

Primary Care Provider Organisation

Highly commended

Jubilee Street Practice, Tower Hamlets/ East London and City Health Authority

Description of approach and achievements

An educational ecosystem of quality healthcare

We are a practice in the deprived East End of London with a long-established teaching history. There are a significant number of Bangladeshi patients with very high morbidity. From the first day a training doctor sets foot in the practice they realise they are in a learning institution that lives and breathes teaching, training and good quality care for our unique population. We instil the principles of a happy but busy learning environment where teaching happens at all times of the day in many different formats and styles. The teaching team includes the *whole* practice team. Everybody feels responsible for teaching and amongst us we have many trainers who fulfil the London Deanery Professional Development Framework for Supervisors.

Our high quality teaching and supportive learning environment is based on five key principles. The practice prioritises “continuous attention to patient safety and quality of care” by means of regular audits on prescribing, complaints, mental health, referral, deaths and significant events. Each trainee has a named trainer who supervises them in taking ownership of an audit and in maintaining excellent clinical care. Every clinician feels they are responsible for supervising and teaching. The tutorial list is tailored to individual’s needs as well as covering the Deanery curriculum.

We have just submitted for a Quality Practice Award to the RCGP to demonstrate Excellence in General Practice and are members of the Primary Care Research Network. We espouse “multidisciplinary learning” by arranging regular interactive meetings with colleagues from nursing, pharmacy and midwifery. We encourage our training doctors to “learn new skills”, and develop the ones they have. They are encouraged to become teachers themselves. For example, one recent ST4 trainee developed teaching videos which were used as learning material for the GP trainers’ workshop with excellent feedback. Another doctor taught dermatology to medical students under supervision and feedback is included. We use “innovative teaching and learning methods” including role play, patient-led teaching, use of videos and case-led discussions for unusual subjects such as chronic pain, learning disabilities and “working with advocates”. Where trainees have learning requirements that cannot be covered within the practice we utilise our excellent links with colleagues in secondary care. Our teaching is complimented by the excellent vocational training scheme as well as protected learning times.

Finally we stress the vital importance of “respect for culture and diversity” given the demography of our patient population. We organize bi-lingual patient educational sessions and patient participation groups where patients are closely involved in decisions around their health care. Our evidence will include all the above and how teaching and learning happens seamlessly and efficiently. The main reason we are entering for this prize is to acknowledge all the hard work that the training practice has done to maintain this educational ecosystem despite competing pressures such as 48-hour access and extended hours. We would also like to respect and honour our colleagues who began teaching general practice in this area in a small portacabin in Tower Hamlets. They were pioneers of general practice teaching. Winning this prize would help spur us on to keep striving for teaching excellence- we hope we do them proud.

Statement from Phillip Bennett-Richards: I’m delighted to support Jubilee Street practice in their application for the Elisabeth Paice awards for educational excellence 2010 in the primary care provider organisation category. I have been a programme director for specialist training in Tower Hamlets for 10 years and educators’ workshop convenor for the past 7 years. During this time Jubilee Street has remained at the cutting edge of primary care education providing training to a succession of doctors in training at various stages of their careers. The practice has a facilitative and supportive approach which continues seamlessly from generation to generation of educators. They have been involved in training GPs across a spectrum of performance with skill, patience and support and no small amount of success. The feedback from doctors in training at Jubilee Street has been universally positive with the practice being a favourite placement amongst the scheme members. Trainers from Jubilee Street have always contributed fully to the educators’ workshop and the specialist training programme in general and this continues with the appointment of Jens Ruhbach as a fellow programme director. Phillip Bennett-Richards, GP specialist training programme director MB BS BSc MRCP.

Department Team Members

Dr Salma Ahmed - GP trainer and partner
Dr Nicola Hadgrub - GP trainer and partner
Dr Sally Hull - GP trainer and senior partner
Dr Naomi Beer - FY2 supervisor and partner
Dr Jens Ruhbach - GP partner/Program Director for the local VTS-1 session
Dr Natalie Symes - GP partner and medical student lead teacher
Ms Virginia Patania - Practice Manager/partner
Ms Lyn Owens - Deputy Practice Manager
Ms Liz Hands - Senior Practice Nurse
Dr Ali Klaber - Salaried GP, MRCP
Dr Jo Price - Salaried GP
Dr Archana Symes - Salaried GP
Dr Jenny Blythe - Salaried GP
Dr Alex Harbourne - Salaried GP

Dr Mary Edmondson - locum after retiring from being partner a trainer
Mrs Yasmin Rahman - Senior Receptionist
Ms Jan Pennington - Health visitor
Mrs Olive Gordon - District Nurse

For further information contact

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