

# Parbold Surgery Wigan

## Enter and View Report

Thursday 22<sup>nd</sup> June 2023

1:00pm-3:30pm



**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

4 Green

Parbold

Wigan

WN8 7DN

Telephone number: 01257 440817

## Registered Manager

Lisa Cunliffe (Practice Manager)

## Date and Time of our Visit

Thursday 22<sup>nd</sup> June 2023

1:00pm-3:30pm

## Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagament 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](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

Parbold Surgery is located in Parbold, Wigan and currently has 7050 patients registered. The surgery provides general practice appointments and other services such as;

Midwife/Antenatal Clinic, Child Development Clinic  
Childhood Immunisation Clinic, Family Planning, Cervical Smear Tests, New Patient Health Checks , Routine and Holiday Immunisations

## 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 Thursday 22<sup>nd</sup> June 2023 and received feedback from eight staff members and eight patients. We also received comments from two more patients via email prior to the visit.

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.



**10 Patients**  
**8 staff**

# Summary

Healthwatch Lancashire representatives made an announced visit to Parbold Surgery on Thursday 22<sup>nd</sup> June 2023. A pre-visit discussion was held with the practice manager to establish the context of the surgery and how they manage appointments.

## **Surgery Demographic**

There are 7050 patients registered at the surgery.

## **Appointment Management**

Patients are able to book appointments through online methods such as NHS app or the patient access app, they can also phone in the morning for a triage appointment between 8am and 6:30pm which is done over the phone by the receptionist who will arrange for a consultation with the doctor. All appointments are initially carried out over the phone, with the doctor inviting patients to attend the surgery for a face to face appointment if required. The amount of appointments depends on the number of professionals in on the day, each clinician has twenty five appointments a day.

E-consult triage appointments can be booked via the website and an appointment will be sent back to the patient via their app. The triage can be carried out and the patient can be allocated a consultation appointment if it is required.

The surgery operates a recall message for patients who have regular check-ups. For example, patients that are due for their smear test will all receive a message with a link that they can use to can book an appointment six weeks in advance.

The surgery also supports two care homes within the area and two doctors go out once a week to see the residents at the care homes.

The surgery is part of a primary care network with four other surgeries that offer out of hours services and weekend services for patients that can't be seen during the week. This is alternated between the surgeries and can be offered to patients from all four practices.

## Visit Summary

During the visit, Healthwatch representatives were shown around the surgery and talked through the facilities available within the surgery. The practice manager made herself available throughout the visit to talk us through the services and any questions we had. Staff members were made available to speak to representatives throughout the visit.

At the time of the visit there were two GP's, five registrars, two healthcare assistants, one PCN clinical pharmacist, three on reception, three admin, one secretary, one office manager and one practice manager. At the time of the visit the practice nurse had called in sick.

There were two members of staff on reception handling appointments and phone calls. The manager explained that the reception staff work on a rota and that admin staff will step in to take phone calls at busy times during the day to bring wait times down for patients.

Patients came into the surgery on the day of the visit to talk to Healthwatch Lancashire representatives about their experience of the surgery.



# Enter and View observations.

## Location and External Environment

The surgery is located in Parbold and is close to local amenities including shops and a pharmacy. The surgery is on a bus route with a stop located within 200 yards of the surgery. The car park has disabled parking at the front and extra parking on the village hall car park next to the surgery.

There is an accessible footpath to the front of the surgery with lowered curbs to allow for wheelchair access. The surgery doors were automated and wide enough to allow a wheelchair through as well as level access from the car park.

## Internal Environment and waiting area

The entrance of the surgery had an open plan waiting area with a clearly signposted reception desk. There was bench seating around the edges of the waiting area and notice boards around the room. The notice boards had different information including, booklets, carers support, support groups, cancer care and general surgery posters. The waiting area was separate from the treatment rooms by an adjoining door. The noticeboards were clutter free and positioned in different locations around the surgery at eye level for the patients to use.

