

Langstone Way Surgery

Inspection report

28 Langstone Way
London
NW7 1GR
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out an announced inspection of Langstone Way Surgery on 20 October 2022. We have not revised the ratings from our previous inspection, which remain:

Overall, the practice is rated as Requires improvement.

The ratings for each key question are:

Safe - Inadequate

Effective - Requires improvement

Caring - Good

Responsive – Requires improvement

Well-led – Requires improvement

The full report of our previous inspection on 28 June and 4 July 2022 can be found on our website at:
<https://www.cqc.org.uk/location/1-540666441/reports>

At our previous inspection we identified concerns over monitoring of patients prescribed high-risk medicines.

We served a Warning Notice under Section 29 of the Health and Social Care Act 2008 in relation to breaches of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The practice told us it had taken immediate steps to address our concerns and subsequently sent us a plan of the actions taken.

Why we carried out this inspection

We carried out this focused inspection on 20 October 2022 looking at the identified breaches set out in the Regulation 12 Warning Notice, under the key question Safe, and to review the action taken by the practice. We found that the practice had taken sufficient action to rectify the concerns we found at the previous inspection on 28 June and 4 July 2022 regarding the practice's monitoring of patients who were prescribed high-risk medicines. We did not review the Regulation 17 Requirement Notice and have not revised ratings for the practice. We will consider those issues when we carry out a further follow up inspection in due course.

How we carried out the inspection

Throughout the pandemic, the Care Quality Commission (CQC) has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

Overall summary

This included:

- A remote clinical review of patients' records on 20 October 2022, and discussion between the lead GP and a CQC GP specialist advisor (GP SpA) regarding actions taken in response to the Warning Notice.

Our findings

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 practice, patients, the public and other organisations.

We found that:

- The practice had completed the required monitoring of patients prescribed Mirabegron and ensured that they were routinely checking blood pressure readings prior to issuing a new prescription. National Institute for Health and Care Excellence (NICE) guidelines recommend that a patient's blood pressure should be taken before commencing treatment and regularly during treatment.
- Whilst the practice had taken steps to action the concerns highlighted following our previous inspection on 28 June and 4 July 2022, it was unclear whether all patients prescribed high-risk medicines still required these. For example, we found some patients who had not been prescribed Mirabegron for several months or years, but this medicine still appeared on the patient's medicines list.

We shall programme a further inspection in due course to check and confirm the changes made have been fully established.

In addition to the above, the practice **should**:

- Ensure all patients prescribed high-risk medicines are regularly reviewed to ascertain whether or not the medicine is still required.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was comprised of a CQC lead inspector and a GP specialist advisor.

Background to Langstone Way Surgery

Langstone Way Surgery is located at 28 Langstone Way, Barnet, London, NW7 1GR. The practice is situated a short walking distance from Mill Hill East underground station and is also accessible on several local bus routes.

The practice is registered with the CQC to provide the Regulated Activities: Diagnostic and screening procedures; Maternity and midwifery services; Treatment of disease, disorder or injury.

The practice is part of the North Central London Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 9000.

Information published by Public Health England report deprivation within the practice population group as 8 on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest. The practice population is predominantly from either a white (59.2%) or Asian (21%) background.

There is a team of seven GPs who work at the practice (two males and five females), with the two male GPs as partners. The practice has four nurses (all female), three of whom are trained as advanced nurse practitioners. The GPs are supported by a team of ten reception/administration staff. The practice manager provides managerial oversight. The practice has additional support from colleagues within the Primary Care Network (PCN), including pharmacists, social prescribers, a physiotherapist and a care co-ordinator.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended hours access is provided by the practice on Tuesday evenings, where pre-bookable later evening appointments are offered between 6:30pm – 7:30pm. In addition, patients have access to out of hours appointments from 6:30pm – 9:00pm Monday to Friday and 8:00am – 9:00pm at weekends and bank holidays under an extended hours service provided by the CCG and operated at several GP practices in Barnet.