

Jai Medical Centre (Brent)

Inspection report

82 Stag Lane
Edgware
HA8 5LP
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thestagholyroodsurgery.nhs.uk

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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 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 Jai Medical Centre (Brent) on 1 October 2019. The overall rating for the practice was inadequate, it was placed into special measures and warning notices were issued. We carried out an announced follow up inspection on 13 March 2020 and found that the practice had made sufficient improvements and that the warning notices had been met.

The full comprehensive reports on the November 2019 and March 2020 inspections can be found by selecting the 'all reports' link for Jai Medical Centre (Brent) on our website at www.cqc.org.uk

We took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering how we carried out this inspection. We therefore undertook some of the inspection process remotely and spent less time on site. We conducted medical record searches on 25 November 2020, remote staff interviews on 2 December 2020 and a site visit on 3 December 2020.

At this inspection we visited the Stag Lane site. 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 this practice as good overall and good for the older people, people with long term conditions, families, children and young people, vulnerable people and people experiencing poor mental health (including dementia) population groups.

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.
- The practice organised and delivered services to meet patients' needs. 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-centre care.

We rated the working age population group as requires improvement due to the poor uptake for the cervical screening programme.

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

- Continue to look at ways to improve uptake for the childhood immunisation and cervical screening programmes.
- Ensure calcium testing is up to date.
- Consider updating risk assessment templates to show target and completion dates for actions identified.

I am taking this service out of special measures. This recognises the significant improvements that have been 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.

Overall summary

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

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

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 attend 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 healthcare assistants and a phlebotomist and a team of administrators and receptionists. The practice also employs assistant practice managers who have daily oversight of the practice that they are based at.

The practice is open Monday to Friday from 8am to 6.30pm. Evening appointments are also available on a Wednesday between 6.30pm and 8pm. Standard appointments are ten minutes long, with patients being encouraged to book double slots should they have several issues to discuss or if they need of translation services. The practice offers face to face appointments as well as telephone and video appointments. Patients who have registered to do so may book online. The provider carries out home visits for patients whose health condition prevents them from attending the surgery.

The clinical commissioning group (CCG) has commissioned an extended hours service, which operates between 6.30pm and 8pm on weeknights and from 8am to 8pm at the 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.