

Dr Nolan Wengrowe - Golders Hill Health Centre

Inspection report

151 North End Road

London

NW11 7HT

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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



Overall summary

This service is rated as **Good** overall.

The service was previously inspected in June 2019 and was rated Good overall. They were rated as Good in the key questions of Effective, Caring, Responsive and Well-led. However, it was rated as Requires Improvement in the key question of Safe.

The key question reviewed in this inspection is now rated as follows:

Are services Safe? – Good

We carried out this announced focused inspection on 30 September 2020 to follow up on breaches we had identified at the last inspection. We had asked the provider to make improvements regarding:

- The provider did not have a system in place to monitor expiry dates on single use items.
- The provider did not have a process to ensure all patients were asked to provide proof of identity.
- There was no process for checking people attending the service with paediatric patients had legal authority to do so.

We checked these areas as part of this focused inspection and found they had been resolved.

We found that:

- The provider had systems to manage to monitor the supplies of clinical consumables to keep people safe.
- There was a process in place to ensure all patients were asked to provide photographic or documented proof of their identity.

- There was a process in place to ensure people attending the service with paediatric patients had legal authority to do so.

There were a number of other issues from the previous report that we had said the provider should address. These were:

- Consider putting arrangements in place to ensure staff checks, including Disclosure and Barring Service checks, remain valid.
- Ensure planned actions to bring about improvements around infection prevention and control are followed through.
- Follow through with a programme of quality improvement activity to measure the impact of actions taken and to continue identifying areas where improvements can be made to the care and treatment provided.
- Consider putting arrangements in place to obtain written consent from patients for care and treatment.

The provider reported that these had been addressed and provided evidence to support this. However, in the absence of an on-site inspection CQC were unable to review all actions. These matters do not affect the rating.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was carried out remotely by a CQC lead inspector.

Background to Dr Nolan Wengrowe - Golders Hill Health Centre

Dr Nolan Wengrowe – Golders Hill Health Centre is a private doctor service located in North London at 151 North End Road, London, NW11 7HT. The provider offers a pre-booked private doctor service.

The service is made up of three GPs and four non-clinical members of staff. The service premises consist of one consultation room within a privately owned medical centre. The service is open from 8am to 6pm Monday to Friday.

The service is registered with CQC to undertake the regulated activity of Treatment of Disease, Disorder or Injury. The service provides childhood vaccinations, travel vaccinations and is a Yellow Fever vaccination centre.

Are services safe?

We rated safe as Good because:

We had previously carried out an announced comprehensive inspection on 6 June 2019. At that time of that inspection the service was not providing Safe services. We found the following:

- The provider's system to manage supplies of clinical consumables did not always help to keep people safe.
- There was no process in place to ensure all patients were asked to provide photographic or documented proof of their identity and there was no process in place to ensure people attending the service with paediatric patients had legal authority to do so.

At the time of the inspection of 30 September 2020, these issues had been addressed.

Subheadings:

Safety systems and processes

The service had systems to keep people safe.

Following the inspection carried out in June 2019 the provider sent an action plan which stated they had immediately created a stock sheet with all expiry dates listed for single use items. They said this would be checked monthly and new stock would be ordered when needed. For this inspection the provider sent a copy of the stock sheet which we noted had been duly completed on a monthly basis by the appropriate clinical staff.

The provider had consulted with the BMA and other practices following our last inspection and had amended their new patient registration form to include identity checks. The form also now includes information that has to be provided in order to assure practice staff that an adult accompanying a child had parental authority. They had also developed protocols for staff to follow in the event of a child arriving with a person who does not have parental responsibility, for example a nanny.