

Jai Medical Centre (Brent)

Inspection report

82 Stag Lane
Edgware
Middlesex
HA8 5LP
Tel: 03000337863
www.jaimedicalbrent.nhs.uk

Date of inspection visit: 13 March 2020
Date of publication: 06/05/2020

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.

Overall summary

We carried out an announced, focused inspection at Jai Medical Centre (Brent) on 13 March 2020. The purpose of the inspection was to follow up on breaches of regulations identified at our previous inspection on 1 October 2019.

Following the October inspection, the practice was placed in special measures and issued with warning notices for breaches of Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance). The practice was required to address these breaches by 28 February 2020.

At this inspection, we visited the Sheldon surgery. We based our judgement of the quality of care at the practice 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 had made the required improvements.

- The practice was providing care in a way that kept patients safe and protected them from avoidable harm.
- The practice had made improvements to the way the service was led and managed and was promoting the delivery of high-quality, person-centred 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

Our inspection team

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

Background to Jai Medical Centre (Brent)

Jai Medical Centre (Brent) is located at 82 Stag Lane, Edgware, London HA8 5LP. The service covers two surgeries: the Stag Holyrood surgery which is located at 82 Stag Lane and the Sheldon surgery which is located at 19 Chichele Road, NW2 3AH. There is one patient list and patients are able to use either surgery. There are good transport links with tube and bus routes running near both surgeries. The practice is part of a wider network of GP practices. The provider also runs two additional general practices in North London which are separately registered.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures; family planning; maternity and midwifery services; and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to around 6,200 patients. The practice's clinical team is led by the partners who have oversight of the business. One of the partners is a GP and provides clinical cover when required. The practice is staffed by three regular GPs (two female and one male) providing 20 sessions across both surgeries per week. The practice also employs two nurses and offers nurse

appointments on two days a week at each surgery. There are five health care assistants and a phlebotomist and a team of administrators and receptionists. The practice also employs local assistant practice managers.

The practice opens Monday to Friday from 8am to 6.30pm. Standard appointments are ten minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have registered to do so may book appointments online. The provider carries out home visits for patients whose health condition prevents them attending the surgery.

The clinical commissioning group has commissioned an extended hours service, which operates between 6.30pm and 8pm on weeknights and from 8am to 8pm at weekends across five "Hub" locations across the borough. Jai Medical Centre (Brent) hosts one of these services on an interim basis at the Stag Holyrood surgery through a service level agreement. Patients may book appointments with the service through their own GP.

The patient profile for the practice has an above-average working age population and fewer than average children and teenagers. The population is ethnically diverse with around two-thirds of the local population being of black, Asian and minority ethnic origin.