leaders demonstrated they had the capacity and skills to deliver high quality sustainable care.
- Appropriate overall governance arrangements were in place.
- Staff worked effectively together and with other organisations to deliver effective care and treatment.
- The practice had a comprehensive programme of quality improvement activity.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation.
- Systems were in place to assess, monitor and manage risks to patient safety.

The provider **should**:

- Analyse the results of the current practice patient survey and put an action plan in place to address any concerns identified as a result.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector, a second CQC inspector who examined the evidence and a GP specialist advisor who spoke who completed clinical searches and records reviews without visiting the location.

Background to Jubilee Park Medical Partnership

Jubilee Park Medical Partnership is located in Nottingham at:

61 Burton Road

Carlton

Nottingham

Nottinghamshire

NG4 3DQ

The practice has a branch surgery at:

Jubilee Park Medical Partnership - Lowdham Branch

Francklin Road

Lowdham

Nottingham

NG14 7BG

There is a dispensary located at the Lowdham branch site. We only visited the main site as part of our inspection, but also examined evidence that related to the branch surgery.

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Nottingham Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 12,423. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Synergy Health Primary Care Network encompassing four local GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 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 93.8% White, 2.1% Asian, 2.1% Mixed, 1.8% Black and 0.2% Other.

There is a team of 2 GP partners and 4 salaried GPs and locum GPs who provide cover at both the practice and branch site. The practice has a team of 5 nurses who provide nurse led clinics for long-term conditions at both the main and the branch locations. The GPs are supported at the practice by a team of care coordinators and administration staff. The practice has two practice managers and a deputy practice manager who work between the locations to provide managerial oversight.

The practice main site is open between 8 am to 6:30pm Monday to Friday. The branch site is open 8am to 6:30pm Monday, Tuesday, Wednesday and Friday and 8am to 12:30pm on Thursdays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by the practice, where late evening appointments are available. Out of hours services are provided by Nottingham East Midlands Community Benefit Services Ltd.