

Lightwater Surgery

Inspection report

39 All Saints Road
Lightwater
Surrey
GU18 5SQ
Tel: 01276 538600
www.lightwatersurgery.co.uk

Date of inspection visit:
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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 Lightwater Surgery on 19 December 2018 as part of our inspection programme. We had inspected the practice previously, in February 2016, where the practice had also been rated as Good.

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.
- Feedback from all 28 patient comment cards was continuously positive about the way staff treated them. Staff were said to go the extra mile and were patient focussed in all aspects of care.
- There was a strong ethos within the practice for community development and engagement work. The practice had arranged local talks for their patients and those people living in the vicinity.

Whilst we found no breaches of regulations, the provider **should:**

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Review and continue to monitor cervical smear screening to meet Public Health England screening rates.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 adviser, and a PM specialist adviser.

Background to Lightwater Surgery

Lightwater Surgery holds a contract to provide general medical services and at the time of our inspection there were approximately 12,300 patients on the practice list. The practice is located in an area that is considered to be in the least deprived centile nationally. Lightwater Surgery is registered as a GP training practice providing training opportunities for doctors seeking to become fully qualified GPs (registrars).

Lightwater Surgery is run by six partners (three male and three female). The practice is also supported by a salaried GP, five practice nurses, a healthcare assistant, two phlebotomists, a team of administrative staff, a senior receptionist, a deputy practice manager and two practice managers.

The practice runs a number of services for its patients including asthma clinics, child immunisation clinics, diabetes clinics, new patient checks and holiday vaccines and advice.

Services are provided from one location:

Lightwater Surgery, 39 All Saints Road, Lightwater, Surrey, GU18 5SQ

Opening hours are:-

Monday 8am – 6:30pm

Tuesday 8am – 8:30pm

Wednesday 8am – 8:00pm

Thursday 8am –8:00pm

Friday 8am - 6:30pm (8am – 8pm on a rota basis with another practice)

As part of a national initiative, local GP Practices are working together to offer patients better access to GP appointments in Surrey Heath. Additional weekend appointments will be available at designated practices throughout Surrey Heath. These appointments are for routine general practice issues and not for emergency care. The location will alternate each week and Sunday appointments will be hosted at North Hampshire Urgent Care centre at Frimley Park Hospital.

During the times when the practice is closed, the practice has arrangements for patients to access care from an Out of Hours provider.

For further details about the practice please see the practice website:

The practice is registered with CQC to provide the following regulated activities:

Maternity and midwifery services

Diagnostic and screening procedures

Treatment of disease, disorder or injury



Family planning services



Surgical procedures