

United Marketing Boutique Ltd

# My Medyck Dental and Medical Centre

## Inspection report

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## Overall summary

We carried out an announced comprehensive inspection at My Medyck Dental and Medical Centre on 12 June 2018. We found that this service was not providing safe care in accordance with the relevant regulations for the Medical Centre.

This inspection was a focused follow up inspection carried out on 07 February 2019 to confirm the service had carried out their plan to make improvements. This report covers our findings in relation to those requirements and any additional improvements made since our last inspection.

Our key findings were as follows:

The service had medicines for use in emergencies and equipment to manage children's emergencies and these were checked on a regular basis.

The service had formally risk assessed the need for, or provide Atropine, used in emergency box while fitting contraception coils. The service had decided to discontinue the fitting of coils and therefore did not require Atropine.

In addition, improvements had been made in the following areas we had recommended to:

The service had reviewed the policy on training for the doctors to ensure all doctors were undertaking training as required.

The service had reviewed the process of clinical quality improvement and had systems in place to ensure it was shared with the clinical team, and reflected the range of specialisms offered. The service had now had a system where all audits were reviewed by the Responsible officer who provided clinical oversight.

The service was also reviewing the use of the manual bell used for emergencies to ensure it was the safest for them to use. They had been carrying out checks to enable them to judge how effective the system was prior to introducing another system.

**Professor Steve Field CBE FRCP FFPH FRCGP**

**Chief Inspector of General Practice**

# My Medyck Dental and Medical Centre

## Detailed findings

### Background to this inspection

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 service was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

My Medyck Dental and Medical Centre is registered with the Care Quality Commission to provide diagnostic and screening procedures and treatment of disease, disorder or injury (TDDI).

My Medyck Dental and Medical Centre provides primary healthcare services primarily for the East European community living in the West/ North West London area. The service offers private consultations with a Cardiologist, GP, Paediatrician, Psychiatrist and a Urologist.

The service sees both children and adults.

The service is in a rented private building on the ground floor. The service has access to a waiting area and private consultation rooms. At the time of our inspection the clinic staff present comprised of the provider who is the owner of

the business, a GP, an assistant practice manager and front office administrative staff. Administrative staff including the assistant practice manager are responsible for both the medical and dental service. We were told that the service also employs call centre staff working from Poland to assist with administrative duties.

The clinics opening times are from 9am- 8pm Monday – Saturday and 9am-6pm on Sundays. Late evening appointments are available from 8am-9pm on Saturdays.

When the clinic is closed all calls were directed to the owner of the business who forwarded clinical queries to the appropriate clinical staff.

The cost of the service for patients is advertised on the clinics website and leaflets at the practice.

The owner of the service is the CQC 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.

# Are services safe?

## Our findings

At our previous inspection 12 June 2018, we found that this service was not providing safe care in accordance with the relevant regulations. This was because, some doctors did not have updated training; the service had failed to assess the risks of not having some medicines for use in emergencies and equipment to manage children's emergencies.

These arrangements had significantly improved when we undertook a follow up inspection on 07 February 2019.

### Risks to patients

At our last inspection in June 2018 we found that training records showed some doctors training relating to annual basic life support training were out of date. During this review the provider sent us conformation to show all doctors training was up to date and they had developed a system that ensured the doctors training was up to date.

We also found that the service did not have a spacer or nebulizer for use on children in a medical emergency. We saw that the service now had a spacer or nebulizer for paediatric medical emergencies and these were checked on a regular basis to ensure they were fit for use.

### Safe and appropriate use of medicines

At our last inspection in June 2018 we found that the service did not have Hydrocortisone injection or steroids (used to treat certain types of allergies and inflammatory conditions) and Atropine needed to ensure safety of coil insertion procedures which were undertaken at the clinic.

At this inspection we saw that the service had Hydrocortisone injections and steroids for emergency use. They also undertaken as risk assessment for the provision of coil fitting services and decided to stop providing this service.