

# St Mary's Urgent Treatment Centre

## Inspection report

St Mary's Hospital  
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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 safe?

Good



# Overall summary

**This service is rated as Good overall.** The service had previously been inspected on 5 June 2019. Overall the report was rated as good, but at the latest inspection in 2019 the service was found to be in breach of regulation 12 (Safe care and treatment) of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The safe key question was rated as requires improvement and a requirement notice was issued. The specific issues found which breached regulation 12 were in regards to non-clinical staff at the service being able to recognise presentations which required priority, for example sepsis.

We carried out an announced focussed inspection of St Mary's Urgent Treatment Centre on 23 July 2021, where we reviewed the identified breaches from the previous report in the safe key question only. We are mindful of the impact of COVID-19 pandemic on our regulatory function. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so. We found that all of the breaches of regulation from the previous inspection had been addressed. Following this inspection, the key questions are rated as:

The key questions are rated as:

Are services safe? – Good

## **Our key findings were:**

- The service provided care in a way that kept patients safe and protected them from avoidable harm.

**Dr Rosie Benneyworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team consisted of a CQC lead inspector only.

## Background to St Mary's Urgent Treatment Centre

St Mary's Urgent Treatment Centre (UTC) is commissioned to provide an urgent care service within north-west London. The service is located within St Mary's Hospital, Paddington which is run by Imperial College Healthcare NHS Trust. The UTC premises are owned by the hospital trust.

The service is provided by Vocare Limited who were awarded the contract in April 2016 following a procurement and tender process. The local management team in the centre comprises of an operational and clinical service manager, a local medical director, supported by two lead clinicians and an assistant clinical service manager.

The UTC is open 24 hours a day, seven days a week including public holidays. No patients are registered at the service as it is designed to meet the needs of patients who have an urgent medical concern but do not require accident and emergency treatment, such as non-life

threatening conditions. Patients can self-present or they may be directed to the service, for example by the NHS 111 service or their own GP. The service is GP-led with a multi-disciplinary team consisting of emergency department doctors, advanced nurse practitioners (ANPs), nurse practitioners (NPs), emergency nurse practitioners (ENPs) and emergency care practitioners (ECPs).

The UTC provides assessment and treatment of minor illness and minor injuries for adults and children. Reception staff at the point of entry to the service (A&E department) and paediatric initial assessment (streaming) is currently sub-contracted to the hospital trust that provide these functions on behalf of the provider.

The provider is operating within a commissioned clinical and operational model for patients attending the UTC which requires patients to initially present to the A&E department where they are streamed by a clinician to determine their care pathway. If the pathway is to be seen at the UTC then the patient is directed to separately located premises. The UTC is accessible by both an internal and external route within the hospital trust estate which takes approximately 10 to 30 minutes to walk dependent on pace, ambulatory capability or whether an internal or external route is chosen.

Patient attendances have varied significantly since the COVID pandemic began, but before then, the patient activity at the UTC was approximately seventy-one thousand patients per year.

# Are services safe?

## We rated safe as Good because:

We carried out this announced comprehensive inspection on 23 July 2021. We had previously carried out an announced comprehensive inspection in June 2019. At the time of the first inspection the service was not providing safe services. We found the following:

- The provider had failed to facilitate formal training to non-clinical reception staff at the point of entry to the service in A&E and the UTC to assure themselves that staff could adequately recognise emergency symptoms, for example sepsis.

At the time of the inspection visit on 23 July 2021, this issue had been addressed.

## Risks to patients

There were systems to assess, monitor and manage risks to patient safety.

- There were arrangements for planning and monitoring the number and mix of staff needed. There was an effective system in place for dealing with surges in demand.
- There was an effective induction system for temporary staff tailored to their role.
- Non-clinical staff had undertaken training in basic life support and the identification of emergency symptoms, including sepsis. Staff that we spoke to were aware of what to look for when patients attended, and in what circumstances a clinician should be alerted immediately.
- The service had arrangements in place to respond to medical emergencies. The UTC was located within the hospital trust estate and operated within its emergency response protocol through the standard crash call telephone number. There was a resuscitation trolley within the centre which was easily accessible and stocked identically to those within the hospital trust to ensure consistency. We saw there was a defibrillator available and oxygen with adult and children's masks.