

Dr Sonal Sharma (aka Inspire Medical Centre)

Inspection report

2nd Floor Croft Shifa Health Centre
Rochdale
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Date of inspection visit: 15 March 2019
Date of publication: 17/04/2019

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 the practice of Dr Sonal Sharma on 15 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.
- 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.
- The practice, with other practices in the Clinical Commissioning Group and the wider NHS, had receptionists who were trained as care navigators who signposted patients to the right person at the right time across a variety of health services.

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

Dr Rosie Benneyworth BS BM 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 and included a GP specialist advisor.

Background to the practice of Dr Sonal Sharma (aka Inspire Medical Centre)

The practice of Dr Sonal Sharma, also known as Inspire Medical Centre, provides commissioned services under the Personal Medical Services (PMS) contract within the Heywood, Middleton and Rochdale Commissioning Group (CCG) area.

The practice website is www.inspiremedicalcentre.co.uk

The practice is responsible for providing treatment to approximately 4281 registered patients and offers services that include meningitis provision, the childhood vaccination and immunisation programme, facilitating timely diagnosis and support for people with dementia, influenza and pneumococcal immunisations, patient participation, rotavirus and shingles immunisation, extended hours and contraceptives.

Regulated activities include surgical procedures, family planning, treatment of disease, disorder or injury, maternity and midwifery services and diagnostic and screening.

Data shows that the age profile of the practice population has more patients under the age of 18 years and less patients over the age of 65 years when compared to the CCG and national averages and that, 58.8% of patients are from an Asian ethnic group, 37.6% are from a white ethnic group and 3.6% from other ethnic groups.

Information taken from Public Health England placed the area in which the practice is located as one on the deprivation scale of one to ten. (The lower the number the higher the deprivation). In general, people living in more deprived areas tend to have greater need for health services.

At the time of the inspection the practice consisted of two GP partners (one male and one female), one practice nurse and one health care assistant. The clinical team is supported by a practice manager and a team of administration and reception staff.