There were no clocks seen in the waiting area for patients at the time. There was a check in machine that allowed patients to check in without going to the reception desk. All clinician rooms were clearly signposted throughout the corridor. Bathrooms were also signposted with disabled access available in both. There were complaints and compliments sheets available for patients to give feedback to the surgery on the reception desk.

Patients were called for their appointments by the doctor, who then escorted them through to the clinic room for their appointment. There were hand sanitisation stations available around the surgery and these were observed to be used by patients and professionals during the visit.

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. It was mentioned that all staff members regularly have training in British Sign Language to ensure they are able to communicate effectively with the patients.

The Healthwatch Lancashire poster was clearly visible in places around the surgery and patients had contacted us prior to the visit on the contact details provided.

## Patient interactions

Healthwatch Representatives observed several interactions during the visit. One involved a patient attending the surgery as they were struggling to order medication online. The member of staff sat with them and helped solve the query and the patient left the surgery and going to pick up their prescription.

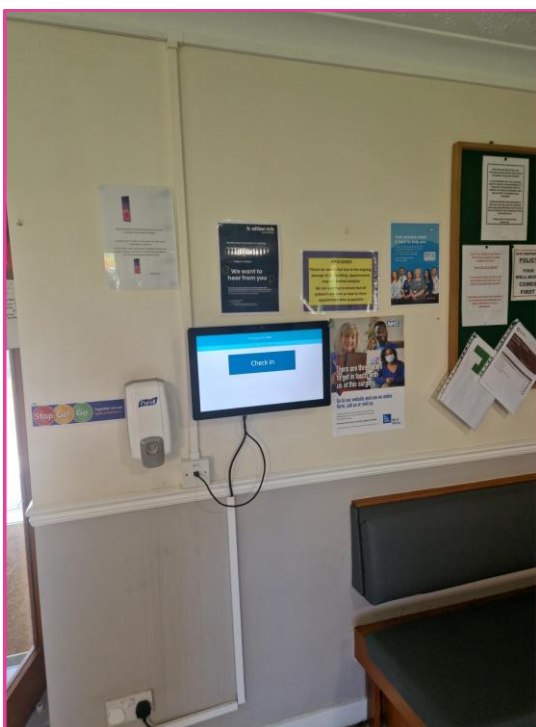
There were two staff members on reception at the time of the visit and they were professional and courteous on the phone and with patients entering the surgery. Staff members were observed to be calling their patients for an appointment and walking with them to the treatment rooms. Patients were observed coming into the surgery throughout the visit with numerous questions and queries and the staff were seen to be professional and supportive towards the patients.

## Patient Involvement

The waiting area had multiple notice boards displaying information about support groups and help available from different services. The surgery has an online survey that patients can complete and send to the surgery, there are also paper feedback forms inside the surgery if patients would like to leave feedback.

An annual questionnaire is sent out to patients, with the help of the patient participation group to ensure appropriate questions are asked. Healthwatch Lancashire Representatives were informed that the patient participation group is having a refresh and the surgery is looking at recruiting more patients.

The manager explained that they have some patients who have learning difficulties and if the main waiting room becomes too loud, they will make a room available for them to ensure they feel comfortable.





# Patient feedback

Healthwatch spoke to 8 patients during the visit and gained feedback from 2 patients online.

## How did you find making your appointment?

All ten patients were happy with making an appointment and said they could ring in the morning and get an appointment. *“Generally, I’m happy. You can get quick appointments which is good.” “The process has improved since a new system was introduced for calls.”*

Eight of the ten patients shared their feelings around telephone appointments and were not happy that they couldn’t book a face to face appointment with the doctor. *“It’s off putting not being able to be face to face – it prevents people from making appointments.” “Defaulting to telephone appointments is not working for me.”*

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

The ten patients spoken to, were happy with the care once they had got through to a doctor or nurse, *“The treatment provided is always good, the staff and the treatments are good.” “I receive great care from the staff.” “We have received excellent care.”*

There were a lot of concerns around booking the appointment and the type of appointment on offer. *“Online isn’t effective there is a lag between consulting online and getting a face to face appointment. This delays providing treatments.” “I have been seen by the doctor via telephone, they said I was fine, I ended up going to the emergency room and got antibiotics for a bad infection, telephone isn’t effective.”*

