

The Chorley Surgery

Enter and View Report

Tuesday 15th August 2023

10:00am-12:30pm



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

Andrea Trafford (Business Manager)

Date and Time of our Visit

Tuesday 15th August 2023

10:00am-12:30pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

John Moore (Healthwatch Volunteer)

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 social representatives who have the authority to enter health and 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.

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

The Chorley Surgery is situated in the centre of Chorley town centre. The surgery currently has 9912 patients registered.

The surgery provides a range of different services including baby clinic, general appointments, podiatry, physio, practice nurse appointments and pharmacy team.

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 15th August 2023 and received feedback from six staff members and thirteen patients.

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, quality of care, communications, and the surgery environment. Conversations with staff included their thoughts about provision, appointment management, communication, staffing levels and support, including training.

The team 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.



13 Patients
6 staff

Summary

Healthwatch Lancashire representatives made an announced visit to The Chorley Surgery on Tuesday 15th August 2023. A pre-visit discussion was held with the Business manager to establish the context of the surgery and how they manage appointments.

Surgery Demographic

There are 9912 patients registered at the surgery.

Appointment Management

Patients are able to book appointments via the telephone, online via the AccuRx system and apps including the My GP app and patient access. The AccuRx system allows patients to order sick notes, test results, access health advice and also contact the surgery around a new or ongoing symptom that is minor but is causing concern. This is monitored throughout the day and the surgery will reply to the patient via the app.

The surgery operates a text message service for patients who have regular or annual checks with the clinician to allow them to book their appointments via a link online to free up the phone lines. The reception team answer the phones but if the phone time is long then other staff members will help out to bring down the wait time.

The surgery opening times are 8:00am-6:30pm during the week and work alongside the Primary Care Network to provide out of hours appointments on Saturdays which is regularly reviewed. The surgery offers face to face and telephone appointments to all patients when they call the surgery.

Patients are able to make phone call appointments, face to face appointments or video calls with the surgery staff.

Visit Summary

During the visit, Healthwatch Lancashire representatives were asked to sign in and were given visitors passes at reception. Representatives were shown around the surgery by the business manager and looked at all the facilities that are available. Staff members were made available to representatives throughout the visit and the manager was on hand to talk through any questions.

At the time of the visit there were four GP's, two advanced nurse practitioners (ANP), two practice nurses, one healthcare assistant, one physiotherapist, one podiatrist, one pharmacist, one pharmacy technician, one business manager, one

operations manager, one executive assistant, one receptionist and five admin staff members.

There was one member of staff on reception at the time talking to patients entering the practice. Additional staff were on hand to help take calls and answer queries at this time.



Enter and View observations.

Location and External Environment

The Chorley surgery is situated in the centre of Chorley and has a car park to the rear of the surgery, the car park has two disabled bays. There is a pay and display car park behind the surgery which is free for an hour if the surgery car park isn't available. The Chorley surgery is within 100 yards of shops, a pharmacy and the bus stop. The surgery is a six minute walk from Chorley bus and train station.

There is an accessible footpath to the front of the surgery and lowered curbs to the rear of the surgery onto the car park. The main door to the surgery was open to allow easy access and the door to the waiting room was open to ensure smooth access for all patients.

Internal Environment and waiting area

The entrance to the surgery consisted of a reception area with leaflets and advice about social prescribing, carers support, patient information leaflets, a staff board with pictures and names and other services available from the surgery including translator service. There was a large waiting area to the left of reception where patients could wait for their appointment with an overflow waiting area for busy periods. The waiting room had two television screens showing health and wellbeing advice but also displayed patients name and room number so the patients could see and hear when their appointment was and where to go. There was an audio alert when the patient's names came on the screen.



There was a patient self-check in area next to reception where patients could easily check in to their appointments and take their seat in the waiting area without using reception. This was observed during the visit to avoid patients waiting at reception.

There were eight clinician rooms downstairs on the ground floor near the reception area and two clinician rooms upstairs. There was stair and lift access to the first floor for all patients and staff members. The clinician rooms were identifiable with signs above the doors. Healthwatch Lancashire representatives were told that this was an idea from a patient who was partially sighted and said they were

struggling to see where they needed to go so the surgery implemented these new signs to ensure all patients were able to find their way around the surgery effectively. The manager explained to Healthwatch representatives that they have an extra five clinician rooms that are used for private practice including physio, Beacon ENT and audiology services and travel health clinic.

In the corridors were multiple notice boards with information, support and advice for; victim support, cancer information, military veterans, physical activity, planning ahead, child and young people. We were informed that every member of staff in the surgery is a champion of a subject and they ensure to keep the boards up to date and make themselves available to patients who have any questions about that specialism.

