

# Sussex Travel Clinic

## Inspection report

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Date of inspection visit: 21 October 2019  
Date of publication: 18/11/2019

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 well-led?

Good



# Overall summary

We carried out an announced comprehensive inspection of The Sussex Travel, Hove on 17 May 2019 as part of our routine inspection programme to rate services. The overall rating for the practice was good. The practice was also rated good for providing safe, effective, caring and responsive services. However, it was rated as requires improvement for providing well-led services. This was because:

- The clinic had systems to identify, investigate and learn from safety incidents and complaints. However, action points from significant events and complaints were not always implemented and followed up.

The full comprehensive report on the 17 May 2019 inspection can be found by selecting the 'all reports' link for Sussex Travel Clinic on our website at .

After the inspection in May 2019 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

This inspection was an announced focused inspection carried out on 21 October 2019 to ensure that the practice was now complying with the regulations.

At this inspection our key findings were:

- The practice had improved their systems to ensure that action points from significant events and complaints were implemented and followed up.

The practice is now rated good for providing well-led services.

**Dr Rosie Benneyworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

The inspection was undertaken by a CQC inspector.

## Background to Sussex Travel Clinic

The Sussex Travel Clinic is a private clinic which is part of the Vaccination UK group, that provide a similar service through a range of clinics across the country. It provides independent travel health advice, travel and non-travel vaccinations, and blood tests for antibody screening. People of all ages intending to travel abroad can seek advice regarding health risks and receive both information and necessary vaccinations and medicines. In addition, the clinic holds a licence to administer yellow fever vaccines. The clinic also provides a vaccination service for occupational health service providers, a phlebotomy service and flu vaccinations.

At the time of the inspection, the clinic manager was 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. The registered manager held the International Society of Travel Medicine

Certificate (ISTM) in Travel Health and was a member and an examiner for the membership exam of the Faculty of Travel Medicine at the Royal College of Physicians and Surgeons Glasgow.

The Sussex Travel Clinic, Hove is provided from a shared building that provides consulting rooms for independent practitioners. The clinic has a shared waiting room and toilets and a private, separate reception room and a consultation room where the vaccinations are undertaken. The building has wheelchair access and the consulting room is accessible from the ground floor. The service offers travel vaccination and related health care advice.

Opening times are:

Monday to Thursday 9am-7pm, Friday 9am-4pm and Saturday 9am-1pm.

The clinic is registered with the Care Quality Commission under the Health and Social Care Act 2008 to provide the following regulated activity: Treatment of disease, disorder or injury.

## Are services well-led?

At our last inspection on 24 May 2019 we rated the provider as requires improvement for well led services. This was because, action points from significant events and complaints were not always implemented and followed up. For example, for one complaint the providers response to the patient was that the issue would be discussed at length at a team meeting and that additional training and support would be provided to the staff member. However, it was not evident from the meeting notes or staff records that this had happened. Also, patients were not always informed of any further action that they could take, should they not be satisfied with the response to their complaint.

During this inspection we looked at the records of complaints and significant events that had occurred since

our last visit. We saw that there was now a clear audit trail of actions agreed, along with evidence to show they had been implemented. For example, we saw an incident arising from a complaint whereby a patient had been given a different vaccine to the one they had requested. We saw evidence of a thorough investigation along with clear records of the actions agreed and taken which included discussion at a team meeting, emails to staff and supervision records. We also saw that Vaccination UK now included reference to the ombudsman in complaints letters for patients to contact if they were not satisfied with their response.