

# Langley Health Centre

## Inspection report

Common Road  
Langley  
Slough  
SL3 8LE  
Tel: 01753544288  
[www.langleyhealthcentre.co.uk](http://www.langleyhealthcentre.co.uk)

Date of inspection visit: We did not visit the practice as part of this review, because the practice was able to demonstrate they had made the required improvements without the need for a visit.  
Date of publication: 02/09/2021

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 responsive to people's needs?

Good 

# Overall summary

At our previous comprehensive inspection at Langley Health Centre in Slough, Berkshire on 18 December 2019 we provided an overall rating for the practice as 'Good', however we identified concerns relating to aspects of accessing the practice. We therefore rated the responsive key question as 'Requires Improvement',

The full comprehensive report on the December 2019 inspection can be found by selecting the 'all reports' link for Langley Health Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 25 August 2021 to confirm that the practice had carried out their plan to improve the areas that required improvement that we identified in our previous inspection in December 2019. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

At this inspection, in August 2021, despite the COVID-19 pandemic we found the practice had continued to make improvements since our last inspection. Using information provided by the practice we have amended the rating for this practice to reflect these changes, specifically Langley Health Centre is now rated as Good for the provision of responsive services, all the population groups are now rated Good and the overall rating of Good remains.

At this inspection we found:

- The practice had completed a full system review which reviewed and evaluated all aspects of access to services. This included a review of the clinical skill mix, the variety of clinics available, recruitment into the reception team, training for staff members, closer work with the local Primary Care Network (PCN) and the involvement in projects and pilots work to improve access. These improvements had also seen the introduction of electronic consultations as a result of COVID-19 restrictions.
- As a result of these improvements and previous changes made to improve access, patient satisfaction had greatly improved over the last three years.
- The practice had also addressed the areas we advised should be reviewed and improved, this included a review and improvement to cancer screening processes and a reduction in personalised care adjustments (previously known as exception reporting) which were now in line with local and national averages.

Whilst we found no breaches of regulations and improvements had been made, the provider **should**:

- Continue to review and address lower than average patient feedback on telephone access to the practice.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

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

## Background to Langley Health Centre

Langley Health Centre provides general medical services to a population of approximately 20,000 patients who live in the Langley and Colnbrook areas of Slough, Berkshire.

Services are provided from:

- Langley Health Centre, Common Road, Langley, Slough, Berkshire SL3 8LE

The practice website is:

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

A large proportion of the patients live within the Foxborough ward of Slough unitary authority. Foxborough ward is identified as having a deprivation rating of five in a rating scale of ten. There are 15 GPs working at the practice. There are four GP partners, five salaried GPs and six long term locum GPs. In addition, one GP was providing maternity leave cover. The practice employs four practice nurses and three health care assistants. There is a practice manager supported by a team of administration and reception staff. The practice is a training practice and is accredited to support up to four GPs in training at any one time.

The practice delivers services via a General Medical Services (GMS) contract (GMS contracts are negotiated nationally between GP representatives and the NHS). The patient population at the practice is growing with over 500 new patients registered within the last year. Within the registered patient group there is a higher than average number of patients under the age of 18 compared to other practices in the area.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8am every morning and to 6.20pm daily. Extended hours are available three days every week, with GP telephone consultations available every Monday between 6.30pm and 8.30pm, GP consultations and nurse telephone consultations available every Tuesday between 6.30pm and 7.30pm and GP telephone consultations available every Thursday between 6.30pm and 8.30pm.

The practice has opted out of providing out of hours services to their patients. Out of hours services are provided by East Berkshire Primary Care Out of Hours. There are arrangements in place for services to be provided when the surgery is closed and these are displayed at the practice, in the practice information leaflet and on the patient website.

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures
- Maternity and midwifery services
- Family planning