

Dr Jefferies and Partners

Inspection report

The Medical Centre
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Jefferies and Partners on 24 January 2019 as part of our inspection programme.

At the last inspection in 25 August 2016 we rated the practice as good overall.

At this inspection we have rated this practice as good overall and good for all population groups

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 had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Staff dealt with patients with kindness and respect. Feedback from patients we spoke with and CQC comment cards stated staff involved and treated patients with compassion, kindness, dignity and respect. Although, results from the national GP patient survey showed some patients reported low satisfaction with consultations. The practice had reviewed this feedback and acted on it.
- Complaints were listened and responded to and used to improve the quality of care.

- The practice organised and delivered services to meet patients' needs. Although, results from the national GP patient survey showed some patients reported low satisfaction with appointments. The practice had reviewed this feedback and acted on it.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Develop a proactive approach to monitoring and reviewing vulnerable patients to protect them from harm.
- Strengthen links with health visitors and other agencies to ensure vulnerable adults and children are helped, supported and protected.
- Review the availability of anaphylaxis kits in all doctors' home visiting bags.
- Consider ways to reduce Quality and Outcomes Framework (QOF) exception reporting particularly for people with a long-term condition and people experiencing poor mental health.
- Continue to improve cervical screening and childhood immunisation uptake to bring in line with recognised targets.
- Develop quality improvement activity to drive improvement in the quality of care patients receive.
- Maintain the system for identifying and supporting patients who are carers.
- Continue to improve patient satisfaction with consultations and appointments.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

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)	Good	
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, a practice manager specialist advisor, a medicines specialist advisor and a second CQC inspector.

Background to Dr Jefferies and Partners

Dr Jefferies and Partners is located at 292 Munster Road, Fulham, London, SW6 6BQ. The surgery has good transport links and there is a pharmacy located nearby. Dr Jefferies and Partners has a branch surgery at 286 Munster Road where there is a centralised telephone call centre which processes patient telephone calls for both sites.

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

Dr Jefferies and Partners is situated within the Hammersmith and Fulham Clinical Commissioning Group (CCG) and provides services to 13,800 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice is subcontracted to provides care and treatment to approximately 2,400 legacy patients from another local practice that provides a 'digital first' service who prefer a traditional GP experience.

Services provided include cervical screening, childhood immunisations, chronic disease management, family planning, minor surgery, phlebotomy, travel vaccinations

and anticoagulation therapy. The practice also delivers the zero-tolerance contract for patients in the North West London CCG and the Central London CCG and the anticoagulation home visiting contract for the South of Hammersmith and Fulham.

The practice has two male GP partners and a female business partner. The practice employs four female GPs and one male GP, an advanced nurse practitioner, two practice nurses, six health care assistants, two clinical pharmacists who are supported by a large team of non-clinical staff. The practice is part of a wider network of GP practices.

The practice opening hours are 8am to 6.30pm Monday to Friday. Extended opening hours are available up to 8pm Monday and Thursday and on Saturday 8am to 5pm. Patients can access appointments via telephone, in person or online. Patients can also access digital appointments with a GP if they wish. The digital service is subcontracted to Babylon Healthcare Limited with approximately 7-10 patients using the service per month.

There are higher than average number of patients between the age of 15 and 44 and fewer patients aged over 65 than the national average. The National General Practice Profile states that 73.5% of the practice population is from a White background with the

remainder of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest

levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.