

# Sussex Travel Clinic Limited

## Inspection report

23 Farncombe Road,  
Worthing,  
West Sussex.  
BN11 2AY.  
Tel: 01903 254774  
[www.sussextravelclinic.com](http://www.sussextravelclinic.com)

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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 Clinic, Worthing on 24 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 were not always implemented and followed up.

The full comprehensive report on the 24 May 2019 inspection can be found by selecting the 'all reports' link for The Sussex Travel Clinic Ltd 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 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 Limited

The Sussex Travel Clinic Limited 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, 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 is in a converted building in Worthing with two consulting rooms. The building does not have wheelchair access but clients with limited mobility can be seen at the Sussex Travel Clinic in Hove.

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 activities: 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. Whilst there was evidence that the service learned when things went wrong, improvements were not always implemented and followed up. For example, following a significant event relating to a patient that fainted after receiving their vaccination, it was agreed that details of the next of kin or contact details in case of emergency, should be taken for all clients at the time of booking. However, when we looked at the records of patients who had attended since the incident, only two out of six had the contact details recorded.

During this inspection we looked at a sample of records of patients who had attended the clinic since our last visit. We saw that changes had been made to the records system that prevented further details being taken until next of kin or contact details had been added. For all the records we looked at, the relevant contact details had been documented.

During this inspection we also looked at the records of significant events that had occurred since our last inspection. We saw that for all events there were clear records of the actions required and their implementation. For example, for one incident a vaccine had been administered to patient in error as their medical records had accidentally been added to the previous patient's record. We saw from the summary of significant events that the agreed actions included discussing the incident with the staff member involved, an email to all staff and discussion at the next team meeting. We saw records to show that all these actions had been implemented, including a record of the discussion with the individual staff member. Changes had also been made to the clinics information system to ensure the patients name and date of birth were recorded before their trip details were added, to further safeguard patients.