

The Park Medical Practice Preston

Monday 10th June 2024

9:45am – 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

Address

The Park Medical Practice
Cottam Lane Surgery
Cottam Lane
Ashton
Preston
PR2 1JR
Telephone number: 01772 970150

Surgery Contact:

Mrs Louise Fowler (Practice Manager)
Mrs Angela Thompson (Deputy Practice Manager)
Mrs Nicola Holland (Reception Manager)

Date and Time of our Visit:

Monday 10th June 2024
9:45am – 12:30pm

Healthwatch Lancashire Authorised Representatives:

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

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 an 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 surgery 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 (CQC), 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.

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 The Park Medical Practice on Monday 10th June 2024 and received feedback from:



Pre-visit surgery survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the Practice Manager to learn about the patient population, services offered and how the surgery 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 members of the management team to discuss the service provided at the practice and to view the facilities. The managers explained the process that patients follow to make appointments and discussed some of the systems that were in place to support patients.

One to one discussions with patients and their relatives

Healthwatch Lancashire 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

Healthwatch Representatives viewed facilities that were available at the medical Practice. This included the waiting areas, reception office and clinical rooms.

Overall, the feedback received from patients was positive with several patient responses describing satisfaction with the quality of care and the attitude of staff. Patients expressed how they were happy that they could still ring in the morning to book an appointment but at times this could be difficult with long wait times.

Areas where patients expressed concern included how to use digital services such as the app to book appointments and what certain staff members do within the Practice. Other concerns were around access to test results and text reminders.

Throughout the visit staff members were observed to be kind, courteous and considerate towards the needs of patients. Staff were observed on reception tending to queries and questions from patients and helping support them to check in for their appointment. Staff members were seen coming out from the office to help reception staff when a queue appeared to stop patients waiting a long time to be seen.

Staff feedback was positive with staff members talking about the support they receive from the team. Comments were made about how the team will step in and support each other where needed and how management are always on hand to help and support. The Practice is also a training Practice and has students from the University of Lancashire and the University of Manchester.

The Practice Manager explained that they are a dementia friendly and veteran friendly Practice. Signage was clear throughout the building although two patients became confused over where the clinician rooms were and needed some support.

Surgery Overview



Location and public access

The Park Medical Practice is situated in a purpose-built health centre on the outskirts of Preston which opened in 2011. The Practice also has a site at Geoffry Street. They are a member of the Greater Preston Primary Care Network.

The Practice could be accessed by public transport with a bus stop right outside of the Practice for patients to use. To the front of the Practice is a car park comprising of thirteen parking spaces and three disabled parking spaces. The Practice shares a car park with the pharmacy that is connected to the Medical Practice.

Surgery Population

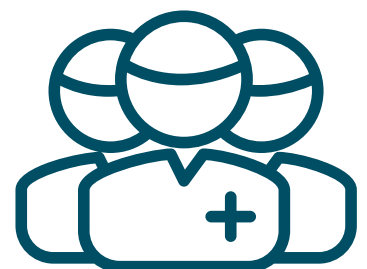
At the time of the visit The Park Medical Practice had a list size of 18,028 patients.

“The average life expectancy of the practice population is slightly below the local and national averages (81 years for females, compared to the local average of 82 and national average of 83 years, 77 years for males, compared to the local average of 78 and national average of 79 years). The proportion of patients who experience a long standing health condition is slightly below the local and national average (51.2%, compared to the local average of 53.9% and national average of 54%” ([The Park Medical Practice - Care Quality Commission \(cqc.org.uk\)](http://cqc.org.uk))

Services available

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

- Phlebotomist
- Health Care Assistant / GP Assistants covering health checks / dementia reviews / learning disability assessments / NHS health checks / Vaccinations
- Practice Nurse(s) including Chronic Disease management / screening and immunisation / travel health / vaccination programmes
- Paediatric Advanced Nurse Practitioners
- ANP with Specialist interest in Diabetes
- ANP with Specialist interest in HRT
- INR / Warfarin Monitoring
- Pharmacist Clinics – Statin initiative / Heart Failure Reviews
- Social Prescriber
- Spirometry / FENO – diagnostic testing for respiratory conditions
- Nexplanon / Coil services



- Podiatry
- Macmillan Cancer Support
- Enhanced Care Home Scheme covering 5 homes across the locality
- Community Pharmacy Referral initiative / pharmacy first
- Skin Analytics
- Enhanced Access (outside of surgery core hours)

