

# Drs Gower, Kendall, Rookledge and Dean

## Inspection report

24 Station Road  
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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 well-led?

Good 

# Overall summary

We carried out a focussed inspection at Drs Gower, Kendall, Rookledge and Dean (also known as The Long Buckby Surgery) on 28 February 2020. We carried out an inspection of this service due to the length of time since the last inspection. The practice was last inspected in October 2014 when the practice was rated as Good. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

Safe

Effective

Well-led

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

Caring

Responsive

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 except for working age people which is rated as requires improvement due to the practice's performance in relation to cervical screening.**

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 treated 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.

Whilst we found no breaches of regulations, the provider **should:**

- Strengthen the process for managing patient safety alerts.
- Review the process for the supervision of the nursing team and ensure Patient Group Directions are appropriately authorised.
- Improve the record keeping of staff and safeguarding meeting minutes.

**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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Requires improvement	
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 CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

## Background to Drs Gower, Kendall, Rookledge and Dean

The Long Buckby Practice provides a range of primary medical services from a purpose built facility at 24 Station Road, Long Buckby, Northamptonshire, NN6 7QB. It is both a dispensing and training practice.

The practice has a registered manager in place. A registered manager is an individual registered with CQC to manage the regulated activities provided.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice serves a population of 6,124. The area served has a lower than average deprivation rate compared to England as a whole. The practice population is predominantly white British with 2% of patients from a black and minority, ethnic background.

The practice serves a higher than average population between the ages of 45 and 79 and a lower than average population between the ages of 15 and 39.

The full clinical staff team includes four GP partners, four practice nurses and a healthcare assistant. The team is supported by a practice manager, a dispensary lead, a medical secretary and a team of reception, administration and dispensary staff. A health visitor and midwife also work from the practice.