

Jubilee Health Centre

Inspection report

1 Upper Russell Street
Wednesbury
WS10 7AR
Tel: 01215564615

Date of inspection visit: 24 January 2024
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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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out an announced focused assessment of the responsive key question at Jubilee Health Centre at on 24 January 2024. The rating for the responsive key question is **Requires Improvement**. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain **Good**.

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires Improvement

Well-led – Good.

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

Why we carried out this inspection.

We carried out this inspection to undertake a targeted assessment of the key question of responsive.

We recognise the work that GP practices have been engaged in to continue to provide safe, quality care to the people they serve. We know colleagues are doing this while demand for general practice remains exceptionally high, with more appointments being provided than ever. In this challenging context, access to general practice remains a concern for people. Our strategy makes a commitment to deliver regulation driven by people's needs and experiences of care. These assessments of the responsive key question include looking at what practices are doing innovatively to improve patient access to primary care and sharing this information to drive improvement.

How we carried out the inspection

This inspection was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

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:

Overall summary

- The practice understood the needs of its local population and tailored services to meet those needs.
- The practice worked effectively with local partners to improve access to services for the wider patient population.
- During the assessment process, the provider highlighted the efforts they are making or are planning to make to improve the responsiveness of the service for their patient population. The effect of these efforts are not yet reflected in patient feedback. Patient feedback was that they could not always access care and treatment in a timely way.

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

- Continue with efforts to improve patient satisfaction in relation to access.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Jubilee Health Centre

Jubilee Health Centre is located at

1 Upper Russell Street,

Wednesbury,

West Midlands,

WS10 7AR.

Dr Samares Bhaumik & Dr Syed Ayaz Ahmed are the registered providers, registered with CQC since June 2018 to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Jubilee Health Centre is situated within NHS Black Country Integrated Care Board (ICB) and provides services to 3,800 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 part of a wider network of GP practices, known as the Health Vision Partnership Primary Care Network (PCN). This PCN consists of 7 practices working together to provide a wider range of services to the local population.

The practice has two male GP partners, one male sessional GP, a clinical practice pharmacist, a practice nurse and a health care assistant. The non-clinical team consists of a practice manager, an administrator, a secretary, a prescription clerk, five receptionists and one senior receptionist. The practice has additional access to staff employed through their PCN. This includes a mental health nurse practitioner, a physician's associate (in training), a clinical pharmacist and a social prescriber.

Jubilee Health Centre is in one of the more deprived areas of Sandwell. The practice catchment area is classed as being within one of the most deprived areas in England. The practice scored 2 on the deprivation measurement scale; the deprivation scale goes from 1 to 10, with 1 being the most deprived. Healthcare services in more deprived areas tend to experience an increased demand for services, due to a number of factors. The population tends to have poorer health status among individuals with a greater need for health services. [TS1] For example, there may be higher levels of long-term conditions such as those affecting the cardiovascular system and respiratory system. Data available to us showed that the practice has a higher-than-average number of patients who have a long-standing health condition compared to the national averages. For example, a higher proportion of patients have conditions such as a diagnosed airways disease, diabetes, high blood pressure and coronary heart disease compared with other practices nationally.

According to the latest available data, the ethnic make-up of the practice area is 73.4% White, 16.8% Asian, 4.7% black, 3.3% mixed and 1.7% other non-white ethnicities. The practice demographics show the average percentage of people in the 60 to 74 year age group and 80 to 89 year age group are above local and national averages. There are a lower than national and local average percentage of patients aged 25 to 49 years.

The practice is open between 8am and 6.30pm weekly except Thursdays when the practice is open between 8am to 2pm. Late evening appointments are available from 6.30pm to 8pm on Wednesdays. There are arrangements in place with a neighbouring practice where patients can access appointments on Thursdays from 2pm to 6.30pm. Enhanced access is provided locally by the PCN on a rotational basis, where Saturday appointments are available. When the practice is closed, out of hours cover for emergencies is provided by NHS 111.

I'm not sure we can confidently say the supply of healthcare services is lower in deprived areas. I would instead rephrase along the lines that there are higher instances of long term conditions in patients who live in deprived areas, which in turn can create higher demand for healthcare services. [TS1]