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**Opening hours**

|  |  |  |
| --- | --- | --- |
| Monday–Friday | 8:00 am | 6:30 pm |

**Improved access/Extended hours**

Tuesday, Wednesday and Thursday and some Fridays: 6.30pm – 8pm

Saturday morning appointments are available through Reception

**Teaching practice**

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

**How to register at the practice**

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please visit the practice for a paper registration form..

**Access and support for disabilities**

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available.

We welcome Assistance Dogs.

**Patients’ rights and responsibilities**

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the [NHS Constitution](https://www.gov.uk/government/publications/the-nhs-constitution-for-england).

**Practice Information Leaflet**

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Lightwater Surgery is a partnership providing NHS Services under an NHS England General Medical Services Contract.

All Saints Road

Lightwater

Surrey

GU18 5SQ

Telephone No. 01276 538600

Email address: lightwater.admin@nhs.net

Website: www.lightwater surgery.co.uk

**GP services are provided
to the following areas:**



**Services we provide**

In addition to the routine services that are provided, this practice also offers the following:

* **Family planning –** We offer a full range of family planning services
* **Immunisations –** The clinical team administers vaccines for both adult and child immunisations.
* **Cervical smear testing –** For women aged 25 – 65 and these tests are undertaken by the nursing team.
* **Well-Man and Well-Women clinics –** These clinics are nurse-led and aim to encourage a healthy lifestyle for our male and female population
* **Chronic disease management –** We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
* **Health checks –** A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered every 5 years after a patient’s 40th birthday dependent on whether they have any chronic disease.
* **Other clinics –** The practice also offers baby, smoking cessation, counselling for drug and alcohol addiction

Details of all clinics are available from reception and are also listed on the practice website.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information.



**Further information can be sought from** [**www.nhs.uk**](http://www.nhs.uk)

**The practice team**This practice operates under a partnership agreement and provide services on behalf of the NHS.

**Partners**

**Dr Adrian Davis**, *MB BCh (Wales 1997), MRCS Ed, DRCOG , MRCGP*

**Dr Sara Jones**, *MA (Hons) (Cantab), MB ChB (Leicester 1996), MRCGP, DFFP*

**Dr Majid Saeed,** *MB ChB (Leeds 2000), MRCP (UK) 2005, MRCP (Lond), MRCGP, PGCME*

**Dr Melissa Forsbrey,** *BM, BS (Peninsula College, Universities of Exeter & Plymouth), DRCOG, MRCGP*

**Dr Claire Paramore,** *BA (Hons) (Oxon), MBBS (Kings College, London), MRCGP*

**Dr Katherine Broomfield*,*** *BMedSci, BMBS, DRCOG, MRCGP, DFSRH*

**Salaried GPs**

**Dr Charlotte Collier***, MBBS, BSc, DRCOG*

**Dr Nadege Fancy,** *MB BS (London 1994), MRCGP, DFFP, DRCOG (Lille)*

**Dr Qinyi Li,** *MBBCh, MRCGP, DRCOG, BSc*

**Nurses**

**Mandy Cusden RGN**

**Rebecca Brock RGN**

**Rebecca Coombes RGN**

**Sarah Lilburn RGN**

**Vicki McCall RGN**

**Other healthcare staff**

**Pharmacist: Ozkan Ozturk**

**Healthcare Assistant**

**Phlebotomists**

**Practice Manager**

**[Insert name] [optional to add PM details]**

**Other management**

**[insert names and roles]**

**Preference for a named practitioner**

The practice will attempt to ensure that any patient is seen by the same healthcare professional although please note that this may not always be an option.

**Comments, suggestions and complaints**

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

**Home visits**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception requesting a call-back after logging a call before 10.00 am. A clinician will then telephone you to discuss your request.

Home visits are usually conducted between 12:30 pm and 1:30 pm, Monday to Friday.

**When we are closed**

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via [www.nhs.uk](http://www.nhs.uk)

**NHS England Contact**

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

**Prescriptions/repeat prescriptions**

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

* In person – By ticking the required medications on your prescription and placing it in the dedicated box, located in Reception
* Online – Please order via our website or the NHS App
* Email – please email your request to lightwater.admin@nhs.net

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

**Appointments and accessing practice services**

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please use the NHS App, call the surgery on 01276 538600, use the online consultation tool on our website or come into the surgery to speak to a receptionist directly.

The practice website contains all the relevant practice information that you are likely to require, including the quickest way to access the services you may need.

**Threats of violence or abuse of our staff**

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

**Patient** **Participation Group**

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at [www./lightwatersurgery.co.uk/patient-participation-group](http://www./lightwatersurgery.co.uk/patient-participation-group)

**Patient data**

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.