In the reception area and waiting room there were dementia friendly clocks and clear signage on the walls and doors so the patients were aware where members of staff could be found. Bathrooms were also signposted and could be seen from the reception area, there were also accessible toilets on both floors. The reception desk had signs for a hearing loop, sign language and also translation services that were available within the surgery for all their patients if needed. The Healthwatch Lancashire poster was clearly visible in places around the surgery.

Patient interactions

Healthwatch Lancashire representatives observed some different interactions during the visit. One involved a patient asking for support at reception with an appointment and the receptionist was polite and helped the patient with their query by looking up the relevant details and getting back to the patient quickly.

Staff members were also observed to be walking around the surgery speaking to the patients and helping them to the clinician rooms. Another member of staff was observed speaking to a patient on the phone and was professional and courteous.

Patient Involvement

The surgery promotes patient involvement in different ways. There is an online survey for patients to complete to ensure that they are having their voices heard.

There is an active Patient Participation Group running, where they meet every three months and is patient led. The agenda is sent out to all PPG members, including the online members. The patient participation group minutes are displayed for all patients to see and look through and are published on the surgery website.

Patients have been involved with the consultation for the planned renovation work on the surgery. A member of staff spoke about renovation plans and how it will be implemented that a quiet space will be available for anyone if the waiting room becomes overwhelming. They use the spare waiting room at the moment for anyone who requires a quiet space to wait for their appointment.

Patient feedback

Healthwatch spoke to thirteen patients during the visit

How did you find making your appointment?

Ten patients out of thirteen said they had booked their appointment via the phone line. *"I called at 8:08 and used ring back. I got a call back, it was great." "It was good, not long to wait."*

One patient mentioned they had booked their appointment via the website. "It Worked well for me. I find phoning is more difficult."

Two patients said they had been called for a follow up appointment and one patient said they had come to the surgery for a regular check-up appointment that was sent out via text message.

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

All thirteen patients spoken to during the visit were happy with the treatment they had received during their visit. *"it's really good here." "Good, can't fault them, it's hard to see the same doctor all the time but I don't mind." "They have always been good with my kids." "Routine appointments such as diabetes are good."*

"I've had good service compared with other surgeries; I know everywhere can improve but its good here."

No negative feedback regarding care and treatment was gathered at the time of the visit.

How do you rate the communication between yourself and the surgery?

All the patients spoken to on the day confirmed they were happy with the communication they are receiving from the surgery. There were mixed forms of communication mentioned including coming into the surgery to ask a question, text message service, phone call, emails and the app.

"Prescriptions online with texts work well. Appointment text reminders work well too. Without them I'd always be forgetting my appointments." "We can email. They are pretty good at replying to emails." "I usually come into the surgery and that works well."

Some patients mentioned the communication they receive from the champions within the surgery and the boards they have up in the surgery. *"They have boards up down the corridor for different topics that you can access without asking someone. This makes me feel more comfortable because sometimes you are afraid to ask but if its there for you then you can just take some phone numbers and information."*

During conversations with patients, representatives were told about information packs that the surgery provides. *"I like the packs provided by the surgery sometimes you don't want to talk to someone about your situation but want to pick up some information, I have personally picked up the end-of-life support booklet and I know someone who picked up the carers booklet and its given us both so much support and we didn't need an appointment or need to ask anyone."*

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

On the day of the visit all thirteen patients were generally happy with the surgery and how well maintained it was. However, a few comments came out around space especially on a Tuesday when the baby clinic is on.

"The new expansion is going to be great because as you can see today it can be quite crowded when everyone is in the waiting area." "It would be nice for the kids to have something to play with or a television to watch but I've seen the plans, and this will be a great improvement."

"I feel the announcements are good and clear so patients can see and hear who is up next, patients are not sitting around for a long time, they are seen quite quickly."

Do you know how you can provide feedback on your care and treatment?

Two patients said they wouldn't know where to go or how to provide feedback, but some noticed at the time of the visit a sign in the waiting is telling patients how they can voice any concerns or feedback they have. *"No." but wait you can send in an email; I've just read the sign on the wall over there.*

Eleven of the patients said they would either attend the surgery, send an email, or just speak to someone on the day they are there. *"There's a feedback form on the website." "We are always asked if we would like to join the patient participation group so we can give feedback."*

Any other comments and feedback

"I've used a call back service twice. That's good."

"I'm getting a pretty good service."

"Bookings are a lot better since they introduced ring back."

"Quite happy to be honest. Easier to get an appointment than at many other places that I hear about."

