

# 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.

# Overall summary

We inspected Dr Anita Sharma, South Chadderton Health Centre, Eaves Lane, Chadderton, Oldham, on 18 March 2018 as part of our inspection programme. The practice was given an overall rating of requires improvement with the following key question ratings:

Safe – Requires improvement

Effective – Requires improvement

Caring – Good

Responsive – Good

Well-led – Requires improvement.

Requirement notices were issued in respect of breaches of Regulation 12 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (safe care and treatment), Regulation 17 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (good governance), Regulation 18 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (staffing) and Regulation 19 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (fit and proper persons employed).

On 14 June 2019 we carried out a further full comprehensive inspection of Dr Anita Sharma. The practice was given an overall rating of inadequate and placed in special measures. The key question ratings were:

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), Regulation 18 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (staffing) and Regulation 19 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 (fit and proper persons employed).

This inspection, carried out on 14 October 2019, was to check the progress made with the warning notices.

We found that although some further improvements were still required, improvements had been made in all the required areas.

In particular we found:

- The practice had reviewed and collated training information for all except one staff member. Where there had been gaps we found staff had updated their training. There was a new system for monitoring training.
- The practice had not obtained training information for one nurse, who worked for one day a month, prior to the inspection. However, they obtained this on the inspection day and we saw it was up to date.
- The practice had revised their system of carrying out staff appraisals. However, although the practice manager told us they took part in the appraisals this was not recorded on documents. The provider told us they would change this and ensure written input from the appraiser.
- The practice was collecting all relevant information from new staff members prior to them starting work.
- A Disclosure and Barring Service (DBS) check for a member of the clinical team who carried out home visits, that was outstanding at the previous inspection, had still not been received. This was discussed with the provider who told us they would monitor this and ensure it was actioned.
- The practice kept records of relevant staff information including professional registration and vaccination status.
- The practice had reviewed and reorganised their policies and procedures. We saw that all current documents were easy to access and previously inaccurate guidance had been archived.

The rating of inadequate awarded to the practice following our full comprehensive inspection on 14 June 2019 remains unchanged and the practice remains in special measures. A further full inspection of the service will take place within six months of the original report being published and their rating revised if appropriate.

**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

## Our inspection team

Our inspection was led by a CQC lead inspector.

## 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 with one permanent GP and two long-term locum GPs, one male and one female. There are two practice nurses, one of whom is a specialist in women's health. There is a healthcare assistant specialising in palliative care. There is a practice manager supported by administrative staff. In addition, some clinicians and healthcare professionals who are not directly employed by the practice attend on certain days. These include a clinical pharmacist.

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 practice nurse.

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 3400 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.