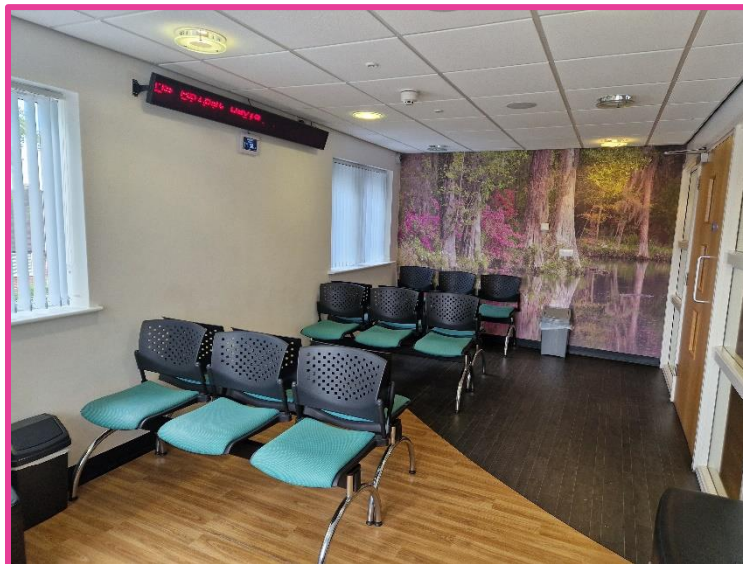
The Practice also supports five care homes within the area and a GP is allocated to each care home to ensure that residents within the care homes are visited weekly.

Appointment Management

Appointments at the Practice can be made in many ways including; Face to Face at reception, Telephone, IPLATO / Digital Front Door, On-line



There are between six to eight staff manning the phones during the day to allow patients to be seen quicker and to avoid long wait times. More staff are dedicated to the phone line in the morning during the times of 8am and 9am to help with the volume of calls coming through. Staff provide support as needed if the phonedlines become busy, a member of staff will step in to assist.



Enter and View observations

External Environment

The main entrance of the Practice was accessible via a drop-down kerb with an automatic external and internal door to allow free flow of patients going in and out of the Practice. There were thirteen car parking spaces and three disabled spaces available to the front of the Practice. The car park and Practice is shared with a Pharmacy which is attached to the building which meant that the car park was busy at the start of the visit with patients trying to find a space. There is also secure bike parking at the Practice.

There was a sign showing the name of the Practice and contact details from the main road that was clear for patients to see. There was a sign on the main door with the name of the Practice and a sign saying 'Entrance' but this was unclear on the day of the visit due to the sun reflecting off the doors.

Internal Environment and Waiting Area

The Practice had one main reception and two waiting areas. The building had three floors in total. The ground floor was for patients to seek support from reception, check in on the self-check in screen, a large waiting area with a children's corner and ten clinician rooms along with baby changing facilities and two accessible toilets.

The first floor was accessible via stairs and a lift. On this floor there was a waiting area with single seats and sofas, ten clinician rooms and two accessible toilets. The second floor is for staff and had meeting rooms that are used for the Patient Participation Group meetings.

The building was accessible and catered for wheelchair access, prams and walking aids. There was a variety of seating on both floors for patients to access.

A room next to reception was used for patients who would like to have a conversation in private or would like to have some private time away from the main waiting area. Hand hygiene dispensers were available throughout the Practice with wipes available next to the self check in screen on the ground floor. Toilets and communal areas were clean and clutter free.

The reception desk had a lower accessible part for patients using wheelchairs. There was a hearing loop present on the reception desk. There were Dementia Friendly clocks in different areas of the Practice including the reception desk and



the waiting areas. Masks were also made available on reception for any patient that would like to use them. In the entrance to the Practice there was a prescription drop off box for patients to use and also a feedback box next to the reception desk for patients to leave feedback about the care they have received.



There was a limited number of notice boards up in the Practice, one in the main entrance explaining who works at the Practice and the accreditations the Practice have gained. On the ground floor waiting room there was a board explaining immunisations and screening. Next to the self-check in screen there was a patient involvement board and a separate part explaining what staff roles are within the practice, this was however very small and hard to read (Recommendation 1) Under the notice board was a stand explaining what the Patient participation Group was and how to register, this would have been beneficial if duplicated in the first floor waiting room for patients who do not use the ground floor area (recommendation 2)

Patients were called to their appointments using a visual screen mounted on the wall in both waiting areas. This called patients using an audio alert and then displayed the patients name and the room they needed to report to. Conversations with staff members highlighted that they do have a patient who is visually impaired, and the clinician will come and collect the patient for their appointment and then walk them back to the reception area after their appointment.

