

Bilan Medic Centre Limited

Inspection report

Suite 212, Crown House
North Circular Road
London
NW10 7PN
Tel: 02036326068
Website: N/A

Date of inspection: 18 September 2020 18/09/2020
Date of publication: 12/10/2020

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 service is rated as Good overall. Previous inspection 11 June 2019 – Good overall and Requires improvement for Safe.

The key questions are rated as:

Are services safe? – Good

We carried out an announced comprehensive inspection at Bilan Medic Centre Limited on 11 June 2019. The overall rating for the service was good, the service was rated requires improvement for providing Safe services. The full comprehensive report on the 11 June 2019 inspection can be found by selecting the ‘all reports’ link for Bilan Medic Centre Limited on our website at .

This inspection was a desk-based review carried out on 18 September 2020 to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 11 June 2019. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Bilan Medic Centre Limited provides primary medical services for Somali and East African patients living in the West/North West London area. The service offers private consultations with a female doctor offering gynaecological care.

The doctor is the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like registered providers, they are ‘registered persons’. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

We are mindful of the impact of COVID-19 pandemic on our regulatory function. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

Our key findings were :

- The service had purchased the recommended emergency equipment and medicines.
- The service was now prescribing in line with national guidance.
- The service had developed systems in conjunction with the Fire Brigade to support the evacuation of patients, particularly those who may have mobility problems, from the building.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection was completed by a CQC lead inspector.

Background to Bilan Medic Centre Limited

Bilan Medic Centre Limited provides primary medical services for Somali and East African patients living in the West and North West area of London. Services are provided from the practice location of Suite 212, Crown House, North Circular Road, London, NW10 7PN.

The provider is registered with CQC to provide the following activities:

- Diagnostic and Screening procedures
- Treatment of Disease, Disorder, Injury (TDDI).

The provider offers private consultations to female patients aged 18 years and over, with a female doctor for gynaecology care. The service is located on the second floor of a private office building and can be accessed using a lift. They are currently seeing approximately 50 patients per month.

The service is run by a female doctor who employs two part-time receptionists.

Bilan Medic Centre Limited is open from 10.30am to 5.30pm on Tuesdays to Saturdays. When the clinic is closed there is a recorded message on the answer phone that directs patients to their own GP or out of hours service via NHS 111.

How we inspected this service

We undertook a comprehensive inspection of Bilan Medic Centre Limited on 11 June 2019 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for providing safe services and good overall. The full comprehensive report following the inspection on 11 June 2019 can be found by selecting the 'all reports' link for Bilan Medic Centre Limited on our website at .

We undertook a follow up desk-based focused inspection of Bilan Medic Centre Limited on 18 September 2020. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Are services safe?

When we inspected the service in June 2019, we found that this service was not providing safe care in accordance with the relevant regulations. Specifically, we found:

- The provider did not have risk assessments in place for not having a thermometer, defibrillator and some emergency medicines.
- The prescribing of antibiotics did not always support good antimicrobial stewardship in line with national guidance.
- Fire risk assessments had been completed by the owners of the building. However, there was no risk assessment in place to support the evacuation of patients, particularly those who may have mobility problems, from the building.

At this inspection in September 2020, we found improvements had been made.

Risks to patients

There were systems to assess, monitor and manage risks to patient safety.

- At the June 2019 inspection we found that staff understood their responsibilities to manage emergencies and to recognise those in need of urgent medical attention. They knew how to identify and manage patients with severe infections, for example sepsis. We found that the service did not have a defibrillator, or access to one in the building and there was also no patient thermometer available. There was oxygen and some emergency medicines were appropriate for the service. Due to the nature of the service, acutely unwell patients were rarely seen. However, there were no formal risk assessments in place for the lack of emergency equipment and to determine which emergency medicines should not be stocked.

At this inspection we saw evidence that a risk assessment has been carried out for the following; thermometer, defibrillator and emergency medicines. A thermometer and defibrillator and missing emergency medicines have been purchased and a programme of equipment calibration established.

Safe and appropriate use of medicines

The service had reliable systems for appropriate and safe handling of medicines.

- At the June 2019 inspection we found that the service had not carried out regular medicines audits to ensure prescribing was in line with current best practice guidelines for safe prescribing. From the records we reviewed we found that the same broad-spectrum antibiotics were used for different conditions which did not support good antimicrobial stewardship in line with national guidance.

At this inspection we found that an antimicrobial stewardship audit has been undertaken to ensure that they were in line with national guidance of antibiotic prescribing. The provider had identified appropriate prescribing guidelines and ensured that all clinicians were following them. These were now included in the services clinical audits to ensure appropriate prescribing.

Track record on safety and incidents

The service had a good safety record.

- There were comprehensive risk assessments in relation to safety issues completed by the owners of the building for all the communal areas. These included fire risk assessments, fire alarm and extinguisher checks. Fire drills for the whole building were completed at least once a month and the provider had a record of these. However, at the June 2019 inspection we found that there was no risk assessment in place to support the evacuation of patients, particularly those who may have mobility problems, from the building.

At this inspection we found that there was now a Fire Action Plan and Fire Assembly Point for their patients to review at the clinic and their reception team have been trained in First Aid and assisting patients with mobility issues, how to exit the building with the help of the Fire Brigade. Who advised the service that in cases of a fire with individuals who have mobility problems, they would provide a fire evacuation chair and safely take the patient out of the building.