

Coppull Medical Practice

Monday 15th April 2024

2:00pm-4:30pm



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

Coppull Medical Practice

5 Acreswood Close

Coppull

Chorley

PR7 5EN

coppullmedicalpractice.co.uk

Registered Manager:

Caroline Bassett (Practice Manager)

Timothy Wilson (Assistant Manager)

Date and Time of our Visit:

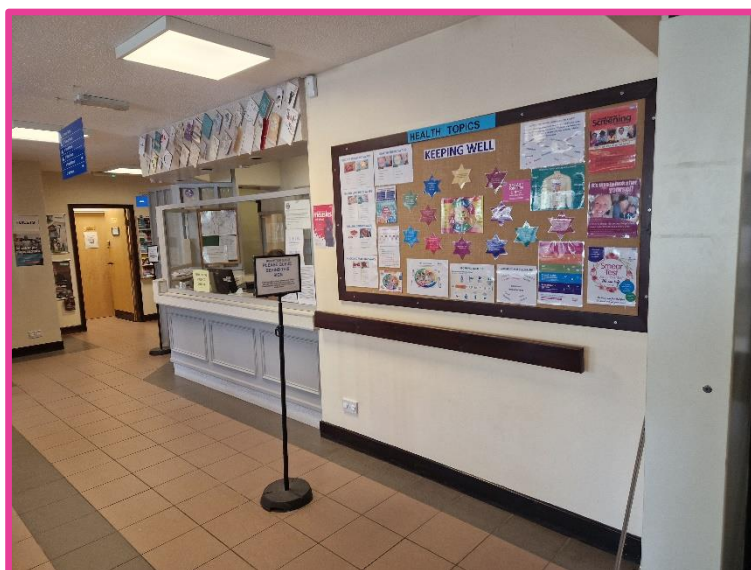
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Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Austin Staunton (Healthwatch Lancashire Volunteer)



Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve Local Services and promote excellence throughout the NHS and social care services.

To help achieve this, Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of and enter and view is to listen to people who access those services and observe service delivery.

Following the Enter and View visit, a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, 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 service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

www.healthwatchlancashire.co.uk

The report is available to members of the public along with the Care Quality Commission, Healthwatch England and any other relevant organisations. Where appropriate, Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

General Information

Coppull Medical Practice serves the whole of Coppull as well as the surrounding area and the village of Charnock Richard.

Acknowledgements

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

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Coppull Medical Practice on Monday 15th April 2024 and received feedback from:



Pre-visit practice survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the Practice Manager to learn about the patient population, services offered and how the practice manage appointments for patients. Information from this questionnaire is included in the summary below.

Introductory meeting with Practice manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the Practice Manager and the Assistant Manager to discuss The Medical Practice and to view the facilities. Appointments are now made via the total triage system, the manager explained that most GP appointments are made this way but not all of them.

One to one discussion with patients and their relatives

Healthwatch spoke with patients and their relatives about their experiences including appointment booking, how they felt about the service and the care and treatment delivered by the staff at the practice.

Discussions with members of staff

Healthwatch Lancashire Representatives spoke with members of staff about their experiences of delivering services to patients. Questions centred around support for patients and any improvements staff felt could be made at the Medical Practice.

Observations

Observations were made throughout the visit. This included patient and staff interactions, accessibility measures in place throughout the Medical Practice and the condition and cleanliness of the facilities.

Summary

Surgery Population



A conversation with the Practice Manager highlighted that the Practice has 8000 patients, serving Coppull and Charnock Richard. This is a semi-rural practice and around 30% of the patients are over 60 years. Around 23% are aged 19 years or under.

The Medical Practice serves three care homes within Coppull and several group homes for those with a significant learning or physical disability.

The Manager stated that The Medical Practice serves Coppull and surrounding areas which have some areas of deprivation. They historically had high numbers of patients on the chronic disease registers. This is in part due to the health risks associated with the patient demographic. It is also due to the practice being proactive in the early detection and treatment of chronic disease.

Appointment Management

The process of making a GP appointment is carried out digitally using a Total Triage model, patients send in a triage request via the website, or the NHS app. Patients can also contact the surgery and the care-navigator will complete the triage request for the patient. Once the doctor has triaged the request an appointment can be booked by a text booking link, the care-navigator can ring the patient to book the appointment, or an appointment will be texted to the patient. This is all managed by the care navigator who ensures all triage requests have been dealt with the same day by twelve noon.

