

Doctorcall Manchester

Inspection report

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Manchester
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Date of inspection visit: 1 Jul 2020
Date of publication: 23/07/2020

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 

Overall summary

This practice is rated as Good overall. (Previous rating May 2019 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

We carried out an announced comprehensive inspection at Doctorcall Manchester on 17 May 2019 as part of our inspection programme. We rated the practice as requires improvement for providing safe services and good overall and issued the provider with a requirement notice in relation to Regulation 13 (Safeguarding service users from abuse and improper treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The full comprehensive report on the May 2019 inspection can be found by selecting the 'all reports' link for Doctorcall Manchester on our website at www.cqc.org.uk.

At our inspection in May 2019 we rated the practice as requires improvement for providing safe services because:

- Safeguarding processes and procedures were not formally documented and there were no formal systems in place to confirm the identity of children or the relationship of the adults accompanying children.

We also indicated improvements should be made as follows:

- Review the consent process for sharing information with the patient's NHS GP to ensure this is in keeping with best practice.
- Review the translation policy and consider always providing an independent translator when a translator is required.
- Consider including consent when the audit programme is developed.
- Clarify the information available about retaining medical records if the service ceased trading.

- Review how the outcomes of audits are used to influence changes and improvements to the service.

- Consider ensuring the quality of cytology smears are formally reviewed when the results are returned.

We carried out a focused desk-based review of Doctorcall Manchester on 1 July 2020. This inspection was to see whether the breaches of Regulation 13 (Safeguarding service users from abuse and improper treatment) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 found at our last inspection had been addressed.

For this inspection, we focused on the key question of Safe which we rated as requires improvement in June 2019.

The full comprehensive report following the inspection in May 2019 can be found on our website here: 1-125567817

At this inspection we found:

- The practice had reviewed its safeguarding policies and procedures around the identification and relationship status of children and their accompanying adults. We saw from a sample of the patient notes of children treated that identification procedures had been followed, documented appropriately and audited.

We also looked at the areas we indicated for improvement at our previous inspection and found the provider had completed work and made changes and improvements.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report for further information.

Our inspection team

A Care Quality Commission (CQC) lead inspector conducted a desk-based review of the evidence supplied to us by the practice.

Background to Doctorcall Manchester

The service is provided by Doctorcall Limited whose headquarters is in London Harley Street. Doctorcall Manchester is located at 2-4 Exchange Street, St Ann's Square, Manchester, Greater Manchester, M2 7HA. The service provides health screening, travel clinic services and medical care and treatment services to children and adults. The website address is <https://www.doctorcall.co.uk/>

The regular team of staff consists:

- Two doctors who provided a service at different times during the day Monday to Saturday.
- The doctors are supported by the registered manager and a team of administration, technical and reception staff.

Most patients are referred for specialist pre-employment health-screening checks for example prior to deployment to work on an oil-rig or to work as cabin-crew for an aviation company. The service also provides relocation and other travel related health checks and vaccinations. Small percentages of patients also sought appointments to request treatment for minor ailments and a variety of health screening checks.

There are no geographical boundaries to using the service. The service is accessed through pre-booked appointments.

Are services safe?

We rated safe as Good because: Breaches that were identified at the previous inspection in May 2019 had been addressed and new processes to protect people had been introduced and supported by training and updated manuals and policies.

Safe systems and processes

At the inspection in May 2019 we found there were no formal systems in place to confirm the identity of children or the relationship of the adults accompanying children. There were no formal systems in place to confirm and review the relationships between adults who accompanied other adults.

At this review we found that safeguarding policies had been reviewed and updated to ensure effective identity checks were conducted, where necessary. We noted that staff had received training and updated guidance on the new measures introduced. We examined a sample of notes from consultations involving children and saw that on each occasion appropriate identification checks had been made and recorded. The Operations Manager told us that very few children were treated by the service and that audits were conducted to ensure identity checks were conducted and recorded appropriately.

At the previous inspection in May 2019, we identified several areas where the provider should consider making changes, these included:

- Review the consent process for sharing information with the patient's NHS GP to ensure this is in keeping with best practice.

At this review we saw that the practice had updated its patient registration form so that sharing of information with their own GP was discussed and documented at the time of registration. Treatment notes for all patients under 16 were automatically shared with their NHS GP.

- Review the translation policy and consider always providing an independent translator when a translator is required.

At this review we noted that the Doctor manual, used by the clinicians at the service had been updated and included information about translation services. All staff had been emailed with guidance around the use of interpretation services.

- Clarify the information available about retaining medical records if the service ceased trading.

At this review we noted that the provider had updated their business continuity plan to include details of what should happen to patient data in the event of the company ceasing trading, without being taken over.

- Consider ensuring the quality of cytology smears are formally reviewed when the results are returned.

At this review we noted that the provider had now obtained access to the laboratory on line results system and regularly monitored their results to ensure that samples had been taken appropriately. The Operations Manager informed us that very few cervical screening samples were taken. For example, we noted that only three had been taken between 1 January 2020 and 1 July 2020, all three samples had been taken effectively.