

# Worden Medical Centre Leyland

## Enter and View Report

Tuesday 7<sup>th</sup> February 2023  
10:00am – 12:00pm



**Disclaimer:** This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and patients who met members of the Enter and View team on that date.

# Contact Details

## Contact details:

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## Registered Manager:

Tracy Williams

## Date and Time of our Visit:

Tuesday 7<sup>th</sup> February 2023  
10:00am-12:00pm

## Healthwatch Lancashire Authorised Representatives:

Steven Walmsley (Engagement Team Leader)  
Emmy Walmsley (Senior Engagement Officer)



# Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service. The aim of an Enter and View visit is to gather views and experiences of patients and staff of a service and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced.

The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas of improvement. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions, but rely on feedback received and objective observations of the environment. The report is sent to the manager for their opportunity to respond before being published on the Healthwatch Lancashire website at [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk).

Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisations.

## General Information

Worden Medical Centre is a GP surgery located in Leyland Lancashire. Management informed us that the surgery has 13,100 patients registered and provides General practice care and other services such as contraception, childhood and travel vaccinations, minor surgery, well-person check-ups and warfarin monitoring clinics.

## Acknowledgements

Healthwatch Lancashire would like to thank management, staff and patients for making us feel welcome and for taking the time to speak to us during the visit.

# Methodology

The Enter and View representatives made an announced visit on Tuesday 7<sup>th</sup> February and received feedback from 10 patients and 11 staff. Two patients responded to our questions in writing using the Healthwatch Lancashire Feedback Centre.

Healthwatch Lancashire obtain the views and experiences of patients and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. People using the services were asked about their general feelings about the GP Surgery including their experience of making an appointment, communications, and the surgery environment. Conversations with staff included their thoughts about provision, appointment management, communication, staffing levels and support, including training.

Healthwatch Lancashire Representatives also recorded their own observations on the environment and staff-member interactions.

To retain confidentiality and anonymity of respondents, names, pronouns, and any identifiable details have been removed from quotes.



**12 patients**  
**10 staff**

# Summary

Healthwatch Lancashire representatives made an announced visit to the Medical Centre on the 7<sup>th</sup> February. A pre-visit discussion was held with The Practice Manager on the 24<sup>th</sup> January to establish the context of the surgery and to find out about how they manage appointments for patients.

## **Surgery Demographic**

There are 13,100 patients registered at the surgery.

## **Appointment Management**

Patients are allocated appointments daily with 40-70 available. There are at least 4 doctors on duty each day, with one doctor and an ANP assigned to on the day triage and care navigation. Urgent on the day face to face appointments are available and are allocated based on clinical need. If there is no urgent need, an appointment is made for the patient as soon as possible.

Telephone consultations are available with the surgery taking into account patients' preferences. Patients who present with a clinical need on a telephone consultation may be asked to attend the surgery for an in-person appointment on the day depending on what their medical need.

The practice manager described staffing levels as flexible, with the surgery making use of locum staff to make sure that there were no gaps in appointments or services.

## **Visit Summary**

During the visit, Healthwatch representatives were shown the facilities and services that are provided by the surgery. This included the self-check in system, the waiting areas, the reception office and two clinical rooms.

At the time of the visit, there were six GPs, five Nurses and one Healthcare Assistant on duty. There were three members of staff handling telephone enquiries.

Two members of staff were responsible for the handling appointment calls and one to handle prescription enquiries. It was mentioned that the staff would alternate their role throughout the day and cover calls during busy periods in the working day.

# Enter and View observations

## Location and External Environment

The surgery is located on West Paddock which is a main road. There is access to a bus service close to the surgery with a bus stop being less than one hundred metres from the surgery. The car park caters for disabled access with three dedicated spaces and step-free access to front entrance. There is a car park which was observed to be full at the time of the visit. Patients were seen parking their cars on the main road.

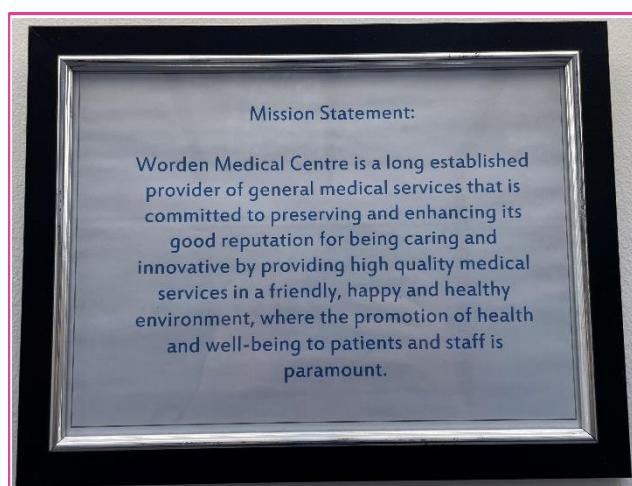
## Internal Environment and Waiting area

At the front of the surgery was a self-check in booth for patients to sign in for their appointments. Several patients were observed to be using this facility. There was an information and patient calling screen in the waiting room but it was out of use at the time of the visit. There were no clocks seen in the waiting room for patients to identify the time.

Clear eye-level signage was seen throughout the entire internal environment to assist with navigation around the surgery and there was a matt floor to encourage a dementia friendly experience for patients.

A second smaller waiting area was adjoined to the main waiting room for patients to access which granted them a level of privacy.

There were several noticeboards and shelves around the surgery containing information and leaflets for patients to access information about additional services such as Breast Screening, The Haven and fire alarm notices. It was, in some instances, difficult to see what was on some of the notices due to the amount of literature on display. Hand hygiene measures were available throughout the whole surgery with staff encouraging visitors and patients to sanitise their hands.