They also use a system called Accurx, this system allows the practice to send a text message with a booking link to arrange an appointment. This is used commonly for practice-initiated invites such as annual review reminders, reminders to book a blood test and winter vaccine invites. The doctor may also send the link following triage. The manager highlighted that around 50% of booking links that are sent result in an appointment being booked this way.



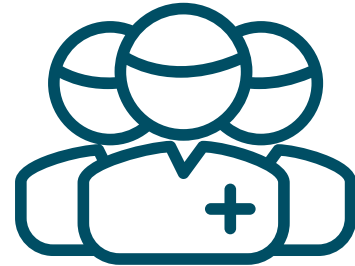
For other types of appointments, such as nurse appointments, the patient can contact the surgery by telephone, in person, via the website or the NHS app to arrange the appointment.

Visit Summary

During the visit Healthwatch Lancashire Representatives spoke with nine patients and six members of staff.

Healthwatch Representatives viewed facilities that were available. As well as GP appointments patients also have access to other Clinics within the Practice including:

- Treatment room
- Practice Nurse
- Healthcare Assistant
- Phlebotomy
- First Contact Physiotherapy
- First Contact Paramedic
- Pharmacist
- Pharmacy Technician
- Podiatry
- Mental Health Practitioner
- Associate Psychological Practitioner



At the time of the visit there were 2 managers, 2 doctors, 1 podiatrist, 1 nurse, 2 Advanced Nurse Practitioners and 9 reception/admin staff.

Overall, the feedback from patients was positive in regard to the treatment they received at the Practice. However, there were some concerns raised about the implementation of the total triage model when booking appointments as there was some confusion about how patients could make appointments. Other areas that patients expressed concern about included disabled parking bays, how to book an appointment online or on the NHS app.

The feedback received from staff members was positive with over half of staff members working for the practice for many years. Staff members shared comments around the support they receive, their experience of working within the surgery and how they believed the surgery could be improved to enhance the patient experience.

Enter and View observations

External Environment

Coppull medical Practice was clearly signposted externally, and it was clear where the door to enter was. The Medical Practice is accessible via the front with lowered curbs. Parking was available to the right-hand side of the practice with seventeen spaces available for use. At the time of the visit the car park was three quarters full, there were four designated staff parking spaces. No dedicated disabled spaces were available at the surgery, but the manager explained that anyone who uses a blue badge usually park in spaces at the front of the surgery.

Internal Environment and Waiting Area



On entry into Coppull Medical Practice there was an automatic door which was broken at the time of the visit, there was a clear sign-up telling patients that this was not in use. This led to a small area before the main reception area which included noticeboards including support services and the opening times to the practice. There were face masks and hand gel by the main door for patients to use before entering the practice if they wish to.

Once in the main reception/waiting area there were notice boards highlighting support available for patients including carers support, community support, children support and mental health support. These were arranged around the waiting area. The waiting area was a large space with eighteen single seats and a wraparound seating area which led on to a children's area with tabletop toys provided. There was enough space for wheelchair users and anyone using a pram to get around easily. The reception desk faced the waiting area and patients were observed using the reception desk throughout the visit.

Information including the medical practice's newsletter, contact information changes, information leaflet about the practice, GDPR privacy notice and access to health records in large font was visible in the waiting room. It was observed during the visit that patients were walking around the waiting area looking at the information available as they were waiting for their appointments. Signage around the surgery was clear with a blue background and white writing.

Patients were called to their appointments via a digital call out system which beeped before displaying their name. The patients name and room number would then show, and the patient made their way to the room. The patients name and room number stayed on the screen for around 30 seconds and longer if a patient



hasn't got to the room. Even though the signage was clear in the main reception area, the signage in the corridor was not clear or consistent. Signage above the doors to show the room number would be beneficial for patients who are new to the surgery but also for those patients who are visually impaired.

(Recommendation 1) In the corridor (that has four clinical rooms) there was no sign showing the exit and a few patients commented that they know the practice well so they know the way out but because they go in different rooms every time, it can be hard to find the exit when they come out of the rooms.

