

# Littleton Surgery

## Inspection report

Buckland House  
Esher Park Avenue  
Esher  
Surrey  
KT10 9NY  
Tel: 01372 462235  
[www.littletonsurgery.co.uk](http://www.littletonsurgery.co.uk)

Date of inspection visit: 27 Feb 2019  
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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 Littleton Surgery on 27 February 2019 as part of our inspection programme.

We had previously inspected the practice in October 2015 where they were placed in special measures. We undertook a further comprehensive inspection in June 2016 where the practice was rated as Good in all domains and population groups.

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.
- There was a clear leadership structure and staff felt supported by management.
- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together for a common aim.
- The practice was using an additional tool to help optimise workflow and which offered clinical decision support through the use of smart templates with clinical pathways, live monitoring of data and advanced reporting.

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

- Review and continue to monitor cervical smear screening.
- Review and continue to monitor child immunisation rates.
- Ensure the process for prescription monitoring when blank scripts are used in the different rooms is embedded.

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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, and a practice manager specialist adviser.

## Background to Littleton Surgery

Littleton Surgery offers general medical services to people living and working in Esher, Claygate, Thames Ditton and surrounding areas. At the time of our inspection there were approximately 4,300 patients on the practice list.

Care and treatment is delivered by two GP partners. There are both male and female GPs. There is a practice nurses in post and a healthcare assistant. There is a practice manager and a team of administration and reception staff.

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.

Opening hours are:-

Monday 8:30am – 6:30pm

Tuesday 7:30am – 6:30pm

Wednesday 8:30am – 6:30pm

Thursday 7:30am – 6:30pm

Friday 8:30am - 6:30pm

The telephone lines are open from 8.00am every morning. Telephone consultations are available between 11am and 11.30am and between 4pm and 4.20pm.

Services are provided from:

Littleton Surgery, Buckland House, Esher Park Avenue, Esher, Surrey, KT10 9NY

For further details about the practice please see the practice website: [www.littletonsurgery.co.uk](http://www.littletonsurgery.co.uk)

The practice is also part of a hub of GP practices that offer evening appointments until 9pm and weekend appointments. These appointments are not run from the practice but from Emberbrook Community Centre.

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

Surgical Procedures