

# Dr Anita Sharma

## Inspection report

Chadderton South Health Centre  
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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?

Good 

Are services well-led?

Good 

# Overall summary

We inspected Dr Anita Sharma, South Chadderton Health Centre, Eaves Lane, Chadderton, Oldham, on 14 June 2019 as part of our inspection programme. At the June 2019 inspection the practice was rated inadequate overall and placed into special measures. This was because it failed to make improvements that had been required following an inspection on 28 March 2018 when the practice had been rated requires improvement.

Following the June 2019 inspection, the following ratings were given:

Safe – Inadequate

Effective – Inadequate

Caring – Good

Responsive – Requires improvement

Well-led – Inadequate

Warning notices were issued in respect of breaches of Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance) and Regulation 18 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (staffing) and a requirement notice was issued in respect of Regulation 19 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (fit and proper persons employed).

We carried out a focussed follow-up inspection on 14 October 2019 to check on the progress of the warning notices. We found improvements had been made in all areas but some were on-going.

This inspection was carried out on 7 February 2020. This was a full follow up inspection carried out six months after the report placing the practice into special measures was published. At this inspection we found that improvements had been made under each of the key questions and all the requirements of the warning notices had been sustained.

We have rated this practice as good overall and good for all key questions. All the population groups were rated good except families, children and young people, which was rated requires improvement due to childhood vaccination data.

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:

- Review the infection control audit and take action where required.
- Fully record the relevant immunisation status of all staff.
- Carry out an appraisal for the advanced nurse practitioner.
- Fully adopt the new safeguarding policy and include practice information.
- Amend the chaperone policy to reflect who could chaperone and check all chaperones had been trained.
- Improve the level of child vaccination.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

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	Requires improvement	
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, practice manager specialist advisor and an inspection manager.

## Background to Dr Anita Sharma

Dr Anita Sharma is located in a two-storey building in the Chadderton area of Oldham.

The practice is registered as an individual. The provider is a female GP and there is a male salaried GP. The practice nurse has recently left. The lead GP has increased their surgeries and there is a locum practice nurse to cover while the practice is in the process of recruiting a new nurse. The practice has an advanced nurse practitioner specialising in women's health who attends one day a month. There is a healthcare assistant specialising in palliative care. The practice has recently recruited a pharmacist and a new staff member specialising in Docman and read coding. There is a practice manager and several administrative and reception staff.

The practice is open from 8am until 6.30pm Monday to Thursday and from 6am until 6.30pm on Fridays, where early appointments are with the lead GP.

The practice is a member of Oldham Clinical Commissioning Group (CCG). It delivers commissioned services under a Primary Medical Services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. At the time of our inspection there were approximately 3,386 patients registered with the practice.

The National General Practice Profile states that 87% of the practice population are of white ethnicity, and 9% are Asian. Information published by Public Health England rates the level of deprivation within the practice population group as level four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years.

The practice is a teaching practice.