(Recommendation 1)

The practice had two treatments rooms and six clinical rooms spread across the practice with two on one side of the waiting room and six on another which patients can access.

There was a self-check-in screen for patients which was clearly signposted. Above this machine patients could see the 'you said we did' poster which shows what patients have commented on and what the practice has now put in place based on the feedback. This was on a4 paper and would be more beneficial if this was bigger to highlight what the practice has done with the information provided by patients, this would also make it more accessible. (Recommendation 2) Next to the check in-machine was a suggestion box with paper and hand gel available.



The signage around the Practice was not dementia friendly. There were three toilets available including a disabled access toilet. No dementia friendly clock was seen in the waiting area. (Recommendation 3)

Patient Interactions

Staff were observed to be kind and courteous on the day and were seen to be dealing with enquiries quickly and efficiently when patients entered the practice.

An observation took place of a patient entering the practice with a family member saying that the relative was unable to use technology and was struggling with the new total triage system. The receptionist explained they could ring them instead if that is helpful and the relative said that wouldn't work as they are hard of hearing and isn't very good on the phone either. They then offered them a text service which the relative then explained that this wouldn't work either and asked if there was a family member document they could complete which would allow the relative to book appointments on their behalf. The receptionist informed them that they could complete a family and friends form which would mean that person would be the nominated person to book appointments and take phone calls from the practice on the patient's behalf.

Another observation showed a patient enter the practice and sign in at the check in machine. Their appointment wasn't showing up on the screen, so they approached the reception desk. The receptionist said they would check for them

and said they could see them on the system so they would book in for them and to take a seat.

Another observation showed a patient coming into the practice to ask about accessing the NHS app. The receptionist talked through what they would need to access the app and that they would receive a log in link. The patient asked if they could complete the form in the practice and the receptionist said, 'yes of course as long as you've got two forms of identification on you'. The patient continued to complete the form and then was helped to gain access to the app.

Patients were observed to be checking in and being seen quickly on arrival with most patients waiting around five minutes in the waiting room before being called in. There were two patients that were waiting longer, and one patient was seen waiting for half an hour for their appointment but once they had been seen they came and told the representative they were happy with the care they had received.

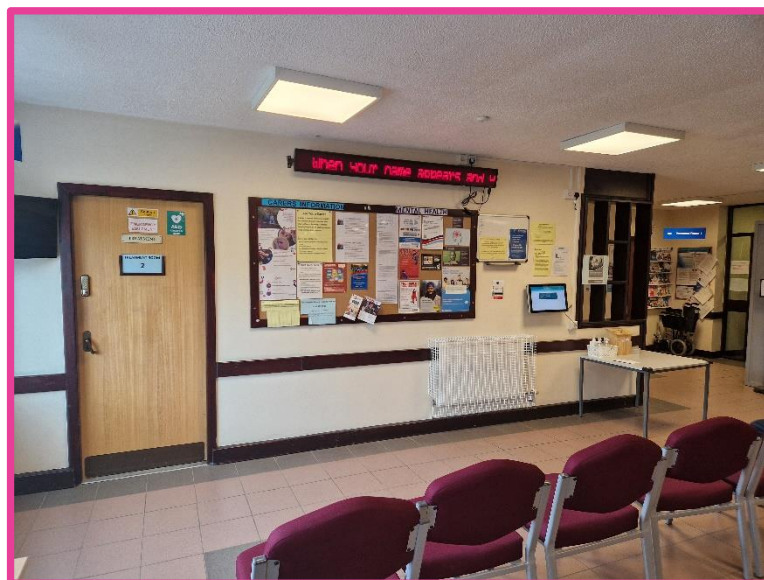


Patient Involvement



Coppull Medical Practice has Practice information leaflets in the main waiting area which highlight to patients several things including Practice staff, the PCN, how to register, what each practitioner in the surgery does, how to make compliments or complaints, the services that are offered, how to make an appointment, prescriptions, test results, PPG and many more.

