

Langham Place Surgery

Inspection report

11 Langham Place
Northampton
Northamptonshire
NN2 6AA

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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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out a focussed inspection at Langham Place Surgery on 4 December 2019. We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

Effective

Well-led

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

Safe

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.

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:**

- Review and update the fire risk assessment.
- Review arrangements to ensure prescriptions are managed safely within the practice.

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)	Good 
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 Langham Place Surgery

Langham Place Surgery is located in Northampton on a busy main road. The surgery has good transport links and there is a pharmacy located nearby. Parking is available to patients at the back of the service.

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

Langham Place Surgery is situated within the Nene Clinical Commissioning Group (CCG) and provides services to 10,150 patients under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England.

The provider is made up of two female GP partners and two male GP partners. The practice employs a salaried GP, a team of nurses, health care assistants and a phlebotomist, three paramedics and an administrative and reception team. The practice is part of a local Primary Care Network.

The area served is slightly more deprived compared to England as a whole. The practice population is mostly white British with notable communities from Central and Eastern Europe and some Asian and African countries. The practice serves a below average older population. This is partly due to the large local student population at the University of Northampton.