

Langport Surgery

Inspection report


North Street
Langport
Somerset
TA10 9RH
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www.langportsurgery.co.uk

Date of inspection visit: 10/03/2020 to 10/03/2020
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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at Langport Surgery on 10 March 2020 as part of our inspection programme.

We carried out an inspection of this service following 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 (either deterioration or improvement) to the quality of care provided since the last inspection in November 2018.

This inspection looked at the following key questions:

Is the service safe?

Is the service effective?

Is the service well-led?

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

Is the service caring? Good

Is the service responsive? Good

The practice was previously inspected in November 2018 and the report published in December 2018 with an overall rating of good and good in each domain.

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, but requires improvement for effectiveness for people with long term conditions and people experiencing poor mental health. We rated the other population groups as good.

We rated the practice as **requires improvement** for providing effective services because:

- Published performance data was significantly below local and national averages for the population groups of people with long term conditions and people experiencing poor mental health.
- The practice told us about the action it was taking to improve these results and we saw unvalidated data that results had improved for the current QOF year, although these were still not in line with national averages.
- 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.
 - Whilst we found no breaches of regulations, the provider **should:**
 - Assess the emergency medicines held in the duty doctors' bag and on the resuscitation trolley.
 - Review systems for the recording of medicine and emergency equipment checks.
 - Continue to promote cervical screening uptake.
- **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	Requires improvement	
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)	Requires improvement	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a Medicines Inspector and a second CQC inspector.

Background to Langport Surgery

Langport Surgery is located at North Street, Langport, Somerset TA10 9RH. The practice is able to offer dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. The practice supports approximately 13,100 patients and provides care and support to patients residing in care homes in the area.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, surgical procedures and family planning.

Langport Surgery is situated within the Somerset Clinical Commissioning Group (CCG) and provides services under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There is a team of five GP partners (four male and one female), one salaried GP and one associate GP. The GPs are supported by a lead practice nurse, one deputy lead practice nurse, three health care assistants (HCAs), an apprentice HCA, three nurse practitioners, two practice nurses and an urgent care practitioner. There is also a dispensary manager and eight dispensary staff. The

clinical team are supported by a business manager, a human resources administrator, an operations manager, a data quality manager, and teams of reception, administration and cleaning staff.

The practice is located in purpose-built premises on one level, providing easy wheelchair access.

The practice age profile of patients is consistent with local and national profiles, with slightly higher proportion of patients over 65 years (30% compared with the local commissioning group average of 24%). Information published by Public Health England, rates the level of deprivation within the practice population group as seventh, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Information about opening times are displayed at the practice and on its website. Normal opening times are Monday to Friday 8.30am to 6.30pm and each Wednesday until 7.30pm. Phone access is from 8am to 6.30pm each weekday.

Improved access arrangements are available in conjunction with other local practices providing appointments at extended times: Monday to Friday until 8pm and on Saturday mornings.

When the practice is closed patients can access an out of hours service via the NHS 111 service.