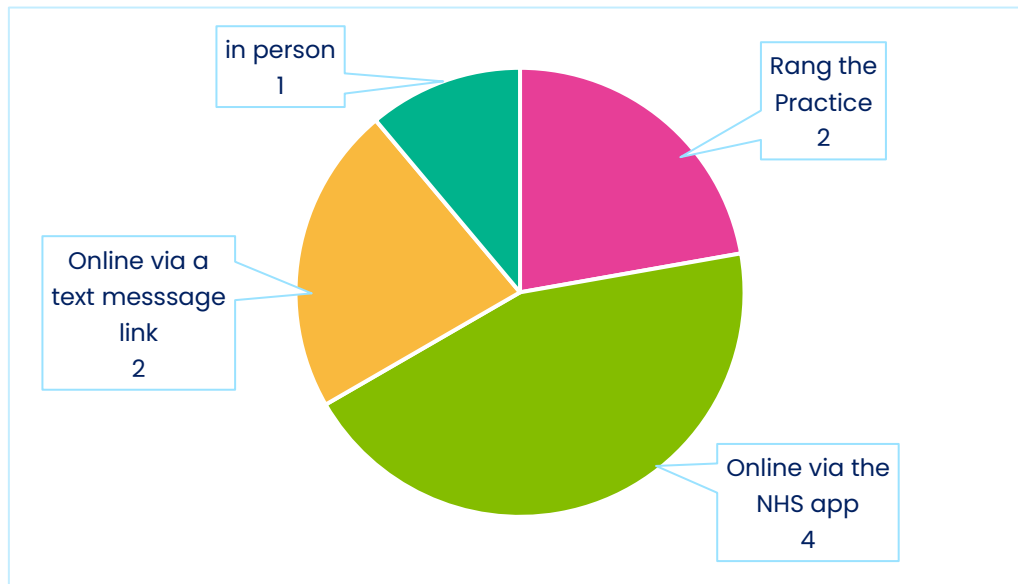
There is an active Patient Participation Group with around seventeen core members who last met in December and are due to meet in April. There was a poster up in reception on a stand, but this could benefit from being bigger for patients to see (Recommendation 4)



Patient feedback

Healthwatch Representatives spoke with nine patients at the visit.

How did you make your appointment today?



Two patients explained that they received a text message from the Practice with a link to book their appointment.

“I was sent a text to book an appointment, so I used the link and booked online.”

One patient commented about how they had rung the practice as they were struggling to book via the triage system. They were on the phone for a long time, so they decided to visit the practice.

“I tried to ring but couldn’t get through after 30 minutes, so I drove down and booked one in person.”

One patient spoke with representatives about how they rang the Practice as they couldn’t book the appointment they needed via the triage system.

“It was to book in for a smear test, so I had to ring the Practice.”

Patients were asked if they found the way they booked their appointment easy and accessible. Two patients mentioned that they struggled with the online app and the new triage system.

“I don’t like it at all, the new online app is very difficult to use and isn’t accessible at all.”

“I have actually left it two weeks to be seen as I don’t like the new total triage, it’s not clear and it was giving me anxiety using it.”

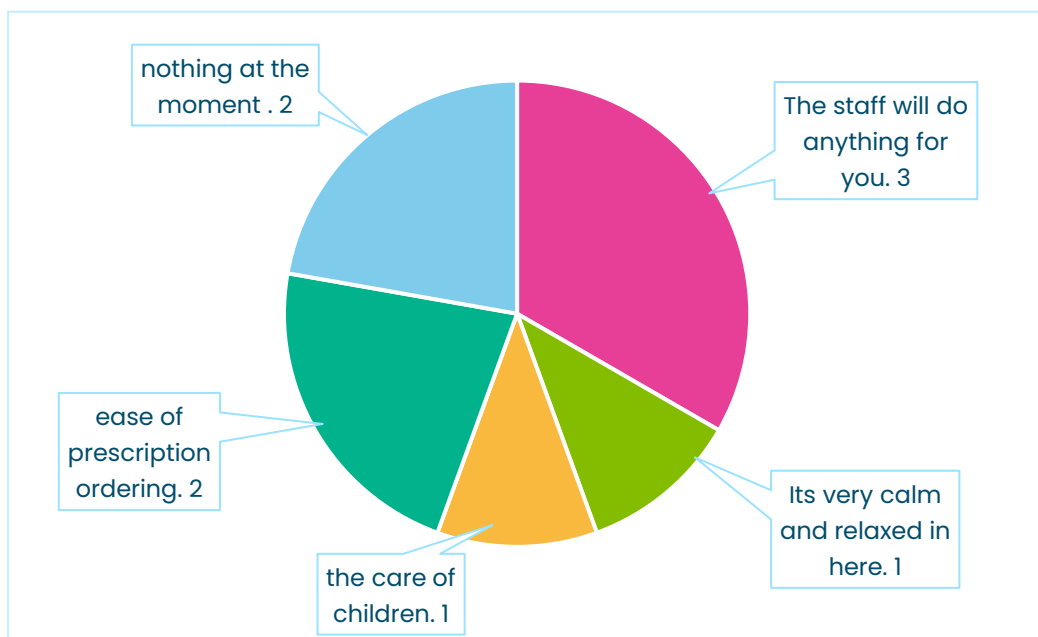
One relative commented that they struggled to book an appointment for their child as they only had one log in on the NHS app and they didn’t have it, the other parent had it.

