

# FBA Medical Limited

# Regent Street Clinic - Nottingham

## Inspection report

2 Regent Street  
Nottingham  
NG1 5BQ  
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Website: [www.regentstreetclinic.co.uk](http://www.regentstreetclinic.co.uk)

Date of inspection visit: 13 January 2017  
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## Overall summary

We carried out an announced desk based follow up inspection on 13 January 2017 to follow up concerns we found at Regent Street Clinic Nottingham on 22 March 2016.

### Our findings were:

#### Are services safe?

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

#### Background

We carried out a desk based inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

Regent Street Clinic Nottingham is an independent provider of GP services owned by FBA Medical Ltd. The provider also offers a range of specialist services and treatments such as facial aesthetics, travel vaccinations, sexual health screening, occupational health and offshore medical services to people on both a walk-in and pre-bookable appointment basis. The clinic is based in the city centre of Nottingham. It is an accredited yellow

fever centre which is registered with NATHNaC (National Travel Health Network and Centre). The practice is also registered with the British College of Aesthetics Medicine (BCAM).

The provider which is FBA Medical Limited is registered with the Care Quality Commission to provide services at Regent Street Clinic Nottingham, 2 Regent Street, Nottingham, NG1 5BQ. This four storey grade II listed Victorian property, owned by the provider, has been used to provide services to patients since 1998. FBA Medical also provide services at other locations in Leicester, Leeds, Sheffield and Derby. The property consists of a patient waiting room and reception area on the ground floor and consulting rooms which are located on the first and second floor of the property. A call centre is located in the Nottingham location which deals with incoming telephone calls for all five locations. There is on street car parking outside the practice and a nearby NCP car park is available for patients.

The practice does not hold a list of registered patients and offers services to patients who reside in Nottingham and the surrounding areas and patients who live in other areas of England who require their services. The practice

# Summary of findings

has a high number of patients who are overseas visitors from foreign countries and also students of Nottingham University and Nottingham Trent University who require medical assistance.

The practice manager is 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.

This practice is a member of the Independent Doctors Federation (IDF). The IDF is a designated body with its own Responsible Officer.

The practice employs one GP, one practice manager who is also the registered manager and a team of receptionists.

The practice is open from 8.30am until 12noon on a Monday, Thursday, Friday and Saturday. The practice is open from 2.30pm until 6pm on a Tuesday and from 2.30pm until 8pm on a Wednesday.

The practice is not required to offer an out-of-hours service. However, the practice offers a home visiting and hospital admission service which is available 24 hours a day, full details of this service are advertised on the practice website.

## **Our key findings were:**

Our key findings across the areas we inspected were as follows:

Risks to patients were assessed and well managed. The practice had carried out a risk assessment regarding legionella and had made arrangements to complete necessary actions identified from the risk assessment carried out.

# Summary of findings

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Are services safe?**

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

We carried out an announced desk based follow up inspection on 13 January 2017 to follow up concerns we found at Regent Street Clinic Nottingham on 22 March 2016.

Our key findings across the areas we inspected were as follows:

- Risks to patients were assessed and well managed. The practice had carried out a risk assessment regarding legionella and had made arrangements to complete necessary actions identified from the risk assessment carried out.

# Regent Street Clinic – Nottingham

## Detailed findings

### Background to this inspection

The inspection was carried out on 13 January 2017 by a CQC Lead Inspector.

Before carrying out this inspection, we requested information from the practice to demonstrate the actions they had taken as a result of our inspection on 22 March 2016. This included:

- A copy of the legionella risk assessment and policy.
- Evidence of hot and cold water temperature check records carried out prior to our desk based review.
- Any other supporting evidence the practice wished to provide in relation to legionella.

We then reviewed this information during a desk based follow up inspection on 13 January 2017.

# Are services safe?

## Our findings

Following an announced comprehensive inspection on 22 March 2016, we found that this service was not providing safe care in accordance with the relevant regulations.

At the time of our inspection, we found that the practice had not carried out a risk assessment to monitor legionella.

Following our announced inspection, the practice confirmed they had completed a legionella risk assessment by a competent person. (Legionella is a term for a

particular bacterium which can contaminate water systems in buildings). We received evidence of a legionella risk assessment which was carried out in June 2016 which highlighted remedial actions required to be taken however, we were provided with email confirmation from an external specialist that actions required following the risk assessment were scheduled to take place in January 2017. We also saw evidence of a legionella policy which was reviewed in May 2016 and received evidence of supporting hot and cold water temperature records carried out by the practice.