

Langley Health Centre

Inspection report

Common Road
Langley
Slough
Berkshire
SL3 8LE
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www.langleyhealthcentre.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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Langley Health Centre on 18 December 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Are services at this location effective?
- Are services at this location responsive?
- Are services at this location well-led?

Because of the assurance received from our review of information we carried forward the ratings from the July 2015 inspection for the following key questions:

- Are services at this location safe?
- Are services at this location caring?

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. We rated the practice as **good** for providing effective services and well-led services and we rated the practice as **requires improvement** for providing responsive services which affected the rating of the following population groups: older people; people with long-term conditions; families children and young people; people whose circumstances may make them vulnerable and people experiencing poor mental health (including dementia).

We found that:

- There was a clear leadership structure and staff felt supported by management. There was a culture of ensuring the wellbeing of staff in order to deliver high quality care.
- The practice was committed to learning from complaints and complaints were dealt with in a comprehensive manner and learning was shared with the practice team.
- The practice was engaged in local initiatives and worked effectively alongside partners in the local healthcare system.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- Although we noted the practice had taken action to improve performance, uptake of cancer screening was below local averages and national targets.
- Although we noted the practice had taken actions to improve patient feedback, the overall satisfaction score for gaining access to the practice by telephone was significantly lower in comparison to national averages.

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

- Continue to monitor and improve uptake of cancer screening.
- Continue to monitor and improve the recent changes to the monitoring of exception rates.
- Continue to review and address lower than average patient feedback.

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

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist advisor.

Background to Langley Health Centre

Langley Health Centre provides general medical services to a population of 19,970 patients who live in Langley and Colnbrook. A large proportion of the patients live within the Foxborough ward of Slough unitary authority. Foxborough ward is identified as having a deprivation rating of five in a rating scale of ten. There are 15 GPs working at the practice. There are four GP partners, five salaried GPs and six long term locum GPs. In addition, one GP was providing maternity leave cover. There is 11 male and four female GPs. The practice employs four practice nurses and three health care assistants. There is a practice manager supported by a team of administration and reception staff. The practice is a training practice and is accredited to support up to four GPs in training at any one time.

The practice delivers services via a General Medical Services (GMS) contract (GMS contracts are negotiated nationally between GP representatives and the NHS). The patient population at the practice is growing with over 500 new patients registered within the last year. Within the registered patient group there is a higher than average number of patients under the age of 18 compared to other practices in the area.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8am every morning and to 6.20pm daily. Extended hours are available three days

every week, with GP telephone consultations available every Monday between 6.30pm and 8.30pm, GP consultations and nurse telephone consultations available every Tuesday between 6.30pm and 7.30pm and GP telephone consultations available every Thursday between 6.30pm and 8.30pm.

Services are provided from:

Langley Health Centre

Common Road

Langley

Slough

Berkshire

SL3 8LE

The practice has opted out of providing out of hours services to their patients. Out of hours services are provided by East Berkshire Primary Care Out of Hours. There are arrangements in place for services to be provided when the surgery is closed and these are displayed at the practice, in the practice information leaflet and on the patient website.

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities:

Treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures, maternity and midwifery services and family planning.