“Yes and no, I had to book on behalf of my child but only on parent can get the login, so this is difficult when the mother is at work.”

One patient showed representatives how they book their appointment via the app. A question came up about which medical professional they wanted to see but there was only automated responses with no free text option. One response came up that said ‘would you like to see a HCA’ this was abbreviated with no explanation as to what a HCA was so the patient said no to this question.

“I find the online very difficult, on the myGP app I click book an appointment and it takes you through to questions. It then gives you questions with abbreviations including HCA, but I don’t know what that stands for.”

What works well at this surgery?



One patient commented on how calm and relaxed they find the waiting area.

“It feels relaxed and calm in the waiting area which helps.”

Two patients spoke about the staff within the practice, stating how happy they are with the care they receive and the kindness of the staff.

“Very good in terms of my child, I can’t fault them for the care of my child.”

“I just want to mention that Doctor Harris was very thorough and very friendly with my child.”

One patient spoke about how the staff had been in the Practice for a long time and this made them feel more comfortable as you were seeing the same staff.

“Variety of doctors and the longstanding nurses is very good. These staff have been here for years and it makes you more comfortable.”

Two patients voiced how they felt that ordering prescriptions was very easy and simple to do.

“No issues when it comes to prescriptions this is very simple and easy.”

Is there anything that can be changed to meet your needs?

Seven out of nine patients spoken with on the day of the visit shared their concern over the new total triage system and ways to book appointments. Patients commented on difficulties with the online methods and felt that the move to the total triage model has created some difficulties.

“The way you book an appointment, we were given information about the app and how to download it but it’s still very difficult.”

One patient explained that they wanted to be able to use familiar methods when making appointments as they were having issues with the app and wanted the practice to give them more support with how to use online methods.

“Go back to telephone calls, I feel a real sit-down education session with patients would be helpful, so we know what’s happening.” (Recommendation 5)

One patient highlighted issues with how they found online methods to be confusing and struggled to make an appointment online.

“Total triage could be clearer and easier; I went through the portal but ended up ringing in the end as I couldn’t do it.”



Two patients commented about the parking outside, mentioning that the practice doesn't have any disabled bays and the parking lines are faded and unclear.

“The parking bays outside have faded, and people cross over them and at times it’s not clear if you are in one or not.”

“Lack of disabled parking is an issue; I don’t know why they need staff parking as they park in the patient car park anyway. There should be allocated spaces for disabled patients, even if it’s just one at the front.”

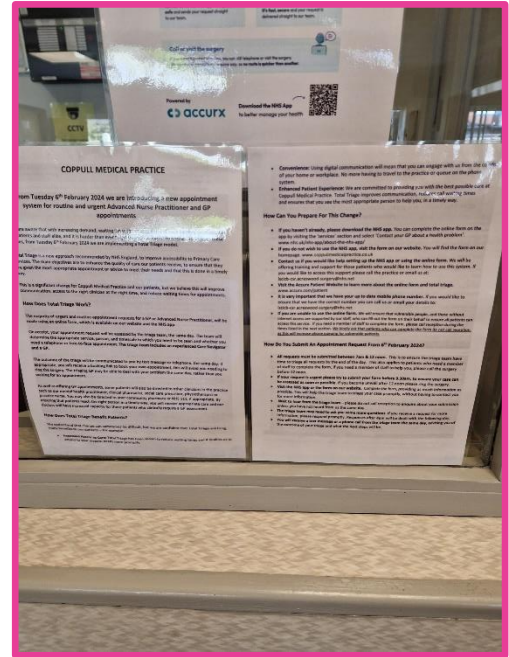
(Recommendation 6)

One patient spoke with representatives about how they had called the practice in the previous week after 12pm with a question not related to an appointment and they were told that they couldn't help them, and they would need to ring tomorrow between 8am-12pm.