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

Nine out of ten patients agreed that the communication between the surgery and the patients was good. *“Communications is good on the phone, and all the staff are always helpful.” “I’ve had no problems yet with the communications.”*

One patient shared their concerns about the level of communication, between the surgery and patients. They understood there was a lot of pressure on GP’s, but some additional communication would be helpful. *“I appreciate how under pressure GP services are but just let us know how things work so we have clear expectations.”*

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

All the patients spoken to on the day of the visit commented on how accessible and clean the surgery was. *"Always clean and tidy."* *"The surgery always appears clean and well maintained."*

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

Eighty percent of the patients spoken to said they would just talk to the staff members if they had a problem or wanted to provide feedback. *"If I wanted to provide feedback, I'd do it face to face."* *"For feedback, I would always call or visit the surgery and speak to the staff. I've not wanted to yet though."* *"To provide feedback I'd ask the staff what to do."*

## Any other comments and feedback

*"The surgery, all the doctors and staff, have been more supportive than we would ever have anticipated following my father's surgery."*

*"Visits to care homes are always done in good time they are friendly and regular."*



**I've taken time out of work to come down and speak to you this afternoon. There are only positive things to say about the surgery.**



# Staff feedback

Healthwatch spoke to 8 members of staff during the visit.

## Do you have enough staff when on duty?

All eight members of staff felt they had enough people on duty to meet the demand. Three members of staff mentioned some struggles when staff were on leave or off sick. *"We bend over backwards for our patients and that can sometimes put strain on the staff."* Reception can be hard at times, it's hard to recruit and retain. Healthwatch representatives were told by staff members that if the phone line is busy then other members of staff will help to cut the wait times for patients.

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

All staff members commented that they felt supported and felt they could provide person-centred care for their patients. *"We have enough time in each appointment to speak to our patients and assess them."* *"I feel very supported by the management team and can go to them for help and support."*

Some members of staff commented that it would be helpful if communication was improved a bit more across the staff team to ensure everyone is kept up to date with current practices and information. *"Communication between staff can sometimes be limited, this has improved since we started staff meetings, but we are not always aware of changes."*

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

All eight members of staff were happy with the amount of training provided. *"Yes, we do a lot of inhouse training, and we get notifications when we are coming up to renewal."* *"We all use blue stream for our training, and it covers a lot of different topics that are relevant to our job role."*

Two members of staff commented that it would be nice to hear about specialisms that staff would be able to explore for their own development. *"It would be nice to know what training individuals would like and what is externally out there we can do."*

## What is your experience of working here?

All eight members of staff spoke highly of the practice and spoke about how long they had worked for the surgery. *"I have been here many years; I absolutely love it." "it is a very supportive workplace, well organised, lots of availability and patients seem very happy."* Many staff members talked about how the surgery is a family to them, *"it's a really friendly place, we are best friends here and a family."*

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

Most of the staff members spoken with commented on how they felt that opening up face to face appointments again instead of telephone appointments would be of benefit. *"I think it would be good to reopen some face to face, maybe a couple a day to help patients come back into the surgery."* There were a few comments around having a lot of elderly patients within the surgery who prefer face to face and there could be an option to open the surgery to a few face to face a day. *"a lot of other surgeries are opening back up after covid and I think we should do the same, some people was phone call and some people want face to face, I think we need to change with the times and open up more face to face appointments."*

## Any other comments?

*"We have more staff meetings now which are good and we do employee of the month."*

*"it would be nice to do more as a full team instead of keeping the departments separate."*

*We have an amazing team and I can't praise them enough."*



**There is a great environment, and we are one big happy family.**



# 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 date, day and time
2. Ensure the patient participation group is up and running and is clearly advertised so new members can join. This will help ensure clear communication with patients and the surgery
3. Continue to educate and inform patients about any changes that are made to the surgery that directly impact the patients such as a newsletter and website updates
4. Investigate ways that communication can be improved across the departments, so all staff are clear on new rules and practices through the use of meetings
5. Look into the possibility of opening up more initial face to face appointments throughout the week to help patients

