

# Langley House Surgery

## Inspection report

27 West Street  
Chichester  
West Sussex  
PO19 1RW  
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[www.langleyhousesurgery.co.uk](http://www.langleyhousesurgery.co.uk)

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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an inspection of Langley House Surgery on 21 February 2020. This followed our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Safe, Effective and Well Led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Caring and Responsive.

We based our judgement of the quality of care provided by the practice 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

**We have rated this practice as good overall and good for the safe, effective and well led domains.**

**All population groups have been rated as good.**

**Our overall findings were: -**

- Patient feedback was consistently positive. Patients told us that staff treated them with compassion, kindness, dignity and respect. They were involved in their care and decisions about their treatment.
- Patients found the appointment system easy to use and reported that they could access care when they needed it.
- The premises were clean and hygienic.

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice sought and acted on feedback from patients.
- The practice had a clear vision to improve patient services across the area.
- Staff were positive about working in the practice and felt valued and supported by the leadership. They had the training they needed to carry out their roles effectively.
- Leaders were visible and approachable.

The areas where the practice **should** make improvements are:

- Implement additional control measures to mitigate the risk of fire to ensure the premises are safe.
- Improve the uptake for cervical screening to ensure at least 80% coverage in line with the national target.
- Maintain written records of practice nurse competency assessments.
- Adopt an effective process to ensure all required emergency medicines are available and suitable for use.
- Ensure all dispensed medicines are appropriately labelled.
- Ensure delivery drivers for the dispensary provide evidence of up to date checks with the Disclosure and Barring Service.

**Dr Rosie Bennyworth** BS BMedSci MRCGP Chief Inspector of General Practice

**Please refer to the detailed report and the evidence tables for further information.**

## 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

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

## Background to Langley House Surgery

Langley House Surgery provides general medical services to approximately 11,800 patients living in Chichester and surrounding areas. Services are provided from a grade two listed building in the town centre and a small modern building in the nearby village of Bosham. The practice also has a dispensary.

The practice population has a lower number of patients aged 0-24 years of age compared to the national and local CCG average. It also has a higher number of patients aged 65-85+ years of age than the national and local CCG average. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than the averages for England and local CCG area.

Langley House Surgery is run by three male partner GPs. There are six salaried GPs, five female and one male, three practice nurses, two healthcare assistant, one assistant practitioner, a team of administrative staff, dispensing staff, an assistant practice manager and a practice manager.

Services are provided from two locations: The main practice site is:

Langley House Surgery, 22 West Street, Chichester, West Sussex, PO19 1RW

There is a branch surgery located at:

Unit 4, Broadbridge Business Centre, Bosham, Chichester, PO18 8NF.

Both sites were visited as part of this inspection.

For information about practice services, opening times and appointments please visit the practice website at

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; maternity and midwifery services; family planning, and surgical procedures.