“Be able to communicate with staff after 12, I rang up after 12 just to ask a question and I was told to call back tomorrow.”

One patient spoke about two aspects they feel could help improve the waiting room including a water machine and more toys for children, they said at times they can be waiting a long time and the children's area could be full so some extra resources they could use would be beneficial.

“A water machine would be good, especially if you are waiting a long time and you have children here.” (Recommendation 7)



Do you receive information from the surgery that is easy to understand?

Eight patients commented that they were happy with the communication and information they receive from the Practice, and that this information was accessible. One patient praised the support information on offer in the waiting room.

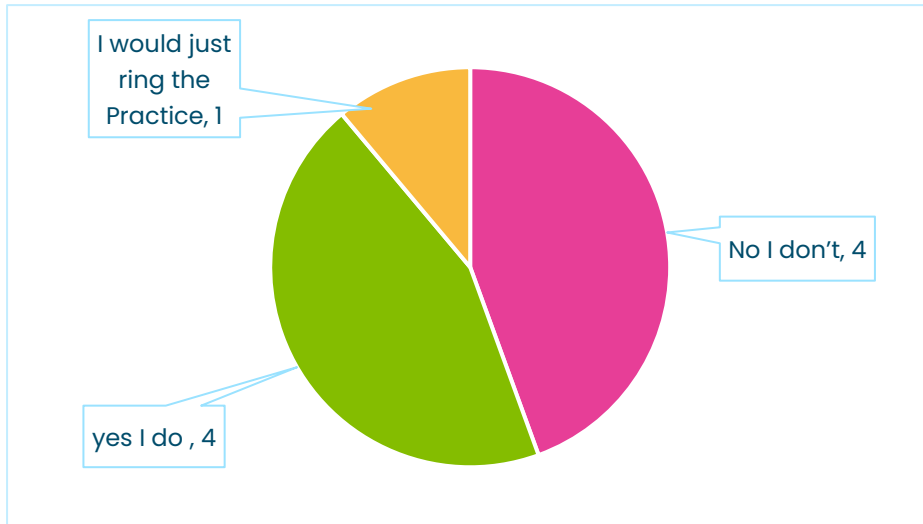
“There are documents out in the waiting area for us to take away with us, I do feel this could be duplicated near the main entrance as sometimes you come in and go straight into your appointment. It would be nice to have this to hand on the way in and out of the Practice.” (Recommendation 8)



One patient commented on how they bring their elderly parent in for an appointment at times as they have dementia, and they were unsure about dementia signage or resources within the practice.

“I bring my elderly parent to this practice, and they are amazing with him but as I know what dementia friendly resources are now, I know the clock isn't dementia friendly and the signs to the toilets are not dementia friendly.” (Recommendation 3)

Do you know how to make a complaint if needed?



Four patients shared their concerns that they didn't know where to go to make a complaint and five patients commented that they do know or would just ask at reception for support with this.

“Yes, I would just go to reception and ask them who I need to complain to.”

Do you know what a Patient participation group is?

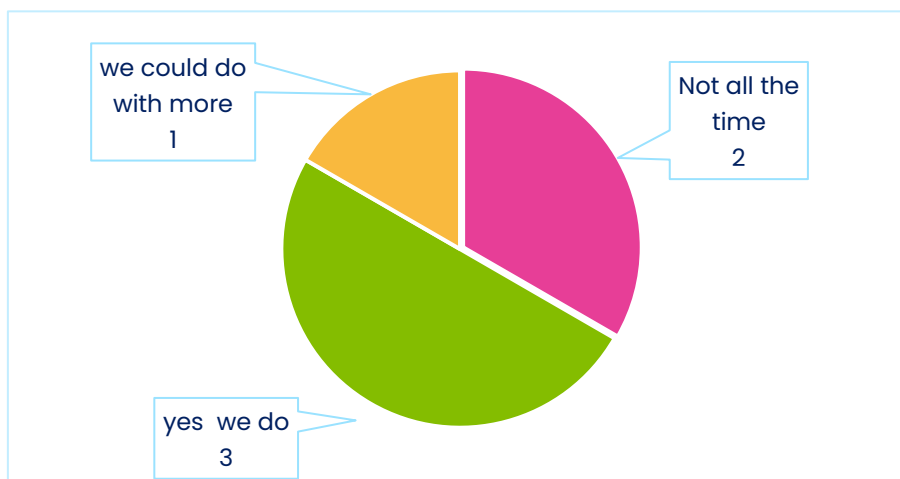
All nine patients spoken with at the time of the visit were not aware what a Patient Participation Group was and after explaining to the patients what this was some of them would be interested in joining. (Recommendation 4)

