

Dr Veena Sharma

Inspection report

The Surgery
240 Wexham Road
Slough
Berkshire
SL2 5JP

Tel: 01753 517360

Website: www.drveenasharma.co.uk

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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 Dr Veena Sharma, more commonly known as 240 Wexham Road Surgery in Slough, Berkshire on 19 February 2019 as part of our inspection programme.

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
- 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 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Until a practice manager had been appointed, the Senior GP had support from the clinical commissioning group (CCG), a practice manager consultant, external human resources support and existing practice staff.

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

- Look at methods to continue to improve the uptake of cervical, breast and bowel cancer screening for eligible patients.
- Continue to improve the system in place to promote childhood immunisations in order to increase patient uptake.

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

Professor Steve Field **CBE FRCP FFPH FRCGP**

Chief Inspector of General Practice

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Dr Veena Sharma

Dr Veena Sharma is more commonly known as 240 Wexham Road Surgery and is located in Slough, Berkshire and is one of the practices within East Berkshire Clinical Commissioning Group (CCG).

Services are provided from:

- The Surgery, 240 Wexham Road, Slough, Berkshire, SL2 5JP

The practice website is:

- www.drveenasharma.co.uk

The practice provides primary medical services to approximately 5,750 patients from a two storey converted house. The local population has a high number of ethnic minority groups with a high proportion of these being non-English speakers. Overall, the combined localities score medium on the deprivation scale, indicating that many patients registered are affected by social deprivation. There are known areas of high deprivation locally within the practice boundary. The practice has a transient patient population who are often outside of area for long periods, this has an impact on screening and recall programmes.

The practice also provides GP services to a small proportion of patients in a local independent care setting (approximately 20 registered patients).

The practice is registered as a single GP provider (female), who is supported by three long term locum GP's (one male, two female) who undertake regular sessions. The GP team is also supported by a Clinical Pharmacist.

The all-female nursing team consists of a nurse prescriber and three practice nurses with a mix of skills and experience.

At the time of the February 2019 inspection, the senior GP was working alongside a reception manager and a team of administrative staff to undertake the day to day management and running of the practice. Furthermore, until a permanent practice manager was recruited the practice was supported by the CCG and an external management consultant.

The practice has core opening hours between 8am and 6.30pm every weekday. Early evening appointments were available, until 7.30pm every Wednesday and until 7pm every Thursday. Patients at the practice could access further extended access appointments at a different location within the Slough area. These extended access appointments were booked via the patient's registered practice and offered a variety of appointments including up until 8pm Monday to Friday and 9am until 1pm on Saturday, Sunday and Bank Holidays.

Out of hours care is accessed by contacting NHS 111.

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities: maternity and midwifery services, family planning, treatment of disease, disorder or injury, surgical procedures and diagnostic and screening procedures.