

# The Lakeside Practice

## Inspection report

White Wings Centre

Askern

Doncaster

DN6 0HZ

Tel: 01302700212

[www.nhs.uk/Services/GP/MapsAndDirections/DefaultView.aspx?id=44416](http://www.nhs.uk/Services/GP/MapsAndDirections/DefaultView.aspx?id=44416)

Date of inspection visit: 3 and 4 October 2022

Date of publication: 04/11/2022

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



Are services effective?

Good



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Good



# Overall summary

We carried out an announced inspection at The Lakeside Practice on 3 and 4 October 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 26 January 2016, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Lakeside Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out a comprehensive inspection due to the length of time since we last inspected the provider (over five years).

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing and completing electronic questionnaires
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

# Overall summary

## **We have rated this practice as Good**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should**:

- Complete staff appraisals.
- Review historic safety alerts and take steps to ensure all necessary actions are taken.
- Continue with plan to minute meetings for future reference and ensure all staff have access to information if unable to attend.
- Develop a policy to monitor pathology results more effectively.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to The Lakeside Practice

The Lakeside Practice is located in Doncaster at:

White Wings Centre

Askern

Doncaster

DN6 0HZ

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice is situated within South Yorkshire Integrated Care Systems (ICS) and delivers Personal Medical Services (PMS) to a patient population of 8,569. This is part of a contract held with NHS England.

The practice is part of North Primary Care Network which consists of ten member practices with a total patient population of over 77,617.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 0.8% Asian, 98.1% White, 0.1% Black and 0.9% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of six GPs. The practice has one healthcare assistant and three nurses who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice manager, business and engagement manager and patient services manager provide managerial oversight.

The practice is open between 8.00am to 6.00pm Monday to Friday, with the exception of Wednesday when the practice is open at 7.00am. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Doncaster Same Day Health, where late evening and weekend appointments are available. Out of hours services are provided by NHS Doncaster.