“I don't know what a Patient Participation Group is, but id like to be a part of this now you've explained it to me.”

Staff feedback

Healthwatch received feedback from six staff members during the visit.

Do you have enough staff when on duty?



Members of staff spoken with on the day mentioned that they do feel they have enough staff but at times this can be difficult, and they could do with some more.

“Not all the time, we have just taken on a new member of staff, and it has helped ease the workload.”

“We could probably do with one more member of staff, a lot of staff here are part time which means a lot of over time is needed.”

Three members of staff mentioned they feel they have enough staff and now the new total triage system in place they feel this has helped with capacity.

“yes I feel we have enough staff and changes have been made with the new triage system.”

One member of staff shared their concerns over the workload they have and commented on how their role has expanded since the pandemic.

“I’d have to say no as I feel we are much busier since covid, and I feel we have so many referrals, blood forms and other aspects to the job that have doubled.”

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

All six members of staff commented that they do feel very supported by the team and can go to anyone for support.

“Absolutely we are very well supported and we are a great team.”

“yes I feel we are able to give the right time to patients to ensure they are dealt with properly.”

Two members of staff spoken with mentioned that more time to do their jobs would be good and because of the work load it is becoming harder to manage.

“I would like a bit more time to carry out my duties it can feel rushed at times, and I feel the job is becoming harder with less time to complete it.”

One member of staff spoke to representatives about the allocated time patients have for appointments and they mentioned this does work and allows enough time to see the patient.

“We now allocate 15 minutes for each appointment, and I feel this is enough time unless you are running behind then this can be hard.”

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

All six members of staff shared that they feel they have enough training and feel well supported to carry out their roles.

“Yes, I feel we have a lot of training, new systems and we can always ask for extra training if we feel we need it.”

“Yes, we do online learning and new procedures training including the new total triage system.”



What measures are in place for people with additional communication needs?

The manager explained that they have a folder which has information in regarding BSL, language line and interpreters. When speaking with staff members there was some confusion about what they offer in terms of disability support and additional communication needs. They were aware of language line, the automatic door but this seemed inconsistent between the staff members. (Recommendation 9)

Staff members spoke about having a wheelchair available. They also spoke about the use of language line.

“There is enough room to facilitate a mobility scooter and we have language line.”

“We also have language line which we book as a double appointment to ensure the patient isn’t rushed.”

One member of staff did mention that they use the text service for patients who are deaf or hard of hearing.

“I feel we do a lot for people with disabilities including wheelchairs and we provide a text service for our deaf patients.”

One member of staff spoke about how they were learning sign language.

“We offer the loop system, a wheelchair in reception and I am learning sign language.”

A member of staff spoken with commented on the fact that none of the team have a disability, but they do have a disability lead available.

“We don’t have staff that are disabled but we do have a clinical lead for disabilities.”

What is your experience of working here?



When speaking with staff members it was apparent that the team have been working at the Practice for some time and were all happy working there.

“Absolutely, this is one of the best places I have worked.”

“I have worked here for many years, and I would highly recommend this practice.”

“It’s a nice place to work, people here all have one common goal which makes it a good place.”

One member of staff did mention that even though they were very happy in their role they did speak about how it can be a lot of work at times.

“I really enjoy my job but sometimes it can be a bit too much work.”

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

Two members of staff commented on the size of reception and how it would be better if it was a bit bigger.

“Reception isn’t very large and could be bigger, but I know not much can be done with that.”

