

French Medical Clinic

Quality Report

14 Harley House,
Brunswick Place,
London NW1 4PN
Tel: 020 7820 0098
Website:

Date of inspection visit: 27th February 2015
Date of publication: 06/08/2015

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.

Contents

Summary of this inspection

	Page
Overall summary	1
The five questions we ask and what we found	3
What people who use the service say	4
Areas for improvement	4

Detailed findings from this inspection

Background to French Medical Clinic	5
Why we carried out this inspection	5
Detailed findings	6
Action we have told the provider to take	7

Overall summary

Letter from the Chief Inspector of General Practice

Dear Provider

During our last inspection on 19 August 2014 we found that you did not have adequate arrangements in place to deal with foreseeable emergencies.

We did not see evidence that staff were trained to deal with medical emergencies and in basic life support. We also found one of the emergency medicines was out of date.

At this inspection we found adequate arrangements were still not in place to deal with foreseeable emergencies.

Summary of findings

The emergency drugs we checked were within expiry date however, non-clinical staff had not received recent training in basic life support or dealing with medical emergencies.

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

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The registered person did not have adequate arrangements in place to prevent the risk of harm to people in the event of a medical emergency. Some staff had not received training in medical emergencies or basic life support.

Summary of findings

What people who use the service say

We did not speak with patients at this inspection.

Areas for improvement

Action the service MUST take to improve

The provider must ensure that all staff receive training in basic life support (BLS).

French Medical Clinic

Detailed findings

Background to French Medical Clinic

The French Medical Clinic provides private general medical services to adults and children. People attending the clinic are French speaking foreign nationals mainly from African countries.

Why we carried out this inspection

During our last inspection on 19 August 2014 we found that the provider did not have adequate arrangements in place to deal with foreseeable emergencies

Are services safe?

Our findings

During our last inspection on 19 August 2014 we found that the provider did not have adequate arrangements in place to deal with foreseeable emergencies. We reviewed the emergency medicines and found one item was out of date. Staff told us the kit was checked regularly, however there were no records to confirm this. The manager told us clinical staff had undergone training in cardiopulmonary resuscitation (CPR) and basic life support, however we did not see documentary evidence to confirm this. Non-clinical staff had not received CPR or basic life support training.

At this inspection we found adequate arrangements were still not in place to deal with foreseeable emergencies. The emergency drugs we checked were within expiry date and we saw evidence to confirm these were checked on a monthly basis by the manager. However, whilst we were shown documentary evidence to confirm that some staff had attended basic life support training, the non-clinical staff we spoke with told us they had not attended the training and were not aware of any planned training in this area. We discussed our concerns with the registered manager who told us they were not aware of any staff that had not completed the training, but would arrange some training as soon as possible .

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment How the regulation was not being met The registered person did not have adequate arrangements in place to prevent the risk of harm to people in the event of a medical emergency. Some staff had not received training in medical emergencies or basic life support. This was in breach of Regulation 9(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, which corresponds to regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.