

Dr Peskin & Dr Hussain

East Barnet Health Centre

Actions taken by the practice following the CQC inspection:

Pre-Employment Recruitment Checks

- DBS checks have been completed for all relevant staff including those carrying out chaperoning duties. Confirmations and certificates have been sent to the CQC.
- Pre-employment checks completed for all staff including the practice nurse who previously worked as a Healthcare Assistant with the practice. All relevant information has been sent to the CQC.

Basic Life Support

- The majority of staff did have basic life support training before the inspection. Those who were outstanding completed training and certificates were sent to the CQC for information.

Chaperone Policy

- The chaperone policy was updated to specify that chaperoning staff's detail must be recorded in the clinical record. All chaperoning staff must have DBS clearance. The policy was updated to reflect this.
- Learning of the updated policy has been cascaded to all staff.

Complaints Procedure

- The practice adopts a policy to review complaints to facilitate learning. Complaints are discussed (anonymously) in staff meetings on a regular basis to encourage learning points.
- We are in the process of updating our complaints procedure to reflect this.

Infection Control

- Our infection control lead and practice nurse has recently attended an infection control update training course. We are in the process of organising a meeting to ensure this information is cascaded to other staff members.

Female Patients

- All patients registering with the practice are informed at the point of registration that both GPs in this practice are male. Any patients wishing to see a female GP are encouraged to register with another practice in the health centre.
- All female patients requiring an examination are offered a chaperone who would be female.