Two members of staff stated that they don’t get a lot of feedback from patients, and it would be nice if this could be more frequent so they can learn from this.

“Feedback from patients is limited and I feel this could be advertised more.”

Two members of staff mentioned that they don’t feel any improvements need to be made to the Practice.

Recommendations

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

1. Review and improve signage in the corridor areas so that patients are aware of room locations and exits by having clear signage throughout
2. Display the 'you said we did' poster in a more prominent manner so patients can see how the Practice has responded to their feedback.
3. Implement measures to ensure that the Practice is more dementia friendly through the use of images on signs and dementia friendly clocks. (See appendix for more information)
4. Ensure the Patient Participation Group Poster is visual in the waiting area so patients can clearly see this and understand how to sign up.
5. Continue to advertise and promote support offered in regards to the total triage system and help with booking appointments.
6. Investigate the possibility of adding a dedicated parking space to the car park
7. Look into the possibility of adding a water machine to the waiting area.
8. Review the possibility of having a stand in the entrance area with some practice documents similar to the table in the waiting area that patients can take with them when they leave. E.g. the Practice newsletter, Practice news and support documents.
9. Share regular updates with staff members about what is available to patients who have additional need, disability or require more support. E.g. what is in place for patients who are visually impaired, deaf or hard of hearing.

Appendix

<https://www.alzheimers.org.uk/get-involved/dementia-friendlyresources/organisations/dementia-friendly-environment-checklist>

Provider response

Recommendation	Action from provider	Timeframe	Comments
Review and improve signage in the corridor areas so that patients are aware of room locations and exits by having clear signage throughout	We will install additional signage to the main corridor, so it is easier for patients to find the doctors rooms.	3 months	
Display the 'you said we did' poster in a more prominent manner so patients can see how the Practice has responded to their feedback.	We will provide a larger poster that is more visible to patients.	2 months	
Implement measures to ensure that the Practice is more dementia friendly through the use of images on signs and dementia friendly clocks. (See appendix for more information)	We will install dementia friendly toilet signs and a dementia friendly clock in the waiting room.	1 month	The GPs have advised that patients with advanced dementia usually attend with a carer.
Ensure the Patient Participation Group Poster is visual in the waiting area so patients can clearly see this and understand how to sign up.	We will provide a larger poster that is more visible to patients.	2 months	In 2023 we sent an SMS text message to at least 50% of our adult patients, advertising the patient group and advising patients how to sign up. We have posters and sign up forms in the waiting room. We recently texted a link to our practice newsletter to all adult patients with a mobile phone. There is an

			article in the newsletter regarding the patient group. The newsletter is also available in the waiting room.
Continue to advertise and promote support offered in regards to the total triage system and help with booking appointments.	We will continue to offer 1:1 support indefinitely to patients that would like to learn how to use online services.	Ongoing	
Investigate the possibility of adding a dedicated parking space to the car park	We have taken steps to arrange for the car park markings to be made clearer. We are also creating one dedicated disabled parking space.	3 months	We have limited the disabled parking space to one space, to ensure we don't lose too many spaces in the patient parking area. We have also advised practice staff that they must not use patient parking spaces.
Look into the possibility of adding a water machine to the waiting area.	We have undertaken a risk assessment. There is a risk that cups of water left in the waiting area could cause a significant slip hazard, particularly for elderly or disabled patients. We will not be proceeding with this recommendation.	N/A	Historically, if patients feel they need a cup of water, reception will provide this on request.
Review the possibility of having a stand in the entrance area with some practice documents similar to the table in the waiting area that patients can take with them when they leave.	We are happy to implement this suggestion.	2 months	

E.g. the Practice newsletter, Practice news and support documents.			
Share regular updates with staff members about what is available to patients who have additional need, disability or require more support. E.g. what is in place for patients who are visually impaired, deaf or hard of hearing.	We agree this would be helpful for practice staff and patients. An Internal News Bulletin will be sent to the practice team detailing what measures are available to support patients with additional needs or disabilities.	2 months	

Did you learn anything new about patients views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire?

It was helpful to see the practice environment from a patient's perspective. The suggestions have been helpful and hopefully the changes will benefit patients.

Any other comments?

We would welcome a revisit in the future so we can feedback the changes we have implemented.



healthwatch
Lancashire

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