There was signage throughout the building on main doors, corridor signs were clearer than main doors. The main doors in the practice stated 'consulting rooms' but no numbers were present until patients had entered that door. Numbers on the main doors would be helpful in showing patients where they need to go (recommendation 3) On both the ground and the first floor there was a board up stating what staff were working that day and what room they were in. When patients check in at the self-check in machine, they are told who they are seeing, and it also tells them if there is any delay for their appointment.

A separate area near the toilets housed a blood pressure pod where patients could come in and access this without an appointment and keep track of their health.



Patient Interactions



Healthwatch Lancashire observed several interactions with patients during the visit. Phone call enquiries were observed to be taken quickly after the phone rang and staff were observed to be speaking to patients and handling enquiries efficiently. It was also observed that other members of staff were stepping in to assist with the call handling to bring the wait time down and to speak to patients more effectively.

One observation saw members of staff acknowledging that there was a queue of patients waiting at reception, so they went out to help and support the staff on reception to get the queue down and see patients promptly. Another member of staff was observed supporting a patient with the self-check in machine.

A patient came into the Practice as they were struggling with their registration and the staff members on reception were able to assist and help this patient effectively. The member of staff explained what the patient needed to do next and the process of registration.

One patient came into the Practice for a follow up appointment query and the staff members helped and supported this patient to understand what was happening and why they needed the follow up appointment. One patient mentioned the doctor wanted them to go for a blood test, the reception team talked the patient through the possible clinics in the area and how to get to them, they then gave them a list of all the available clinics so they could choose for themselves.

During the visit a patient came into the Practice after they had a telephone appointment with the doctor that morning. The doctor had told the patient they needed a follow up appointment face to face so the patient had come straight down to the Practice thinking the appointment was immediate and didn't realise the process. The team on reception handled this and supported the patient and asked the doctor for more information about what had happened, an appointment slot was allocated to them that afternoon.

Patients were observed checking in at the self-check in machine and looking to see which waiting area they need to go and sit in. they were observed looking at the appointment call system and then going to the appropriate room. It was observed that two patients were confused as to where to go once their name was called out on the ground floor. (Recommendation 3)

The management team explained that they deploy the same staff on reception so patients can build up a rapport with them and they are seeing the same person when they enter the Practice.

Today's Surgeries			
Ground Floor		First Floor	
Room 1	Ms. L. Reid Health Care Assistant	Room 10	Ms. A. Pilkington Health Care Assistant
Room 2	Dr. A. Khan	Room 11	Miss. S. Wareing Health Care Assistant
Room 3	Ms. L. Sconce Paediatric Nurse Practitioner	Room 12	Mrs. K. Botes Advance Nurse Practitioner
Room 4		Room 13	Ms. D. Smith Practice Nurse
Room 5	Mrs. J. Winter Advance Nurse Practitioner	Room 14	
Room 6	Dr. S. Agrawal	Room 15	Dr. O. Oladejo
Room 7	Dr. S. Nakka	Room 16	Dr. P. Narla
Room 8	Dr. I. Irabor	Room 17	Dr. R. Patel
Room 9	Dr. S. Prakash	Room 18	Dr. M. Eevuri

Patient Involvement

Park Medical Practice currently has an active Patient Participation Group that meets every three to four weeks. They currently have between three to six core members who meet. They review policies, friends and family test results, look into appointments that were classified as “did not attend, they have their own page on the website which they can add to, and they have their own notice board in reception. The PPG group is also advertised on the Practice Facebook page and the minutes from the meeting are also shared.

