

The Langton Medical Group

Inspection report

Langton Grange Medical Centre
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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 announced comprehensive inspection at Langton Grange Medical Centre on 22 January 2019 as part of our inspection programme. We did not inspect the branch surgery at Whittington as part of this inspection.

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.

We have rated this practice as good overall and good for all population groups.

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 organised and delivered services to meet patients' needs. 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.

We found one area of outstanding practice:

- The practice had initiated a GP led dedicated care plan for older people living in a supported environment. The GP would visit any new patient and develop the plan with them. The plan took account of all current best practice and joined together all future planning requirements across many agencies. This was kept at the patients place of residence and was on yellow paper so it could easily be identified. We saw evidence that the practice was in discussion with the 111 service to update the call protocol to identify when a yellow plan was in use within the specified post code area, to support reduced hospital admissions. The plan had been well received by local care organisations and had also been recognised as an ideal plan to use for a locality wide frailty initiative.

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

Continue to review the impact of changes made by the practice to improve timeliness of patient access.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a second CQC, a GP specialist advisor, a practice manager advisor and a member of the CQC medicines team.

Background to The Langton Medical Group

Langton Grange Medical Centre, registered with the Care Quality Commission (CQC) as The Langton Medical Group and is located in Lichfield Staffordshire. The surgery has good transport links and there is a commercial pharmacy located within on the same site as the main practice. The practice is on the edge of North Lichfield and provides a GP service to people who live in Lichfield, Wall, the Langdon Villages, Handsacre, Fradley, Whittington and Elford, along with the areas in between. The Langton Medical Group also has a branch surgery at Whittington. The main practice is open between 8am and 6.30 pm Monday to Friday. The branch surgery is open between 8am 12.30pm Monday to Friday. Patients can choose which site they want to attend for their consultation.

The practice has one GP partner with six salaried GP's (four full time equivalents) and three advanced nurse practitioners, one of whom is a partner and two pharmacists. This team is supported by three practice nurses and two health care assistants. The clinical team is supported with a business manager, who is also a partner, a practice manager, a reception manager and a team of medical secretaries, administrative and reception staff.

At the time of inspection 11,783 patients were registered with the practice. The practice is a member of the NHS

South East Staffs and Seisdon Peninsular Clinical Commissioning Group (CCG). The practice provides services to patients under the terms of a General Medical Services (PMS) contract. The General Medical Services (GMS) contract is the usual contract between general practices and NHS England for delivering primary care services to local communities.

The practice is a training practice for GP Registrars. GP Registrars are qualified doctors who undertake additional training to gain experience and higher qualifications in general practice and family medicine.

The practice treats patients of all ages and provides a range of medical services. This includes

a number of clinics for long term condition management including asthma, diabetes and high blood pressure. It offers antenatal care, child immunisations and travel health.

The practice has opted out of providing an out-of-hours service to its patients and has alternative arrangements for patients to be seen when the practice is closed. The out-of-hours service is provided by Staffordshire Doctors Urgent Care.

Further information about the practice can be found on their website:

