

Mayfair Doctors Walk-In Clinic

Inspection report

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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 effective?

Good 

Overall summary

This service is rated as Good overall. The service has been inspected twice previously. It was first inspected on 20 June 2018 when it was not rated. There was a further inspection on 6 June 2019. At this inspection it was rated as good overall. It was also rated good for the key questions of safe, caring, responsive and well led it was rated as requires improvement for effective on the basis of one issue that we said they must resolve. The issue that led to the rating of requires improvement in effective was:

- The provider was not proactive in undertaking clinical improvement activity such as clinical audit.

We carried out an announced comprehensive inspection of Mayfair Doctors walk in clinic on 22 September 2020. The key question reviewed in this inspection is now rated as follows:

Are services effective? – Good

At this inspection we found that the practice had addressed the issues from the previous inspection.

We found that:

- Patients received effective care and treatment that met their needs. This included the practice participating in clinical improvement activity.

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

- Explore opportunities to increase learning from incidents.
- Review safeguarding training requirements for all staff in line with the competency framework as set out in the intercollegiate guidance.
- Review systems for ensuring all relevant equipment is identified for routine calibration checks.

The provider reported that these had been addressed, but in the absence of an on-site inspection CQC were unable to review this. These matters do not affect the rating.

Dr Rosie Benneworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

This inspection was completed remotely by a CQC Lead Inspector.

Background to Mayfair Doctors Walk-In Clinic

Mayfair Doctors Walk-in Clinic is a private general medical clinic offering consultations and a range of non-emergency GP services including health screening and travel vaccinations to both children and adults. The service provides some occupational health checks for local businesses. Further details about the services provided can be found on the location's website: www.mayfairdoctors.com.

The clinic was established in 2012 and is based in the basement of a pharmacy and has four consulting rooms. The clinic can only be accessed via steps but can offer a home visit service if local to the practice. The service is located close to main shopping and tourist areas.

The service is open Monday to Friday between 9.30am and 6.30pm and on a Saturday from 10am to 4.30pm. Patients can access appointments in person, telephone or online. Staffing includes three doctors, a service manager and two administrative / reception staff.

The provider is registered with CQC for the following regulated activities: Diagnostic and screening procedures, surgical procedures and treatment of disease, disorder or injury.

How we inspected this service

We reviewed documentary evidence that was made available to us relating to the running of the service.

Are services effective?

We rated safe as Good because:

We carried out this focussed inspection on 22 September 2020. We had previously carried out an announced comprehensive inspection on 6 June 2019. At that time of the first inspection the service was not providing effective services. We found the following:

- The provider was not proactive in undertaking clinical improvement activity such as clinical audit.

At the time of the inspection of 22 September 2020, this issue had been addressed.

Monitoring care and treatment

The service was actively involved in quality improvement activity.

- The service used information about care and treatment to make improvements and maintain quality. The service made improvements through the use of completed audits. The service had completed three audits since the last inspection. The service had completed a two-cycle audit of prescribing for urinary tract infections (UTIs). The first audit had shown that prescribing was completed with laboratory tests where required and antibiotics prescribed were in line with NICE guidance. The provider had repeated the audit to ensure that prescribing maintained this standard, which it had done.