

Rose Valley Medical Centre

Inspection report

374 Shooters Hill Road
London
SE18 4LS
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www.rosevalleymedicalcentre.co.uk

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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. (Previous inspection 8 May 2019. The service was rated Good overall; however, we rated the key question of safe as requires improvement). This inspection on 8 September 2020 is a desk-based inspection to follow up on concerns found at the previous inspection.

The key questions are rated as:

Are services safe? – Good

At the inspection on 8 May 2019 we found there was no system or process to ensure that children attending the service were accompanied by an adult with parental responsibility. We reviewed this as part of this focussed inspection in September 2020 and found this issue had been addressed.

We also told the provider they should review and improve systems and processes for quality improvement including audits and improve governance processes, specifically related to reviewing the service's written policies and procedures. These issues did not amount to breaches of the regulations. We checked these areas as part of this focussed inspection and found improvements had been made.

The provider provided examples of audits they had carried out and corresponding changes made to the service. For example, the provider added vitamin D tests to the

standard battery of tests ordered for patients, as a result of findings of an audit they had carried out. They also described regular case reviews carried out for challenging or unique cases to identify learning and improvement points.

The provider described the governance processes put in place following the inspection in May 2019. This ensured their policies were reviewed and/or updated in an organised, recorded way and at regular intervals.

Rose Valley Medical Centre is a private doctors consultation service for adults and children delivered by a sole practitioner on a private, fee paying basis only.

We interviewed the provider remotely but did not request feedback from patients as part of this desk-based follow up inspection.

Our key findings were:

- The service had systems to assess, monitor and manage risks to patient safety.
- The service had a governance framework in place which supported the delivery of quality care.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

The inspection was led by a CQC inspector who had access to advice from a specialist advisor.

Background to Rose Valley Medical Centre

Rose Valley Medical Centre provides private general practitioner (GP) services treating both acute and chronic health problems. The majority of the service's patients are from abroad who are not habitually resident in the UK and not entitled to NHS treatment. Patients pay privately for its services. The service is located at 374 Shooters Hill Rd, London, SE18 4LS. The provider rents a room on the ground floor of a shared building. There is a shared receptionist, reception area and toilet facilities which are provided by the building managers.

The service's website is:
www.rosevalleymedicalcentre.co.uk

The service offers a full range of blood tests, health screening, family planning, fertility investigations, sexual health, travel health and insurance medicals. They will arrange referrals to hospital consultants privately. X-rays

and Ultrasound scans can also be arranged. The service is registered to provide the regulated activities of Diagnostic and screening procedures, and Treatment of disease, disorder or injury.

Consulting hours are:

Monday: 10am -4pm;

Tuesday, 1pm -4pm;

Wednesday, 7pm – 9pm (to follow-up on test results);

Thursday, 3pm – 7pm;

Friday, 7pm – 9pm (to follow-up on test results) and;

Saturday, 10am – 2pm.

The service is closed on Sundays. Appointments are pre-bookable by telephone, email or on the service's website. The service does not accept walk-in appointments.

Are services safe?

Safety systems and processes

The service had clear systems to keep people safe and safeguarded from abuse.

- The service had systems in place to assure that an adult accompanying a child had parental authority.
- At the inspection in May 2019 we found the provider did not have a documented process in place to demonstrate that children attending the service were accompanied by an adult with parental responsibility. For this inspection in September 2020 we asked the provider to submit documentary evidence demonstrating the processes put in place to ensure children were safeguarded, specifically that those responsible for their safety were aware they were seeking medical treatment.
- The provider submitted their updated child safeguarding and child protection policy which stated the parents had to provide the child's full birth certificate, showing the parents names and photographic identity documents for themselves, such as a passport or driver's licence. The provider told us parents were asked to bring these to appointments or if it was a video appointment, to hold the documents up to the camera for examination. Without these documents being made available, children would not be seen.