

TMB Trading Limited

Bath

Inspection report

Nomad Travel clinic
2-3 Abbey Gate Street
Bath
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Overall summary

We previously inspected Bath (known as Nomad Travel Clinic) on 1 February 2018. The full comprehensive report for this inspection can be found by selecting the 'all services' link and then 'Bath' on our website at www.cqc.org.uk.

At the February 2018 inspection we found the service was not meeting certain areas of the relevant regulations in that it was not providing Well-led services. We did however, find that the provider delivered Safe, Caring, Effective and Responsive services in accordance with the relevant regulations.

We carried out an announced focused inspection at Nomad Travel Clinic on 18 December 2018. This inspection covered the Well-led key questions to confirm the provider had carried out their plan to meet legal requirements in relation to the breaches of regulations identified in our February 2018 inspection. This report

covers our review of the Requirement Notices and findings in relation to those requirements. The inspection was carried out by a Care Quality Commission (CQC) lead inspector.

At this inspection we found:

- Governance procedures had been strengthened to ensure oversight by the management team of cold chain maintenance and data protection of personal identifiable information.
- The non-clinical member of staff had received appropriate chaperone training.
- Management were responsive to non-clinical members of staff and initiatives had been put into place to support staff development.

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Bath

Detailed findings

Background to this inspection

Nomad Travel Clinic in Bath is located at 2-3 Abbey Gate Street Bath BA1 1NP and details are found on their website www.nomadtravel.co.uk.

It is situated within a Cotswold Outdoor Store but is independent of the store.

The private travel clinic is a location for the provider TMB Trading Limited who have owned the Nomad travel stores and clinics since June 2016. TMB Trading Limited provide nine travel clinics across England and Wales.

The clinic offers travel health consultations, travel and non-travel vaccines, blood tests for antibody screening and travel medicines such as anti-malarial medicines to children and adults. The service works with Public Health England to deliver post-exposure Rabies vaccination. They also provide travel related retail items. The clinic employs a clinical lead who is a clinical pharmacist and an administrative staff member and it sees approximately 170

patients per month. Virtual support for the travel nurses is provided by the medical team who are based at the head office in London. Additional nursing cover is provided by a locum nurse, who is a previous employee and nurses are transferred when needed from another travel clinic owned by the provider.

Nomad Travel Clinic is open on Tuesday, Thursday, Friday and Saturdays from 9.45am until 5.30pm. In addition, Nomad provide a telephone consultation service with specialist travel nurses and have a central customer service team to manage appointment bookings. We did not inspect the advice service as part of this inspection.

The provider is registered to provide the following regulated activities:

- Diagnostics and screening procedures
- Treatment disease and disorder
- Transport services, triage and medical advice provided remotely

Are services well-led?

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

Our findings

We rated the practice as good for providing a well-led service.

At our previous inspection on 1 February 2018 we found that the service was not providing well led services and issued a requirement notice in relation to good governance. At this inspection on 18 December 2018, we found the service had addressed the issues identified at the last inspection. We now found them to be providing well led services in accordance with the relevant regulations.

Specifically, the issues we found were:

The provider had not ensured that systems or processes were established and operating effectively specifically relating to:

- Management oversight, of cold chain maintenance.
- Chaperone training for non-medical staff.

At the previous inspection we also told the provider that they should:

- Review and embed systems and processes regarding management oversight in relation to obligations in data protection.
- Review processes whereby staff feedback and requests were listened and responded to.

At this inspection on 18 December 2018, we found the service had addressed the issues identified at the last inspection. We now found them to be providing well led services in accordance with the relevant regulations.

Governance arrangements

- The cold chain policy had been updated and actions were taken to ensure there was management oversight. We saw that there was a process for retail staff, who worked in the Cotswold Outdoor store and who took delivery of vaccines, to log the time of arrival and the time of refrigeration. Wherever possible deliveries were taken during clinic opening hours. We saw from the log, that the last time a store assistant from Cotswold Outdoor had taken delivery of vaccines was 3 August 2018 and this had been appropriately logged. Due to staff changes within the store and new staff not being trained in this process Nomad had stopped any vaccine stock being received by store staff until this had been undertaken.

- The receptionist had undertaken chaperone training and was able to easily explain the principles and essential aspects of the role.
- Governance had also been strengthened in other areas. A clinical pharmacist had been appointed as the lead clinician. A base line audit had been undertaken to identify where governance and oversight could be improved to give assurance of adherence to policies and systems. Following the audit actions were taken, for example, a communications log was used to ensure handover between staff was efficient and had the necessary information. A handover sheet was printed out and left on the desk so that the next member of staff working, had easy sight of this. This included information such as any updates to PGD's. A follow up external audit was performed. This demonstrated that actions identified had been completed and no additional issues were found.
- There was a client and staff data protection policy in place. This addressed the General Data Protection Regulation requirements. A data protection officer for the company had been identified.

Seeking and acting on feedback from patients and staff

- We were told that the management were now responsive to non-clinical staff. It was also felt that non-clinical roles were more valued and respected than they used to be. For example, the receptionist had been considered and asked her opinion and included in discussions regarding increased opening hours and how this would work for her.
- Development opportunities were available for non-clinical staff. For example, clients often asked questions whilst waiting for an appointment and it was felt that there were certain areas, such as bite prevention and water bottle purification kits where the receptionist could be trained to give this advice. A training package had been developed by the lead clinician and reviewed by the receptionist, to ensure the terminology used was suitable for non-clinical staff and that it delivered the right information, to achieve the appropriate knowledge level. We were told by the receptionist that this made her feel much more part of the team and had also given her more confidence to discuss and answer questions from clients.

Continuous Improvement

Are services well-led?

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

- Since the previous inspection in February 2018 monthly skype meetings had been implemented with the lead clinicians from all the company's travel clinics. This allowed for protected time to discuss updates, both from a clinical and company perspective, time for staff to ask questions and incidents to be shared and learned from.
- The provider wanted to empower and develop reception staff. The non-clinical training package, following the pilot in Bath was to be rolled out to all the company sites.