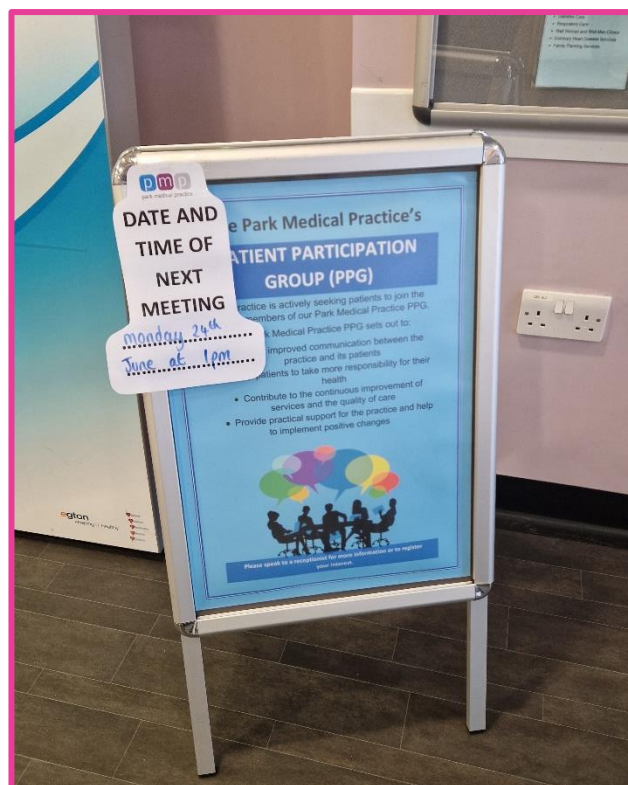


There was a board on the ground floor waiting area showing patients explaining the role of the Patient participation group (PPG), what is discussed, how to join and the date of the next meeting.

The Facebook page is also updated with current campaigns and to let patients know what is happening at the surgery and anything they need to be aware of.

The Practice work with outside agencies to ensure that patients are being given basic health care including working with people who are homeless. The Practice have held group consultations around diabetic medication to ensure all patients are aware of current updates and medication changes. They have also recently created a Tik Tok video explaining diabetes and the steps patients can take to help support themselves.

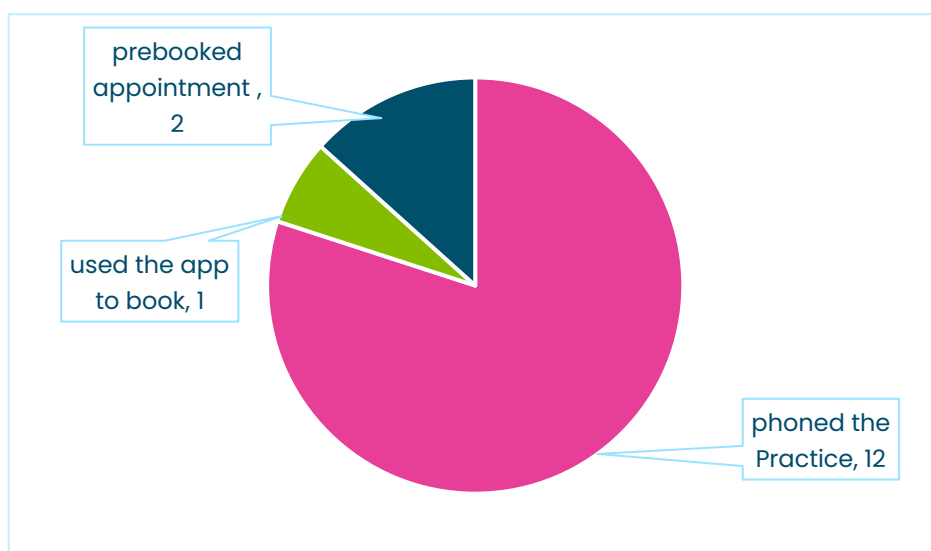
The Family and Friends test results are on the Practice website for patients to view and also leave their own feedback.



Patient feedback

Healthwatch Representatives spoke with fifteen patients during the visit.

How did you make your appointment today?



One patient commented on how they rang up this morning, but they were waiting on the phone line for a long time before getting through.

“I phoned this morning and was 24th in the queue so I put the phone down and tried again, I still managed to get an appointment.”

One patient spoke with representatives about how they had looked at the app this morning but couldn't see the Gp they wanted to see so they rang the Practice instead.

“I looked on the app, but I couldn't see the person I wanted to see so I rang up instead.”

One patient was happy with how fast they got through to the surgery commenting that on a Monday the phone lines are always busier than normal.

“I got through very quickly, which was surprising for a Monday.”

Seven patients commented on their experience of using the app to make appointments and how difficult they find this. They also commented on the fact that they prefer to call instead of using online.

“I don't have a smart phone so I can't book online.”

“I have used the app before, but I prefer to ring up.”

Two patients spoke with representatives and explained that they had downloaded the app but were unsure how to use it.

“I’ve only just got the app but I’m not sure how to use it.”

One patient mentioned that the appointments online are specialist appointments and is good if you know who you want or need to see but not good if you just want a GP appointment.

“I only use the app when I know who I need to see, they are mostly specialist appointments online.”

