

Jubilee Health Centre

Inspection report

1 Upper Russell Street
Wednesbury
West Midlands
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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 Jubilee Health Centre on 15 April 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 carried out an announced comprehensive inspection, at Jubilee Health Centre in September 2018 as part of our inspection programme where the service was rated as requires improvement overall. As a result, we issued requirement notices and a warning notice as legal requirements were not being met and asked the provider to send us a report of the actions they were going to take to meet legal requirements. We then carried out a focused inspection, in February 2019 to follow up on the warning notice. The full comprehensive report of our previous inspection can be found by selecting the 'all reports' link for Jubilee Health Centre on our website at

This inspection was an announced comprehensive inspection carried out on 15 April 2019 to check whether the providers had taken action to meet the legal requirements' as set out in the requirement notices and warning notice. The report covers our findings in relation to all five key questions and related population groups.

We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. There were clear systems for managing risks so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Since our September 2018 inspection, the practice had reviewed their governance arrangements in a number of areas. For example, processes for the management of medicines had been reviewed and changes made to ensure patients received safe care and treatment that met their needs.

- There were areas where the practice 2017/18 Quality Outcomes Framework (QOF) performance was below local and national averages. The practice demonstrated awareness of this and were taking action to improve the management of clinical indicators. Data from the 2018/19 QOF year provided by the practice which was unpublished at the time of our inspection, showed actions were having a positive impact on patient outcomes.
- The practice continued carrying out quality improvement activities in line with their clinical audit plan. Data provided by the practice showed actions taken as a result of audit findings demonstrated quality improvements.
- Staff we spoke with demonstrated how they ensured patients were dealt with kindness and respect and involved them in decisions about their care. Survey results and feedback from various sources showed mixed views regarding patients' satisfaction. However, the practice was aware of areas where patients were less satisfied, and actions were being taken to improve patient satisfaction.
- The national survey results showed as well as feedback received from other sources patients were not consistently positive regarding accessing care and treatment in a timely way. The practice was aware of patients views and had an action plan which enabled the practice to organise and deliver services to meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care. For example, following our previous inspection, the practice embraced our findings and demonstrated maturity in regard to implementing a number of changes to their governance structure to support the delivery of safe and effective care. The practice made positive steps to ensure oversight of clinical governance arrangements were operating effectively.

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

- Continue reviewing patient feedback and taking action to improve areas where survey results and feedback shows low patient satisfaction.
- Continue carrying out actions to improve the uptake of national screening programmes as well as childhood immunisations.

Overall summary

- Continue carrying out quality improvement activities and using information about patients care and treatment to make improvements.

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

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)	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 member of the CQC medicines team and a second CQC inspector.

Background to Jubilee Health Centre

Jubilee Health Centre is located at one Upper Russell Street, Wednesbury, West Midlands, WS10 7AR. The surgery has good transport links and there is a pharmacy located nearby.

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 Sandwell Clinical Commissioning Group (CCG) and provides services to 4,000 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 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, five receptionists and one senior receptionist.

The practice is open between 8am and 6.30pm weekly except Thursdays when the practice is open between

8am to 2pm. There are arrangements in place with a neighbouring practice where patients can access appointments on Thursdays from 2pm to 6pm and Saturdays from 10am to 12pm.

The practice is part of Primary Care Commissioning Framework (PCCF) which allows the practice to offer eight pre-booked out-of-hours appointments which are available between 6.30pm and 8pm Mondays to Fridays and Sundays between 9am and 11:30am.

When the practice is closed, out of hours cover for emergencies is provided by NHS 111.

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 least deprived areas in England. The practice scored two on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. National General Practice Profile describes the practice ethnicity as being 82% white British, 13% Asian, 3% black, 2% mixed and 0.4% other non-white ethnicities. The practice demographics show the average percentage of people in the 65+ to 75+ year age group were above local and national percentage. Average life expectancy is 76 years for men and 82 years for women compared to the national average of 79 and 83 years

respectively. The general practice profile shows that 64% of patients registered at the practice have a long-standing health condition, compared to 48% locally and 51% nationally.