

# The Langton Medical Group

## Inspection report

Langton Grange Medical Centre  
Lichfield  
WS13 7FA  
Tel: 01543440819  
[www.langtonmedicalgroup.co.uk](http://www.langtonmedicalgroup.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 responsive to people's needs?

Requires Improvement



# Overall summary

We carried out an announced assessment of The Langton Medical Group on Friday 2 February 2024.

This was a targeted review of responsive services. The practice was previously inspected in January 2019 and had previously been rated good overall and good in safe, effective, caring, responsive and well led. Any previous ratings for the overall rating, safe, effective, caring and well-led will be unchanged following this review.

Rating at this assessment:

Responsive – Requires improvement.

## How we carried out the assessment

This assessment was carried out virtually, through an online meeting and review of documents.

This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider.
- A virtual meeting with the provider.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the assessment,
- 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 Requires improvement for responsive services.

We found that:

- Some patients could access care and treatment in a timely way.
- The practice had a new phone system and was monitoring performance data on calls.
- The practice had access via online forms.
- There was clinical triage of patient requests for appointments and ongoing treatment in place which was being monitored.

However, we also found that:

- The National GP Survey results for the period 1 January 2023 to 30 April 2023 had remained below national averages.
- There was no active patient participation group to gather patient views on practice developments. The practice was planning to start this group up again but actions were in their infancy.
- The practice had taken action to address access issues but there was limited evidence on the impact these positive improvements had on patients.

# Overall summary

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Healthcare

## Our inspection team

The assessment was carried out by a CQC lead inspector who spoke with staff using video conferencing and reviewed documents remotely.

## Background to The Langton Medical Group

Langton Grange Medical Centre, registered with the Care Quality Commission (CQC) as The Langton Medical Group, is located in Lichfield, Staffordshire. The surgery has good transport links and there is a commercial pharmacy located 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 Longdon Villages, Handsacre, Fradley, Whittington and Elford, along with the areas in between. The Langton Medical Group also has branch surgeries in Whittington and Burntwood.

The main practice is open between 8am and 6.30pm Monday to Friday, with extended access appointments offered 6.30pm - 8pm on Mondays. Whittington branch surgery is open 8am to 12.30pm Monday to Friday (and closed on Wednesdays). Boney Hay branch surgery in Burntwood is open 8am to 13.00pm Monday to Friday, with extended access appointments offered on Monday and Tuesday afternoons. Patients can choose which site they want to attend for their consultation.

The Practice has 1 business management partner and two GP partners. The clinical staff is made up of 4 salaried GP's, 1 retainer GP and 2 regular GP locums. The practice is a training practice for GP registrars and currently has 1 registrar training with them. There are 4 Advanced Nurse Practitioners (ANPs), a physician associate, a team of 2 pharmacists (one has been recruited recently) and 2 pharmacy technicians. This team is supported by 3 practice nurses and there is a student general practice nurse training under the Foundation Programme (run by the North Staffordshire GP Federation), plus a health care assistant. The practice has a number of additional staff who consist of a mental health nurse, a first contact physio, a social prescriber and a care coordinator employed by the Primary Care Network. The practice has 2 visiting midwives and a mental health nurse practitioner who conducts serious mental illness reviews for the patients.

The clinical team is supported by the business partner, a practice manager, a reception manager, administration managers and a team of medical secretaries, administrative and reception staff. At the time of inspection 13,156 patients were registered with the practice. The practice is a member of the Staffordshire and Stoke-on-Trent ICB. The practice provides services to patients under the terms of a General Medical Services (GMS) contract.

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, COPD, diabetes, hypertension, heart disease and learning disabilities. It offers antenatal care, cervical smears, contraception including coil and implant fittings, ECGs, simple wound care, immunisations, joint injections, child immunisations and travel health. The practice is also looking at offering spirometry and microsuction services.

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: <https://langtonmedicalgroup.co.uk/>.