

Doctor Today Ltd

Doctor Today

Inspection report

Doctor Today,
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London.
NW3 6PB
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Date of inspection visit: 11 October 2018
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Overall summary

We carried out an announced focused inspection on 11 October 2018 to ask the service the following key question; Are services safe?

Our findings were:

Are services safe?

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

Background

Doctor Today is an independent health service based in the Finchley Road and Frognal area of North West London that provides patient consultations, treatment and referrals for adults and children. Dr Marissa Vassiliou is the registered manager and a partner doctor in the business. 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.

We carried out a previous announced comprehensive inspection at Doctor Today on 16 April 2018 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. Overall, the service was providing care in accordance with relevant regulations except for some considerations relating to safe services

and we found three areas where the provider should improve. The full comprehensive report on the 16 April 2018 inspection can be found by selecting the 'all reports' link for Doctor Today on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 11 October 2018 to assess whether the provider was meeting legal requirements and areas it should improve that we identified in our previous inspection. This report covers our findings in relation to improvements that have been made since our last inspection.

Overall we found that this service was providing care in accordance with the relevant regulations.

Our key findings were:

- Arrangements were in place for fire and fixed wiring safety.
- Medicines and blood sample bottles were fit for use and managed appropriately.
- Nursing staff received appropriate clinical oversight and training, including quarterly consultation reviews, and wound care and immunisation training and updates. Nursing staff did not undertake patient's cervical screening ("smear") tests.
- Communication and access arrangements were available for patients with sensory impairment or needing translation services, including a hearing loop and a telephone translation service.

Summary of findings

- Systems to ensure good governance were implemented and reviewed and there was a culture of continuous improvement, including from NHS services.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Doctor Today

Detailed findings

Background to this inspection

Doctor Today operates under the provider Doctor Today Ltd. The service was taken over by the current owners in 2009 to provide a personalised, convenient and high quality independent health care service to its patients. The core services include family medicine, travel health, sexual health, and antenatal care. The location site address that we visited as part of this inspection is Doctor Today, 182 Finchley Road, London NW3 6PB and the service has a website www.doctortoday.co.uk. The staff team includes two female doctors, a male specialist doctor (in Accident and Emergency medicine), a nurse prescriber, a team of two reception and administration staff, and a cleaner.

The service's opening hours are:

- Monday and Tuesday 9am to 7pm
- Wednesday to Friday 9am to 6pm
- Saturday 9.30am to 1.30pm

The provider is registered with the Care Quality Commission to carry on the regulated activities of

maternity and midwifery services, treatment of disease, disorder or injury, and diagnostic and screening procedures. There are some exemptions from regulation by CQC which relate to particular types of service and these are set out in Schedule 2 of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Services that were provided including aesthetic procedures such as wrinkle reduction treatments and dermal fillers; and occupational health related services provided to clients under a contractual arrangement through their employer or government department are exempt by law from CQC regulation and did not fall into the scope of our inspection.

Prior to the inspection we reviewed information submitted by the provider about the service they were providing. The inspection was undertaken on 11 October 2018 and the inspection team was led by a lead CQC inspector with advice available from a GP specialist adviser. During the inspection we spoke with a lead partner doctors, analysed documentation and undertook observations.

Are services safe?

Our findings

At our previous inspection on 16 April 2018, we found that this service was not providing safe care in accordance with the relevant regulations regarding fire and fixed wiring safety, medicines management, and there were out of date blood sample bottles. We issued a requirement notice in respect of these findings.

Improvements had been made when we undertook this follow up inspection of the service on 11 October 2018 and the service is now compliant with the relevant regulations.

Safety systems and processes

- Premises fixed wiring safety testing had been undertaken in June 2018 and were satisfactory. The service had a diary trigger to ensure fixed wiring safety checks every five years in conjunction with the premises landlord.

- Sample bottles used to collect patient's blood samples had been checked by staff on a regular basis and were in date. The service had implemented an on-going and effective checking process.

Risks to patients

- Staff were trained in fire safety and the designated fire safety lead received appropriate fire warden training in June 2018.
- Regular fire drills were undertaken and documented and future drills were planned.

Safe and appropriate use of medicines

There were effective systems for appropriate and safe handling of medicines.

- Keys to all medicines were stored securely and were only accessible to authorised staff.
- Medicines that were not in use had been identified and safely disposed.
- Refrigerated medicines were stored appropriately and in date.