## Patient Interactions

Healthwatch Representatives observed several interactions between staff and patients with different queries and issues being dealt with by staff. Patients were actively encouraged to use the self-check in system, at the door, but were also attended to by two members of staff on the reception desk if required. All patients were seen to be treated with dignity and respect from staff members who dealt with the queries in a timely manner.

Due to the visual information system being out of use, patients were collected from the waiting area by their clinicians who greeted them and escorted them to their treatment rooms. Staff were friendly and welcoming to all patients in the waiting room.

## Patient Involvement

Posters were available to inform patients about the complaints and feedback procedure. It was mentioned in a conversation with staff members that they are looking into setting up a patient participation group but have encountered some obstacles with a low take up of patients expressing an interest in joining.



# Patient feedback

Healthwatch representatives spoke to 10 patients at the visit and received 2 responses on the Healthwatch Lancashire Feedback Centre.

## How did you make your appointment?

Three patients made their appointment using the telephone system. Two patients commented that they had experienced a short wait time of less than ten minutes. One patient stated that, "I rang up and was second in the queue but it took less than five minutes." Four patients had made their appointment using the MyGP app as they felt that it made finding an appointment much easier. It was commented by one patient that "I know if I go online at half past seven appointments are released but all appointments are usually gone by eight o'clock."

Two patients attended the surgery to make their appointments as they felt it was a much easier process. One patient had attended the surgery to enquire about a referral letter and had been allocated an appointment.

## What would you change about the process?

Two patients commented that it sometimes took them a long time speak to someone on the phone, "if you try to phone you can't get through." Another patient gave similar feedback but commented that they liked the ability to make enquiries about prescriptions using another option on the phone.

## Would you be open to other methods of appointment making?

Patients, who had used the phone, commented that they would consider using the app to book appointments but there were barriers to them being confident in using this method to make appointments. "I don't use a computer at home so I wouldn't know where to start." One patient mentioned that they had tried to use the app to make appointments but they had struggled and resorted to making appointments using the phone system.

## Do you feel that you receive care and treatment that meets your needs?

Eight out of the ten patients complemented the care and support that they received from members of staff. In a response from the Feedback Centre it was mentioned "All the staff including reception are polite friendly and professional." Two patients were called to their appointment before they had the opportunity to answer this question.



## **Do you think the premises are well maintained, accessible and clean?**

All patients spoken to, were complimentary about the facilities available at the surgery.

## **Do you know who to speak to if you are not happy with the service or wish to make a complaint?**

Several patients expressed uncertainty about the complaint's procedure in discussions with patients. Three patients said that they would make enquiries at the reception desk if they experienced any issues with their care.



*When visiting the surgery, the receptionists were very efficient and helpful, the clinicians appeared to know why you had come and were helpful and friendly.*



Response taken from Healthwatch Feedback Centre

# Staff feedback

Healthwatch spoke to 11 members of the staff team during the visit.

## **Do you have enough staff when on duty?**

All eleven members of staff felt that there were enough staff available during the day. It was mentioned that “There is flexibility to meet the needs with three or four locums available in the morning.” Healthwatch representatives were informed that members of the administration team are flexible to help meet the demand on the phone system to make sure that there is coverage at busier periods.

## **Do you feel supported to carry out a person-centred experience?**

Members of staff commented that they were able to give patients a good offer in terms of patient care. One member of staff mentioned that there was always “support if it was needed to give patients the time that they need.” It was mentioned that staff could seek out help for complex enquiries at any time with “All doctors being approachable.” One member of staff commented that they had the freedom to ensure that patients were given enough time to discuss their issues “everybody gets their time with me.” One member of staff mentioned that they are able to refer people to, “relevant people such as community groups,” if they need it. They mentioned that they had good links with, “other social groups in the area,” that they could signpost people to.

## **Do you feel you have enough training to carry out your duties well?**

All staff spoken with, complimented the training and support from the management team with “Practice meetings every month”. Regular training was mentioned which staff felt was very helpful to keep up to date with developments and changes in practice.

## **What is your experience of working here?**

Staff shared positive opinions about their experience at the surgery. There was particular mention given to the positive atmosphere and the way that the staff support each other “I really feel part of the team.” Several mentions were made of how staff had all been working at the surgery for some time which had helped them to form a positive working relationship, which they felt helped them provide a good experience for patients.

## **Are there any changes that can be made to improve the patient experience?**

All members of staff mentioned that they felt they were providing a positive patient experience with one member of staff commenting, "if people point things out we try to change things where we can." One member of staff expressed a desire for "more pre-bookable appointments to be available" but they recognised the difficulties that this could present in terms of capacity.

## **Any other comments?**

"Management are good, it makes you want to work for them."

"We have a really good team."

"I love it here."

# Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from patients and staff.

1. Ensure that waiting rooms are dementia friendly with a clock displaying the day, date and time is present
2. Ensure that information displayed throughout the practice is clear and accessible to everyone
3. Investigate ways to make the comments and complaints process clearer to patients so they are aware of how to provide feedback.

# Provider response

Recommendation	Action from provider	Timeframe	Comments
1. Ensure that waiting rooms are dementia friendly with a clock displaying the day, date and time is present	We will look at dementia friendly options and locate where a clock can be mounted.	15 <sup>th</sup> March 2023	
2. Ensure that information displayed throughout the practice is clear and accessible to everyone	At the next PETS session in March – we will use the time to look at the notice boards and update/remove/add as necessary.	14 <sup>th</sup> March 2023	
3. Investigate ways to make the comments and complaints process clearer to patients so they are aware of how to provide feedback	Also on this day to look at having our comments/compliments and complaints process clearer so patients are aware how they can give feedback	14 <sup>th</sup> March 2023	



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