"They're very efficient, very friendly and very helpful. Reception always helps you to fix problems – they don't send you away to try and fix it yourself."

"The receptionists are very good."

"The service is very good. The staff are pleasant. There's nothing negative at all."



"It would be nice for the kids to have something to play with or a television to watch but I've seen the plans, and this will be a great improvement."



Staff feedback

Healthwatch spoke to six members of staff during the visit.

Do you have enough staff when on duty?

All six members of staff agreed that they always have enough staff on duty, and they will help each other out where necessary. *“Yes, we always have enough staff on duty.”*

“We have really good support so if someone is off, we all support and help each other.”

“We also staff a patient participation group within the surgery that runs really well and has regular members now.”

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

Staff members spoken to were all complimentary about the support they receive from management and other staff members in the surgery. *“Definitely I do feel supported, it is always ongoing support as well.”* *“I feel very supported in my role, I feel we have a great team.”* *“We have regular check ins, and any concerns are sorted there and then.”*

The staff members also talked about how they have an on-duty doctor available at all times during the day so they can go and ask any questions or advice. *“There is always a duty doctor on site every day so if we have any concerns or questions we can go to them, they are so lovely.”* *“If I have any concerns I go to the manager, and she is so lovely and supportive of the staff.”*

No comments were made regarding how to improve this and all staff members said that the manager is always striving for the best, so they are always trying new ways to provide the best care.

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

Staff members spoke to representatives about how much training they are allowed to do and how frequently they can upskill themselves with the help and support of the manager. *“Yes, we are always encouraged to do as much training as we like, business manager wants us to upskill in all areas.”* *“We do a lot of training.”* *“every month we do allocated training as a team and we really enjoy learning together.”* *“Yes, I can do further training if I want, business manager sends out courses all the time and encourages us to develop on our interests.”*

What is your experience of working here?

All six members of staff were complimentary about the surgery, and many stated they had worked for the surgery for several years. *"Exceptional, I feel fully supported and we are a very proactive surgery." "The business manager is hot on what we should be doing and improving on and always listens to us and the patient's ideas." "I've been here a long time, I feel incredibly supported, the business manager brings a wealth of knowledge and experience to the practice and team, I think that's why it works so well."*

Other comments were made around the staff in the surgery and how they feel valued and listened to. *"The team is amazing; you can approach anyone here." "The work life balance is incredible; I feel so lucky." "The staff have a voice and I feel listened to; any concerns are addressed."*

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

During conversations with staff members, it was apparent that the surgery is putting things in place regarding staff and patient feedback and not one member of staff could think of a way the surgery could improve. *"No, I don't feel like there is anything we could improve on at the moment." "I feel we do everything that is brought up by patients and we really listen to their ideas and action them where appropriate." "We are always striving to be better, and we are very much patient led in that."*

When talking to staff members they spoke about the patient participation group (PPG) and how involved some of the patients are with this service. *"We have an active PPG, and we have a few active members now." "We always talk to the patients about plans and how they would like the surgery to run and operate."*

Any other comments?

“We have regular appraisals and regular staff meetings which I like.”

“Every week we have a staff huddle, we are always asked what we need, and any relevant information is passed onto the staff team.

“Staff health and wellbeing lead is fantastic, we go on staff walks, they encourage us to move around more, and they bring external providers in to support us.”

“We are very positive; we want to ensure everyone’s needs are catered for and everyone feels valued.”

“We have very clear policies and practices in place, that’s why we all work so well and appreciate everyone in the team.”

The team within the surgery talked to Healthwatch Lancashire representative about plans they have to renovate the surgery based on feedback from the patients. They are looking at making the waiting area bigger and more accessible and implementing a child play area and a quiet room. The new development will also house a staff wellbeing area.



The team is amazing; you can approach anyone here. The work life balance is incredible; I feel so lucky. The staff have a voice and I feel listened to; any concerns are addressed.



Recommendations

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

1. Invite Healthwatch Lancashire representatives back once the renovations have been completed.
2. Ensure that patients are involved in the decision making when finalising plans for the surgery renovation, particularly about the waiting area.
3. When renovations are complete invite patients to share their feedback.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Invite Healthwatch Lancashire representatives back once the renovations have been completed.	Contact Healthwatch once works have been completed	April 2024	If all renovations go to schedule, we can plan a visit May 2024
Ensure that patients are involved in the decision making when finalising plans for the surgery renovation.	We will continue to engage with our patients regarding the practice development, via our PPG patient survey and social media	October 2023 – March 2024	
When renovations are complete invite patients to share their feedback.	We will include a section within the practice patient survey for feedback	August 2024	



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