

Dr Mahendra Mashru

Inspection report

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Branch Surgery
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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 Mashru on 25 March 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 and
- 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. However, the provider should review the need to have a fire alarm.

- 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.

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	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 CQC lead inspector.
The team included a GP specialist advisor

Background to Dr Mahendra Mashru

S Dr Mahendra Mashru is GP practice located in Hillingdon within the London Borough of Hillingdon. The practices provide care to around 5000 patients in total. The practice operates from two locations, the main surgery is at King Edwards Road in Ruislip and the branch surgery is located at Swakeleys Road in Ickenham.

The practice is registered as an individual provider with the Care Quality Commission (CQC) to provide the regulated activities of; treatment of disease, disorder or injury; diagnostic and screening procedures and maternity and midwifery services. These regulated activities are provided at both locations.

There are higher than average number of patients between the age of 15 and 44 and fewer patients aged

over 65 than the national average. The National General Practice Profile states that 79% of the practice population is from a white background with 13% Asian and 8% making up all other ethnic group. Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice team comprises of one principal GP partner working nine sessions. One practice nurse working two days per week, a practice manager working five days a week, two clinical pharmacists and four reception staff.