# Provider response

Recommendation	Action from provider	Timeframe	Comments
Ensure that waiting rooms are dementia friendly with a clock displaying the date, day and time.	Clock purchased	immediate	Fitted
Ensure the patient participation group is up and running and is clearly advertised so new members can join. This will help ensure clear communication with patients and the surgery.	Advertise	Ongoing	Continue to routinely advertise for recruitment to PPG to ensure any patients interested can request to join
Continue to educate and inform patients about any changes that are made to the surgery that directly impact the patients such as a newsletter and website updates	Publicise Practice	Ongoing	Office Manager will continue to update the website, Facebook page and Village newsletter with any changes / updates "Meet the Team" In August new rotation of junior doctors – will publicise the names and roles of all staff so patients know who the staff are and what their roles within the practice are
investigate ways that communication can be improved across the departments, so all staff are clear on new rules and practices through the use of meetings			Staff will continue to have monthly meetings as a whole team with structured learning / updates in each meeting. Practice Manager now has bi weekly meetings with the team leaders to discuss any issues or

			updates that need to be actioned
Look into the possibility of opening up more initial face to face appointments throughout the week to help patients	Face to Face appointments		This is an ongoing discussion item which is awaiting further guidance regarding the development of total triage as instructed by ICB

### Comments from Parbold Surgery

As a team we are aware of some patients feel they are unable to book face to face appointments with GP's. The surgery is working hard to maximise access for all patients providing the maximum appointments of the correct type. Any patient who wishes to be seen or needs to be seen following the telephone triage part of their appointment will be booked in to a face to face appointment in the same session where possible.

We are also trying to prepare for the future changes coming in to Primary Care in relation to Total Triage for all patients and appointments.

## Parbold Surgery revisit- 11th March 2024

On 22nd June 2023, Healthwatch Lancashire conducted an Enter & View visit at Parbold Surgery and spoke with patients and staff. Following feedback and observations made during our initial Enter & View, Healthwatch Lancashire made the following recommendations:

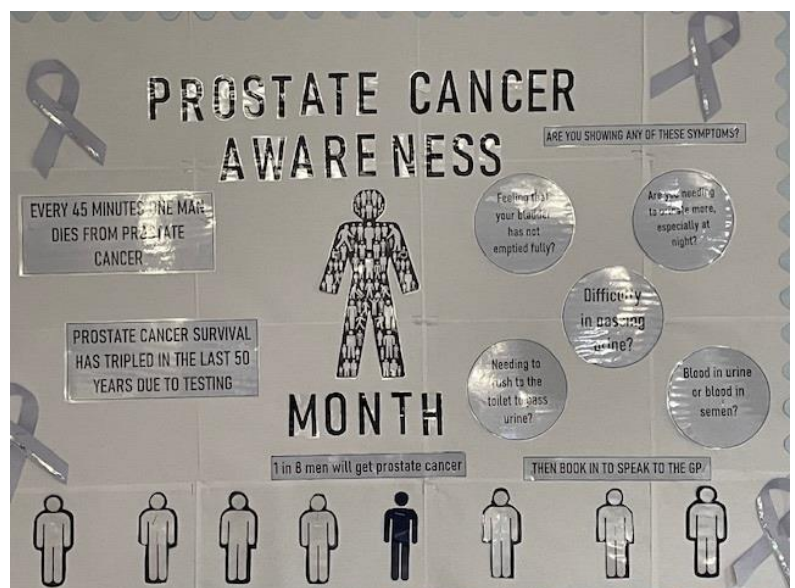
1. Ensure that waiting rooms are Dementia friendly with a clock displaying the date, day and time
2. Ensure the Patient Participation Group is up and running and is clearly advertised so new members can join. This will help ensure clear communication with patients and the surgery.
3. Continue to educate and inform patients about any changes that are made to the surgery that directly impact the patients such as a newsletter and website updates
4. Investigate ways that communication can be improved across the departments, so all staff are clear on new rules and practices through the use of meetings
5. Look into the possibility of opening up more initial face to face appointments throughout the week to help patients

To continue working in partnership with Parbold Surgery and to measure our impact, Healthwatch Lancashire authorised representative Emmy, revisited the Surgery on Monday 11th March 2024 to follow up on our recommendations and celebrate any successes.

