

# The Lanes Medical Practice

## Inspection report

Plough Lane  
Stoke Poges  
Buckinghamshire  
SL2 4JW  
Tel: 01753 662244  
Website: [www.lanesmedical.co.uk](http://www.lanesmedical.co.uk)

Date of inspection visit: 10 August 2020 - We have not revisited the service as part of this review because the service was able to demonstrate that they were meeting the regulations associated with the Health and Social Care Act 2008 without the need for a visit.

Date of publication: 18/08/2020

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 previously carried out an announced comprehensive inspection at The Lanes Medical Practice on 2 October 2019 as part of our inspection programme. We rated the service as Good overall, however we found a breach of regulation and rated the provision of well-led services as Requires Improvement. You can read the full report by selecting the 'all reports' link for The Lanes Medical Practice on our website at .

On 10 August 2020, we carried out a desk-based review to confirm that the service had carried out its plan to meet the legal requirements in relation to the breach of regulations that we identified at our previous inspection in October 2019. This report covers our findings in relation to those requirements.

We are mindful of the impact of Covid-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what type of inspection was necessary and proportionate, this was therefore a desk-based review.

We found that the service was now meeting those requirements and we have amended the rating accordingly. The overall rating for The Lanes Medical Practice remains Good and is now rated Good for the provision of Well-led services. We previously rated the service as Good for providing Safe, Effective, Caring and Responsive services.

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

- Information submitted by the provider, this included information relating to changes to patient identity and verification policies and procedures. We also saw a random sample of anonymised patient records to ensure the new operating model was embedded. All were relevant to demonstrate the service had addressed the breach of regulation identified at the inspection of October 2019.

## **We have rated Well-led as Good because:**

- Following the October 2019 inspection, we saw the provider had amended the operating model for the private GP service element of The Lanes Medical Practice. This amendment was 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.

The service had also made improvements since the last inspection, for example:

- Completed the planned training programme to ensure all members of staff were trained to an appropriate level of safeguarding training (in line with current safeguarding intercollegiate requirements) for their role and responsibilities.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGPChief  
Inspector of General Practice

## Our inspection team

This desk-based review was completed by a Care Quality Commission (CQC) Inspector.

## Background to The Lanes Medical Practice

The Lanes Medical Practice was founded in 1996, is located in converted premises in Stoke Poges, Buckinghamshire and provides a variety of private GP services including a travel health clinic to adults and children.

People wishing to attend as patients are not required to register with the practice. Services are available for individual consultations and the practice is not provisioned to deliver ongoing support and care for patients with long term medical conditions.

The registered provider is Dr Nicholas Edward Cheese.

Services are provided from:

- The Lanes Medical Practice, Plough Lane, Stoke Poges, Buckinghamshire, SL2 4JW.

The service website is:

- [www.lanesmedical.co.uk](http://www.lanesmedical.co.uk)

Some of the services available at The Lanes Medical Practice, for example private GP service provision to patients under arrangements made by their employer and a government department, are exempt by law from

CQC regulation. Therefore, we were only able to inspect the services (private GP service and travel health services) which are not arranged for patients by their employers and government departments as part of this inspection.

There are two GPs (one male, one female) working at the service. The lead GP is also the registered provider of the service and works full time. He is supported by a female GP who works two days each week and a part time practice nurse who works two mornings and one afternoon. There are three members of administration staff that support the clinical team.

The service is open every weekday. Between Monday and Thursday, it is open from 9am to 6pm and on a Friday from 9am to 5pm. Appointments for both the GP service and travel immunisation service are required to be booked in advance. 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.

## Are services well-led?

When we inspected The Lanes Medical Practice in October 2019, we identified concerns relating to the governance arrangements and supporting processes to verify patient identity for patients who accessed the private GP service. Given these concerns the service was rated 'Requires Improvement' for the provision of well-led services and a requirement notice was issued relating to Regulation 17: good governance.

As part of this desk-based review we reviewed information provided by the service and found improvements had been made to address the concerns previously identified.

**The service is now rated Good for the provision of well-led services because:**

### **Governance arrangements**

Following the October 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 private GP 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.

- During the review, we saw a random sample of anonymised consultations for the GP service and saw the information correlated to the information on the record system, patient verification was confirmed, and the identity documents type and unique identifier for example, passport number and country of issue was recorded, thus leaving a full audit trail for future reference.
- Furthermore, we saw the service had included the new identity verification checks into other elements of the service and new operating procedures. For example, we saw the COVID-19 declaration form and pre-consultation risk assessment form used by the service included a section which aligned to the new patient identity check.

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