Observations taken at the time of the visit showed some patients going in not long after they had checked in with others waiting around fifteen minutes to half an hour to be seen. One patient had been waiting for over forty-five minutes and went to check what was happening, it came apparent that the patient hadn't completed the self-check in properly which meant she hadn't been registered on the system.



What works well at this surgery?

Four patients commented on how helpful staff were within the Practice. Comments were round the friendliness of staff and the effectiveness at helping with queries.

“Staff are always kind and helpful.”

Two patients spoken with talked about how staff are good with patients, and how they felt that they could speak to them about a range of issues they feel they can ask them anything.

“Staff are very good with us. Nothing is too much trouble.”

“I don’t come very often but the staff are always nice when I do.”

Three patients spoke about how they were happy that they were receiving up to date information regarding their care and history.

“I like the app as I can see all my medical history and I don’t feel in the dark about it.”

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

One patient spoke with representatives about a personal experience that happened to them a few weeks ago where they received a text message instead of a phone call.

“I received a text to say I needed to come in to the Practice and it is urgent, I would have preferred a phone call as it would have been more personal and reassuring.”

Two patients mentioned that they really appreciate reminders for vaccines and screenings and hope this continues.

“Reminders when it comes to vaccinations and screening would be helpful.”

One patient commented on how busy the car park was and how hard it can be to get a parking space at times.

“The car park can be very busy at times and can be very stressful when trying to get to your appointment.”

Conversations with patients were focused on their appointment care and how long they have in their appointments. Two patients mentioned that they can feel rushed in their appointments at times.

“Sometimes it can feel rushed in appointments, and I don’t always feel we have enough time to speak with the doctor.”

Three patients commented on the uncertainty of the roles members of staff had within the Practice. They commented that they would appreciate this up somewhere in the Practice so that patients are aware of who is working there and what you would see them for.

“I don’t always know who I need to see so some more information regarding what staff members do within the practice would be helpful.” (Recommendation 1 & 5)

One patient spoke about how it would be helpful to receive a text when test results come back in so they don't need to keep ringing the Practice and that will help free up the phone line.

“When we’ve had tests, and the results are ready it would be helpful to receive a text to say please contact the Practice instead of us ringing and blocking the phone lines.” (Recommendation 4)

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

All patients spoken with were happy with the information they received from the Practice.

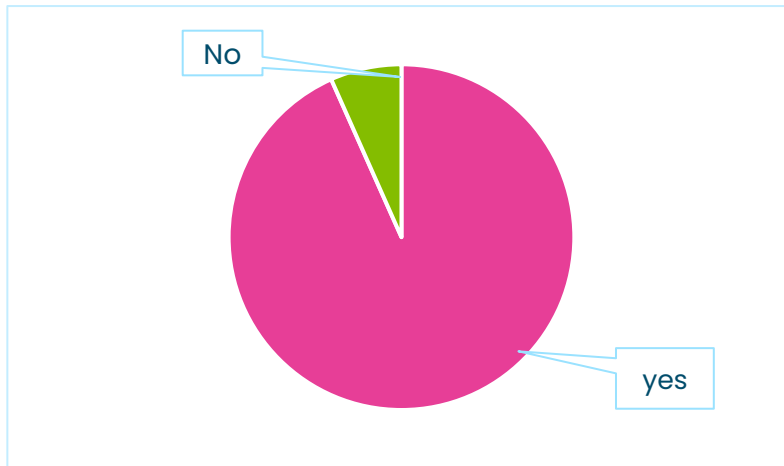
“Yes, we receive letters and texts if we ask for them.”

One patient commented that they got information from the Practice about booking via the app. They have downloaded the app, but they are struggling to understand how to use it.

“Yes, I do but I’ve got the app, and I still don’t understand how to use it or book appointments on it.” (Recommendation 5)



Do you know how to make a complaint if needed?



Thirteen patients mentioned that they do know where to go to complain with only one patient saying they wouldn't know where to go.

“Yes, I would just go to the office and speak with them.”

Do you know what a Patient participation group is?

Fourteen patients mentioned that they know what a PPG was, and one patient said they weren't aware of what it was. One patient commented that they had heard of a PPG but didn't want to join it.

“I've heard about it, but I don't want to join.”

Any other comments and feedback

Two patients spoken with had concerns surrounding the support they receive with their relatives who has a learning disability. They felt that more support was needed to help them attend appointments and advocate on their behalf.