On arrival the Manager spoke about what changes had been put in place since our last visit including advertisement of the Patient Participation Group via in surgery posters and online. The manager explained that the whole website had been updated and it makes it more interactive for patients and a monthly update is added to it.

The manager also explained that recently they have been using a health promotion board to share with patients topics of the months, what it is, how to get support and what to look out for. At the time of the visit there was a prostate cancer awareness board up with information on it for patients to view. Also a local school has approached the surgery asking if they can display poems and pictures within the surgery which were opposite the reception desk.

It was also explained that monthly meetings are being held and because it is the end of the financial year more targeted meetings are taking place.







During the revisit representatives spoke with seven patients

**“I am very happy I can now get a face-to-face appointment as before it was all telephone.”**

**“I didn’t realise they were putting updates online, unfortunately I am not tech savvy so it would be nice to see it out in the waiting room.”**

**“I do like the new clock; I don’t wear a watch so before I didn’t know how long id been waiting or what time it was.”**

**“I am very happy with this surgery, it’s nice now I can come in and see someone instead of it being over the phone. I didn’t know they did updates on the Facebook page I will go and check it out.”**

**“It does take a long time to see a doctor and it can be up to four weeks, but once you see them, they are lovely.”**

**“I have been waiting for around 40 minutes for my appointment, I am aware that urgent on the day means you have to wait some time, but I don’t understand why we get an appointment if we have to wait anyway.”**

**“I have been waiting for 25 minutes for my appointment, but I know the doctor really takes their time with you, so I don’t personally mind waiting.”**

The consensus from patients highlighted that they were very happy that they are now being seen face to face, they were happy to wait as they knew the doctor would be thorough with them and they are happy now that information is being advertised to patients, so they are aware of any changes.

During the re visit representatives spoke with four staff members

**“Communication has improved, and we are more up to date on certain things within the surgery.”**

**“Some changes to reception aren’t always communicated and it would be good to know what these are especially if we are covering the reception area at times.”**

**“We are offering face to face and telephone appointments now.”**

**“Patients feel a lot happier now they are given the option to be seen face to face or if they would prefer a phone call appointment.”**

**“There can be a slight overlap of communication when it comes to emails and correspondence and can be confusing at times when emails are not communicated with staff properly.”**

The consensus from staff members was that they were happy with the changes that have been made and that patients seemed happier now they were being offered face to face appointments.

Several observations were taken at the time of the revisit including patients waiting for a long time to see a doctor after 10am, this was passed on to the reception team and the manager and they mentioned that if the appointment is urgent, it doesn't mean you will be seen at your appointment time. This meant that

patients were observed to be sitting for some time waiting for their appointments, the patients seemed happy to wait and were not seen asking reception staff why they were waiting so long. There was a sign in reception that said, "if you are here for an urgent on the day face to face appointment, please be mindful that this is a sit and wait appointment and the doctor will see you as soon as they can."

Both the reception team and manager explained that they would look into the delay to ensure patients were being seen.

During the revisit it was observed that patients were using the self-check in machine and patients were seen using the reception desk for general enquiries including picking up a blood form, ordering prescriptions, booking in appointments and general questions. Another observation taken was a member of staff calling for a patient and they hadn't shown up, the reception team rang them and asked if they were alright and the patient had misunderstood and thought they had a phone call appointment, the member of staff was very quick to book them an appointment for the afternoon and ensured they were aware that this would be in person in the surgery.

We would like to take the opportunity to thank the Manager and the rest of the team for facilitating our revisit, as well as patients for sharing their feedback with us.



**healthwatch**  
Lancashire

Healthwatch Lancashire  
Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TY

[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)  
t: 01524 239100  
e: [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)  
📱 @HW\_Lancashire  
📘 [Facebook.com/lancshealthwatch](https://www.facebook.com/lancshealthwatch)