

Dr C M Bowman Ltd

The Tonbridge Clinic

Inspection report

339 Shipbourne Road
Tonbridge
Kent

TN10 3EU

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Ratings

Overall rating for this service

Are services safe?

Are services well-led?

Overall summary

We carried out an announced desk based focussed inspection on 10 August 2018 to follow up on areas requiring improvement identified at the services earlier inspection conducted on 25 January 2018.

Our findings were:

Are services safe?

We found that this service was providing safe care in accordance with the relevant regulations.

Are services well-led?

We found that this service was providing well-led care in accordance with the relevant regulations.

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

The service is registered with CQC under the Health and Social Care Act 2008 in respect of the provision of advice or treatment by, or under the supervision of, a medical practitioner, including the prescribing of medicines. The Tonbridge Clinic is registered to provide consultations and treatment in musculo-skeletal medicine. These services are provided by one medical practitioner in a designated consultation and treatment room within the clinic.

The clinic also provides osteopathy, physiotherapy, chiropody, acupuncture and other complementary treatments. These treatments are exempt by law from CQC regulation. Therefore, we were only able to inspect the treatment provided by the medical practitioner but not the other therapy services.

The medical practitioner is the registered manager. A registered manager is a person who is registered with the Care Quality Commission to manage the service. Like

Summary of findings

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 spoke with the practice manager and reviewed documentation to assess compliance with The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Our key findings were:

- The provider had conducted pre-employment checks for administration and reception staff.
- The practice had access to a defibrillator and staff trained in its use.
- The practice had reviewed the accessibility of their complaints process and had revised their information leaflets which were available in their reception area.
- The practice had revised their governance structure to ensure the timely identification and management of risks. This included regularly reviewing and updating policies.

Summary of findings

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

We found that this service was providing safe care in accordance with the relevant regulations.

- The provider had conducted pre-employment checks for administration and reception staff had been carried out.
- The practice has access to a defibrillator and staff trained in its use.

Are services well-led?

We found that this service was providing well-led care in accordance with the relevant regulations.

- The provider had policies to govern activity, these had been reviewed and amended to reflect best practice.
- The provider had systems in place to minimise risks to patient safety. For example, pre-employment checks were conducted on all staff, formal risk assessments were in place for the management of Legionella and the service had a comprehensive business continuity plan.

The Tonbridge Clinic

Detailed findings

Background to this inspection

The registered provider is Dr Christopher M Bowman.

This is a private practice owned by five partners, one of whom is the registered provider. Dr Bowman is registered and licensed to practise by the General Medical Council. There are no other clinical staff employed. The provider employs reception and administration support staff. The practice is provided in a converted two storey house, and is situated close to the centre of the town of Tonbridge.

Dr Bowman provides musculo-skeletal medicine and osteopathy consultations and treatment including joint injections and caudal epidurals (an injection in the back to reduce pain in the lower back or legs). Approximately 40-50 patients a week attend the clinic.

Services are provided from:

339 Shipbourne Road

Tonbridge

Kent

TN10 3EU

The provider is open on Monday from 8.30am to 7.00pm, on Tuesday and Thursday from 8.30am to 8.30pm, on Wednesday from 8.30am to 8.00pm, on Friday from 8.30am to 6.30pm, and on Saturday from 8.30am to 1.00pm.

We conducted a desk based review of The Tonbridge Clinic on 10 August 2018. The inspection team comprised an inspector.

We reviewed information from the provider including training records, policy schedules, complaints leaflets.

Are services safe?

Our findings

Safety systems and processes

There were systems, processes and practices to help minimise risks to patient safety.

- There were notices that advised patients that chaperones were available. There were always sufficient staff on duty so that a chaperone could be provided if requested. Staff told us that they were very rarely asked to act as chaperones. Staff who acted as chaperones had received relevant training.
- The practice had access to a defibrillator and staff trained in its use.

There were systems to monitor safety of the premises. For example:

- There were regular tests of the fire alarm systems, fire escapes were clearly marked and extinguishers were checked annually. Staff told us that they carried out fire evacuation drills. The practice maintained written records of fire drills.
- The provider had commissioned a Legionella assessment. (Legionella is a term for a particular pathogen which can contaminate water systems in buildings). The assessment had been conducted on 12 June 2018 and concluded that the risk was minimal. They actively monitored the safety of their water systems.

Risks to patients

The provider had arrangements in place to respond to emergencies and major incidents.

- The provider had a business continuity plan for major incidents such as power failure or building damage.

Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action?)

Our findings

Governance arrangements

There was an overarching governance structure.

- There was a clear staffing structure and that staff were aware of their own roles and responsibilities.
- There were practice specific policies. The practice maintained a schedule to ensure they were regularly reviewed and updated.

Managing risks, issues and performance

There were risk assessments to monitor aspects of safety and to mitigate risks. For example:

- There were regular tests of the fire alarm systems. Fire extinguishers were checked and serviced annually. Staff told us that they held fire drills. Records of fire evacuation drills were maintained.
- We found that there were systems in place to assess, monitor or mitigate risks to the quality and safety of services. For example, pre-employment checks and environmental risk assessments.