

Langford Medical Practice Inadequate

Overview and CQC Inspections

Overall
Inadequate

Read overall summary

Safe	Inadequate ●
Effective	Requires improvement ●
Caring	Good ●
Responsive	Good ●
Well-led	Inadequate ●

CQC inspections & ratings of specific services

Older people	Inadequate ●
People with long term conditions	Inadequate ●
Families, children and young people	Inadequate ●

Working age people (including those recently retired and students)	Inadequate ●
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People whose circumstances may make them vulnerable	Inadequate ●
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People experiencing poor mental health (including people with dementia)	Inadequate ●
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Type of service

Doctors/GPs, Reference: not found

Specialisms/services

Diagnostic and screening procedures, Family planning services, Maternity and midwifery services, Services for everyone, Surgical procedures, Treatment of disease, disorder or injury

Our inspector's description of this service

Last updated 14 May 2015

Langford Medical Practice provides medical services to approximately 9300 patients. Care and treatment is delivered by four partner GPs, one salaried GP, three nurses, healthcare assistants, a phlebotomist, and dispensary staff. There are three full time male GPs and two part time female GPs. They are supported by a part time practice manager from another local practice, three members of practice management staff, and other reception and administrative staff. The practice is accredited to provide training for medical students and is a training and teaching practice. On the day of the inspection we were advised that the practice had not replaced one salaried GP who had left the practice.

Langford Medical Practice has seen a significant loss of practice earnings following changes in the Minimum Practice Income Guarantee (MPIG). NHS England has attended several meetings with all practices in Bicester and stakeholders to discuss the impact that reductions in MPIG at Langford and other practices in the Bicester area. There is also a significant housing development being built as Bicester has been selected as a new Garden City.

The practice was previously inspected by CQC on 9th July 2014. At this time it was judged that the essential standards of quality and safety were not being met in relation to management of medicines and infection control. The last inspection report stated that the provider did not protect people against the risks associated with the unsafe use and management of medicines. Furthermore, the provider did not have appropriate systems to assess the risk of, and to prevent, detect, and control the spread of infection. In the last inspection report a number of other recommendations were also made relating to improvements to governance systems to identify and respond to risks relating to patients, such as fire risks, training for dispensary staff, and information included in letters sent to patients in response to complaints.

We visited Langford Medical Practice, 9 Nightingale Place, Bicester, OX26 6XX. We also visited the dispensary at Ambrosden Surgery, Ambrosden, Bicester, OX25 2RH.

The practice does not provide out of hours primary medical services for patients. Outside surgery hours patients are able to access emergency care from an alternative out of hours provider.

Updated 14 May 2015**Letter from the Chief Inspector of General Practice**

We carried out an announced comprehensive inspection on 10 February 2015. We inspected Langford Medical Practice and the linked dispensary at Ambrosden Surgery.

Overall the practice is rated as inadequate. The practice is rated as inadequate for providing safe services and the well led domain. The practice is rated as requires improvement for providing effective services. The population groups for older people, people with long term conditions, families children and young people, working age people, people whose circumstances may make them vulnerable and people experiencing poor mental health are rated as inadequate based on the overall rating of the practice. The practice is rated as good for providing a caring and responsive service.

Our key findings across all the areas that we inspected are as follows:

- Some checks to the maintenance of the building had taken place, but necessary actions are not always carried out.
- Appropriate pre and post employment checks of staff are not always carried out.
- Staff do not always complete mandatory training in a timely fashion.
- We found medicine management systems did not always follow national guidance. There are not always appropriate procedures in place relating to medicines.
- Patient outcomes are average for the locality. Patients' needs are assessed and audits had taken place.
- Patients said that they are treated with compassion, respect and dignity and are involved in their care and decisions about their treatment.
- The practice recognises the needs of different people in accessing the service.
- The practice has some policies and procedures in place. However, some members of staff are not aware of how to access these and some of these had not been updated or fully completed.
- Information about how to complain is available and easy to understand.

The areas where the practice must make improvements are:

- Ensure medicines management systems are reviewed in line with national guidance
- Implement adequate recruitment procedures in order to ensure that no person is employed, unless that person is physically and mentally fit for work.
- Undertake and record a risk assessment to determine which roles require a DBS check and make a DBS application for those staff who require one.
- Ensure that recruitment information and other appropriate records are available for all staff employed at the practice.
- Develop suitable systems to ensure staff are appropriately supported in relation to their responsibilities, including by receiving appropriate training and supervision.
- Ensure that there are effective systems to identify, assess, and manage risks relating to the health, welfare, and safety of patients, and others who may be at risk.
- Ensure that all staff have access to appropriate policies, procedures, and guidance to carry out their role, such as information about whistleblowing and safeguarding.
- Develop and implement complete procedures for dealing with emergencies which are reasonably expected to arise from time to time. This includes a fully completed and up to date business continuity plan.
- Take action to review the whole regulation where breaches were identified in relation to medicines management that were raised in the previous compliance report of October 2014.

On the basis of this inspection and the ratings given to this practice the provider has been placed into special measures. This will be for a period of six months when we will inspect the provider again. Special measures is designed to ensure a timely and coordinated response to practices found to be providing inadequate care.

Being placed into special measures represents a decision by CQC that a practice has to improve within six months to avoid having its registration cancelled.

Professor Steve Field (CBE FRCP FFPH FRCGP) Chief Inspector of General Practice