

# Mrs Suhasini Nirgude

## Inspection report

Abbey Medical Centre  
41 Russell Street  
Reading  
Berkshire  
RG1 7XD

Tel: 0118 957 3752

Website: [www.abbeymedicalreading.co.uk](http://www.abbeymedicalreading.co.uk)

Date of inspection visit: 26 June 2019

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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 carried out an announced comprehensive inspection at Mrs Suhasini Nirgude, more commonly known as Abbey Medical Centre in Reading, Berkshire on 26 June 2019 as part of our inspection programme.

At the last inspection in September 2018, we rated the practice as requires improvement for providing safe and well-led services because:

- The practice's systems, processes and practices did not always keep people safe and safeguarded from abuse.
- Patients were at risk of harm due to medicines management procedures not always being implemented effectively by the practice. This included procedures for medicines that required refrigeration.

The full comprehensive report on the September 2018 inspection can be found by selecting the 'all reports' link for Mrs Suhasini Nirgude on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At this inspection (June 2019), we found improvements had been made, 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. This was evidenced through specific areas of improvement, clinical audits and health promotion.
- 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 cancer care pathway, specifically the 'Two Week Wait' referral process.
- Continue to identify and engage with carers to ensure their health needs are met.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Bennyworth BM BS BMedSci MRCGP**

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

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

## Background to Mrs Suhasini Nirgude

Mrs Suhasini Nirgude, more commonly known as Abbey Medical Centre, is located in Reading, Berkshire and is one of the practices within the Berkshire West Clinical Commissioning Group (CCG).

All services are provided from:

- Abbey Medical Centre, 41 Russell Street, Reading, Berkshire RG1 7XD

The practice website is: [www.abbeymedicalreading.co.uk](http://www.abbeymedicalreading.co.uk)

The practice provides primary medical services to approximately 2,420 patients. The practice is located in an area of Reading with a high density of rented accommodation which results in a greater than average turnover of patients. Approximately 300 patients leave and 400 register with the practice each year equating to nearly 14% turnover.

The practice has a transient patient population who are often outside of the area for long periods. The local population has a high number of ethnic minority groups with a high proportion of these being non-English speakers. There are also known areas of high deprivation locally within the practice boundary. These three factors have an impact on screening and recall programmes.

Mrs Suhasini Nirgude is the sole provider of the practice operated from The Abbey Medical Centre. She is

supported by a salaried GP and long-term locum GP (both female). There is an all-female nursing team which consists of a practice nurse and health care assistant, both with a mix of skills and experience.

The practice manager and a team of reception and administrative staff undertake the day to day management and running of the practice.

The practice is open between 8am to 6.30pm Monday to Friday. Extended surgery hours are offered between 6.30pm and 8pm on a Monday evening every week. Patients at the practice can access improved access appointments at primary care access hubs across West Berkshire. These improved access appointments are booked via the patient's registered practice and patients are offered a variety of appointments including up until 8pm Monday to Friday, selected hours on Saturdays and 9am until 1pm on Sunday and Bank Holidays.

Out of hours care is accessed by contacting NHS 111.

The practice is registered with Care Quality Commission for the provision of the following regulated activities:

- Diagnostic and screening procedures
- Family planning services
- Maternity and midwifery services
- Treatment of disease, disorder or injury
- Surgical Procedures.