

Langport Surgery

Inspection report

North Street
Langport
TA10 9RH
Tel: 01458250464
www.langportsurgery.co.uk

Date of inspection visit: 23 June 2021
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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



Overall summary

We carried out an announced review at Langport Surgery on 23 June 2021. Overall, the practice is rated as good.

Following our previous inspection on 10 March 2020 the practice was rated Good overall and for all key questions, except for the effective key question and the long-term condition and people experiencing poor mental health population groups which were rated as requires improvement.

The full reports for previous inspections can be found by selecting the 'all reports' link for Langport Surgery on our website at www.cqc.org.uk

Why we carried out this review

This was a follow up review of concerns identified in the 2020 inspection.

The focus of this review was:

- *To review the services provided to people with long-term conditions and the outcomes for these patients using the Quality and Outcomes Framework (QOF) performance.*
- *To review the services provided to people experiencing poor mental health the outcomes for these patients using the Quality and Outcomes Framework (QOF) performance.*

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out off site. This was with consent from the provider and in line with all data protection and information governance requirements.

Our approach included:

- Conducting staff interviews using tele-conferencing
- Reviewing performance data available at the time of our inspection.

Our findings

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

- what we found when we undertook our review
- 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 the long-term condition and people experiencing poor mental health population groups.

We found that:

Overall summary

- Patients with long-term conditions and people experiencing poor mental health had their needs assessed and their care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- Throughout the pandemic, patients with long-term conditions were recalled as appropriate. Patients were proactively contacted using text messages and through personal contact from healthcare assistants and clinical staff. Patients were opportunistically contacted to carry out reviews.
- Face-to-face appointments were offered when clinically necessary.
- The practice worked in a multidisciplinary manner to ensure that patient needs were met. Staff worked proactively with the local Primary Care Network (PCN) to increase access to a range of services, including access to health coaches and mental health practitioners.

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

- Continue to monitor and improve personalised care adjustments for patients with diabetes.
- Continue to monitor and improve performance in relation to hypertension indicators.
- Continue to take action to increase the uptake of cervical screening.

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	Not inspected	
People with long-term conditions	Good	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using tele-conferencing facilities.

Background to Langport Surgery

Langport Surgery is located in Langport, Somerset 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 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 and surgical procedures.

The practice is situated within the Somerset Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 13,167. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

There is a team of six GP partners (three male and three female), one salaried GP and one associate GP. The GPs are supported by a lead practice nurse, one deputy lead

practice nurse, two practice nurses, four health care assistants (HCAs) including one lead HCA, four nurse practitioners and an urgent care practitioner. There is also a dispensary manager and a team of 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. 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. Appointments are available on request in the evening and on a Saturday morning following a triaging process to identify the suitability for a face to face appointment.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient is offered a face-to-face appointment.

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