Wexham Surgery
The Surgery, 240 Wexham Road Surgery
Slough
Berkshire
SL2 5JP
Tel: 01753 517360
Email: 240wexham.roadsurgery@nhs.net
Website: www.drveenasharma.co.uk

STATEMENT OF PURPOSE

PART 1: THE PROVIDER'S NAME, LEGAL STATUS, ADDRESS AND OTHER CONTACT DETAILS

Name and Legal Status

Full name: Wexham Surgery
240 Wexham Road Surgery Service Provider ID: K81645
Legal status: Partnership

Address, including for service of notices and other documents

Business address: The Surgery, 240 Wexham Road, Slough, SL2 5JP
Business telephone number: 01753 517360
Business email address: 240wexham.roadsurgery@nhs.net
Business website: https://www.drveenasharma.co.uk/

Named Partners and registered manager

Dr Jitendra Kumar Trivedi, Dr Jigar Trivedi and Mrs. Namita Sharma are partners in Wexham Surgery and Mrs. Namita Sharma is registered manager.

PART 2: AIMS AND OBJECTIVES

The 240 Wexham Road Surgery has been established since 1972 as a friendly GP practice providing our patients with high quality care. We have a well-trained and motivated team of health and wellbeing care professionals' delivery the highest quality of primary care available under the NHS. We are committed to providing better health & wellbeing for a better life for all our patients

Aims and Objectives

Our mission is to improve the health and wellbeing of patients through the provision of high quality, readily accessible, General Practice services. To provide the highest standard of care

and treatment putting patients first at centre of everything we do. To treat all patients with dignity and respect.

Vision & Values

- Operate services to patients with openness and transparency
- Be compassionate, understanding and caring and treat patients with dignity
- To work in partnership with patient's and community services
- Empower Patients to take control and support them to make the right decisions about their health
- Ensure that every patient has a positive experience
- Improve the health and wellbeing of our patients
- Ensure our patients have safe and timely access to all NHS services
- Ensure effective clinical decision making

Our Core Values

- **Patients**: Listen to our patients - No decision about me without me
- **Quality**: Providing the highest standard of care and treatment and operate with national
- guidelines.
- **Integrity**: Being open and honest and accountable for our actions
- **Compassionate**: Being compassionate and responsive
- **Safe**: Provide a safe practice for patient's health and identify and protect vulnerable patients
- **Learning and improving**: Adapt to change, Maintain high quality of care through continuous
  learning and training

PART 3: LOCATION, THE PEOPLE WHO USE THE SERVICE, THE SERVICE TYPES AND REGULATED ACTIVITIES

Name of Location and address

The Surgery, 240 Wexham Road, Slough, Berks, SL2 5JP

Description of the location and services

The practice provides primary care medical services to approximately 7592 patients from a two storey converted house located in the central area of Slough. The practice is conveniently located, with parking available on the road and surrounding area as well as public transport links including numerous bus stops within short walking distance. The premises has one car parking spot on site for disabled patients.

The building is fully accessible to individuals with mobility challenges, featuring step-free entrances with wheelchair ramp, wide doorways, and an accessible WC. For those with visual impairments, we provide clear signage and assistance upon request. We have a hearing loop system for individuals with hearing impairments.

The practice is committed to ensuring inclusivity and strives to accommodate all patients with special needs. Our facilities are equipped with modern, high-quality medical equipment to support a wide range of diagnostic and treatment services. This includes consultation rooms, and

dedicated treatment rooms. We also have a comfortable waiting areas. The practice is tailored to meet the needs of all individuals, including those requiring additional support. We offer:

- Translation services for non-English-speaking patients.
- Adjustable examination couches and bariatric chairs for comfort and safety.
- Extended opening times to accommodate patients with sensory/communication needs.
- Military Veterans support (we are a Veteran Friendly accredited practice).
- Priority bypass phone line for vulnerable patient groups.
- Staff who are all well trained in understanding the needs of autistic patients and those with learning disabilities – providing reasonable adjustments wherever required.

We are committed to improving the health and well-being of our local community by delivering accessible, comprehensive, and compassionate healthcare services. We serve a diverse population of all ages, including children, adults, and elderly residents of Slough and surrounding areas. Our patients represent a variety of cultural, ethnic, linguistic, and socio-economic backgrounds. We are committed to understanding and meeting the unique needs of every patient.

Our practice team is comprised of a diverse group of healthcare professionals and support staff, including General Practitioners, Advanced Nurse Practitioner, Practice Nurses, Clinical Pharmacist, Healthcare Assistants, Social Prescriber, Care Coordinators and administrative staff. All staff hold relevant qualifications and participate in ongoing training to maintain their expertise, including an annual appraisal.

We offer a comprehensive range of appointments options to reflect our commitment to patient-centred care, improving access, and meeting the varied needs of our community and align with NHS priorities for digital health innovation and accessibility. Appointments range from 10 – 20 minutes. These include:

- In-person appointments for those who prefer/need direct consultation.
- Telephone consultations for convenience and accessibility.
- E-consult services, allowing patients to submit their concerns online for timely review.
- Access through the NHS App, empowering patients to book appointments, request repeat prescriptions, and access health advice at their convenience.

CQC Service User Bands

240 Wexham Road Surgery serves the whole patient population.

We serve a diverse population of all ages, including children, adults, and elderly residents of Slough. We provide holistic, patient-centered care across all ages and work closely with multidisciplinary teams to meet the unique needs of this diverse community. Through a combination of clinical expertise, patient engagement, and collaboration with other services within our primary care network, we strive to improve health outcomes and promoting well-being for the local population. We welcome all patients residing within our practice boundary and are dedicated to understanding and addressing the unique healthcare needs of everyone, ensuring inclusive, accessible, and personalised care for everyone.

The CQC Service Types provided at this location

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