

Jubilee Gardens Medical Centre

Inspection report

Jubilee Gardens
Southall
Middlesex
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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

Requires improvement 

Are services safe?	Good 
Are services effective?	Good 
Are services caring?	Requires improvement 
Are services responsive?	Requires improvement 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Jubilee Gardens Medical Centre on 28 February 2019 as part of our inspection programme.

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 the practice as requires improvement overall. Our previous inspection in September 2017 rated the practice as requires Improvement.

We have rated all population groups as good and requires improvement due to concerns with patient satisfaction with consultations and appointments access.

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.

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way. However, some patients reported concerns with accessing appointments at the practice.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Develop a sepsis toolkit and provide a safety net leaflet for patients to provide more information on identifying signs of sepsis.
- Review the storing of blank prescriptions that are kept by clinicians off site.
- Strengthen the policy of following up patients on high risk medicines; who are receiving care in a variety of settings.
- Review how to identify and support young carers.
- Continue to improve patient satisfaction with consultations and appointments access.
- Review how complaints are dealt with, discussed and shared with the team where appropriate.

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

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice manager advisor.

Background to Jubilee Gardens Medical Centre

Jubilee Gardens Medical Centre is in Southall within the London Borough of Ealing and is part of the NHS Ealing Clinical Commissioning Group (CCG) which is made up of 84 GP practices. The practice shares the premises building with another GP practice and with local community services. The practice operates from the ground and first floor of the building with lift access available for patients.

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 minor surgery.

The practice team comprises of two female senior GP partners. The practice employed several regular male locum GPs offering a total of twenty-six sessions amongst them. The rest of the practice team comprised of, a full-time practice nurse, a health care assistant, a clinical pharmacist and several administration staff.

The practice provides primary medical services to approximately 6.758 patients. There are higher than

average number of patients between the ages of 15 and 44 and fewer patients aged over 65 than the national average. The National General Practice Profile states that, 87% of the practice population is from other Asian and Indian background and 13% of the population representing all other ethnicities. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice opening hours are 8am to 6.30pm Mondays to Fridays and 9am to 11am on Saturdays. The practice is also part of the Hub which is open until 20:15 from Monday to Friday and on weekends.

The out of hours services are provided by an alternative provider. The details of the out-of-hours service are communicated in a recorded message accessed by calling the practice when it is closed and on the practice website.