

@MK18 Private Medical Practice

Inspection report

@MK18 Private Medical Practice
Unit 10
Stowe Castle Business Park, Stowe
Buckingham
Buckinghamshire
MK18 5AB
Tel: 01280 730180
Website: www.mk18medical.com

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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 well-led?

Good 

Overall summary

We carried out an announced focused inspection at @MK18 Private Medical Practice, a private GP service located in Buckinghamshire on 11 March 2020.

At our previous inspection in July 2019, the service was rated good overall, however we identified concerns relating to an aspect of governance within the management of services. We therefore rated the well-led key question as Requires Improvement and we issued a requirement notice in relation to the governance arrangements, specifically the arrangements to verify patient identify.

The July 2019 inspection was part of the independent health care inspection programme to award a rating and check whether the service was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008. The inspection report for the previous inspection can be found by selecting the 'all services' link for @MK18 Private Medical Practice on our website at www.cqc.org.uk

At this inspection, on 11 March 2020, we found the service had addressed the issue identified at the last inspection. This led to the service being rated as Good for the provision of well-led services whilst the overall rating of Good remains.

At this inspection we found:

- Following the July 2019 inspection, we saw the provider had amended the operating model and added an additional verification check when completing patient identity checks. On accessing the service patient identity was verified as patients were now required to provide photo identity such as driving licence or passport alongside proof of address. This amendment aligned to the revised governance policies within the service.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to @MK18 Private Medical Practice

@MK18 Private Medical Practice provides private GP services including a GP led minor surgery service to adults and children. The registered provider is JMO Healthcare Limited.

Services are provided from:

- @MK18 Private Medical Practice, 10 Stowe Castle Business Park, Buckingham, Buckinghamshire, MK18 5AB.

The service website is: www.mk18medical.com

The service was founded in 2017 and the GP service launched in December 2018. All services including GP services are located in converted modern premises outside Buckingham town centre. The premises contain a GP consultation room, a minor operations suite and an additional treatment room. There was an open plan reception area and waiting area with seating.

Some of the services available at @MK18 Private Medical Practice are exempt by law from Care Quality Commission (CQC) regulation. Therefore, we were only able to inspect the provision of GP services and a GP led minor surgery service as part of this inspection.

The provider is registered to provide the regulated activities:

- Diagnostic and screening procedures
- Surgical procedures
- Transport services, triage and medical advice provided remotely.
- Treatment of disease, disorder or injury

The GP service's team consists of two GPs (one male and one female) and a practice manager who also completed reception duties.

@MK18 Private Medical Practice has flexible opening hours which adjust to patient choice and is open for two weekdays a week and every Saturday. This service is not required to offer an out of hours service. Patients who need medical assistance out of corporate operating hours are requested to seek assistance from alternative services. This is detailed in patient literature supplied by the service.

How we inspected this service

Before visiting on 11 March 2020, the service confirmed they had taken the actions detailed in their action plan. We met with the Director and Founder who was also one of the GPs and the practice manager who manages the full range of services including the GP services. We reviewed information given to us by the service, including changes to patient identity and verification policies and procedures. We also reviewed documents relevant to the management of the service. During our visit we saw a random sample of patient records to ensure the new operating model was embedded and patients were receiving safe care and treatment in accordance to regulations.

All were relevant to demonstrate the service had addressed the breach of regulation identified at the inspection of July 2019.

Are services well-led?

When we inspected @MK18 Private Medical Practice in July 2019 we identified a concern relating to:

- The system to manage patient identity checks. Specifically, when a patient arrived for their appointment, they were asked for their name, but no formal identity checks took place to confirm these details correlated with the original contact information supplied.

At the inspection undertaken on 11 March 2020, we found the service had made improvements to address the concern previously identified.

Managing risks, issues and performance

- Immediately following the July 2019 inspection, the provider had engaged with Care Quality Commission, amended the operating model and added an additional verification check when completing patient identity checks.
- On accessing the service, patient identity was now verified as patients were required to provide photo identity such as driving licence or passport alongside proof of address. This check was used to confirm the details correlated with the original contact information supplied.

- To ensure patients presented the correct documentation, the service contacted patients via text message or email communication as a reminder and as an opportunity to explain why this amendment had been made.
- The service had also considered the information governance impact in storing additional patient information which aligned to the General Data Protection Regulation (GDPR) principals.
- During the inspection, we saw a random sample of consultations for the GP service and saw all the information correlated to the information on the record system, patient verification was confirmed, and the documents uploaded to a safe encrypted section of clinical record system, thus leaving a full audit trail for future reference.
- During the review of the operating model and when making amendments to the identify verification check, we saw the provider had used the opportunity to strengthen an additional element of the model. For example, added an additional formal patient declaration into each consultation.

These actions were now ensuring that requirements relating to good governance were being met.