

Jubilee Medical Group

Inspection report

Cobblers Hall
Carers Way, Burn Lane
Newton Aycliffe
DL5 4SE
Tel: 01325311300
www.jubileemedical.com

Date of inspection visit: 26 October 20222
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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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Jubilee Medical Group on 26 October 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Well-led - good

Following our previous inspection on 19 September 2016, the practice was rated good overall and for all key questions. At this inspection we carried over the ratings from the previous inspection for the Caring and Responsive domains.

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

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

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:

- Conducting staff interviews using video conferencing.
- 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).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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 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 way the practice was led and managed promoted the delivery of good quality, person-centre care.

Overall summary

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

- Update their recruitment policy to include all of the information required as stated in Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- Record the control measures in place in the fire risk assessments for the 3 premises.
- Complete planned training so that all clinical staff complete the required level of adult and children safeguarding training appropriate for their role.
- Embed the revised procedures for managing blood results and monitoring that health checks are completed prior to prescribing medication to ensure they are effective.
- Improve their systems to allow all staff the opportunity to learn from significant events and complaints and to ensure the actions arising from significant events are clearly documented.
- Improve the complaint information available for patients to indicate that complaints about the practice may also be made to NHS England.

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 who spoke with staff using 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 Jubilee Medical Group

Jubilee Medical Group is located in County Durham at:

Cobblers Hall Surgery

Carer's Way

Burn Lane

Newton

Aycliffe

County Durham

DL5 4SE

The practice has two branch practices located at:

9 Burke Street

Shildon

County Durham

DL4 1AA

23 Spencer Street

Eldon

Bishop Auckland

County Durham

DL14 8TL

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. These are delivered from the 3 sites.

The practice offers services from both a main practice and 2 branch practices. Patients can access services at the 3 sites.

The practice is situated within the North East and North Cumbria Integrated Care Board (ICB) and delivers Personal Medical Services (PMS) to a patient population of about 11,524. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices referred to as a Primary Care Network (PCN). The PCN has 4 practices and is called Sedgfield One Hub. Jubilee Medical Group is the lead practice for the PCN.

The practice has 3 partner GPs, 6 advanced nurse practitioners, a paediatric nurse consultant, a paediatric nurse, 2 practice nurses, a trainee nurse associate, 3 healthcare assistants and 2 advanced paramedic practitioners. Fourteen advanced nurse practitioners and 1 nurse practitioner provide a Vulnerable Adults Wrap Around Service (VAWAS) across the PCN. The Vawas nurses visit care home patients and carry out multi-disciplinary team and ward rounds. Clinicians are supported by the practice business manager, an assistant business manager, an assistant practice manager a project manager and reception and administrative staff. As the lead practice for the PCN the provider directly employs staff who work across the PCN practices such as care co-ordinators, pharmacists, pharmacy technicians and social prescribing link workers.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third lowest decile (3 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 98.6% white, 0.6% Asian, 0.6% Mixed, 0.1% Black, and 0.1% Other.

Cobbler's Hall Surgery is open 8am to 7pm Monday and Wednesday and 8am to 6.30pm Tuesday, Thursday and Friday. The branch practice at Shildon is open between 8am and 5.30pm Monday to Friday. The branch practice at Eldon is open from 8am to 12pm Monday to Thursday and from 9am to 12pm on a Friday. The practice offers a range of appointment types including book on the day, telephone consultations, Econsult and advance appointments.

Extended access is provided by the PCN from 6pm - 8pm Monday to Friday and from 9am to 5pm on a Saturday. Urgent care service evenings, weekends and bank holidays can be accessed via NHS 111.