“I don't feel I've had a lot of support with my relative who has a learning disability. I have brought all their notes and paperwork, they have never had an annual health check and it was a fight to register as their carer.” (Recommendation 6)

“I don't feel listened to as my relative's carer who has a learning disability. I don't feel they understand their needs fully.”

Staff feedback

Healthwatch received feedback from nine staff members during the visit.



Do you have enough staff when on duty?

All nine members of staff commented that they feel they have enough staff when on duty. Comments taken from staff were around the support they feel the team has for each other.

“Yes, we all support each other.”

One member of staff mentioned that there are eight members of staff on the phone lines in the morning.

“Yes, I feel we have plenty, we have eight on the phones in the morning.”

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



Conversations with staff members highlighted that they feel supported by the whole team including management.

“I feel very supported by the team and by management.”

Two members of staff spoke about when they are busy and staff come and support them to allow patients to be seen faster and prevent long wait times.

“The support we have is brilliant, if there is a long queue someone will come and help, supervisors will jump on the phone if needed as well.”

One member of staff commented on how they give patients the time they need and don't rush them on the phone or in their appointment.

“We make sure everything is person centred and we give them the time they need on the phone and in their appointment.”

One member of staff mentioned how the team split responsibilities if the Practice is busy or members of staff are dealing with another query. Staff in the office will help support on the phonenumber and also on reception when needed.

“We work so well together that I feel we can split the time between us all.”

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

All nine members of staff commented that they feel they have enough training, and this is varied between online and in person.

“We have regular training online and in person.”

One member of staff spoke with Representatives about how they had recently had their appraisal and they wanted more support around technology used in the Practice and so this has been arranged to help support them.

“Yes, I feel we do, and we can ask for more if we feel we need it. I have recently had my appraisal and felt I needed some support with technology, and they were more than happy to put me on that training”

Two members of staff mentioned that they have regular updates and are always told when they need to renew their training and what is coming up soon.

“We have lots of training and they always remind us when we need to renew.”

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

During conversation with staff members, it was apparent that staff who were directly dealing with patients were aware of what was in place for people with additional communication needs. Some mentioned included hearing loop, language line, the text service and dementia clocks.

One member of staff spoke about how anyone who requires language line is booked in for a double appointment.

“A double appointment is booked for those who require language line.”

Two members of staff commented on how patients who are visually impaired will be collected for their appointments.

Visually impaired patients will be collected for their appointments and then brought back down to reception after.

Three members of staff spoke about how they do have patients who are deaf, but they bring their own translators to appointments.

“We do have a few deaf patients within the Practice, but they always bring their own translators, so we don't need to provide one.” (Recommendation 7)

One member of staff spoke with representatives about how staff are going to be undergoing some Makaton training.

“All staff are going to have basic Makaton training so we can communicate with patients when they come into the Practice.”

During conversations with staff members, it was noted that some staff weren't fully aware of what adjustments in place for patients who needed any additional communication needs. (Recommendation 8)

What is your experience of working here?

Staff spoken with were complimentary about their experience working at the practice, with many staff members working for the Practice for many years.

One member of staff spoke about how they feel the Practice has supported more patients in the past six months.

“I love working here, over the past six months the practice has really changed, we take more calls and see more patients.”

Two members of staff commented on the support the team bring to them and how supportive everyone is.

“We have a good laugh with each other, we are a big family, and they are all very supportive.”

One member of staff mentioned that it could be difficult at times, especially with the amount of information they take on during busier periods, but they commented on the support and how much of a difference it makes.

“It can be hard at times, there’s a lot of information to take in but we are very well supported here which makes a massive difference.”

One member of staff commented on how it is a positive experience for them, and they enjoy going to work.

“Really positive everyone here is lovely, and I enjoy coming to work every day.”

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

When speaking with representatives it was clear that staff members were happy with the way the Practice was being run and could only think of a few ways that patient experience could be improved.



Two members of staff spoke about highlighting what staff do more, it is in the waiting area, but it is quite small, and patients don't tend to see it. They spoke about how some patients on the phone ask why they are seeing a certain person or ring and don't know who they need to see, so they felt it would be helpful if this was more visual and patients were aware of what staff members do and their specialisms.

“I feel we need to highlight what staff do at the Practice so patients are more aware of who they are seeing and why.” (Recommendation 1 &5)

During conversations with four members of staff it was discussed how an information or advice day would be helpful for patients. This could help patients understand what each professional does within the practice, the process of booking an appointment and open it up to patients asking questions.

“An open day to share different ways of booking, educate patients on the process of booking an appointment and show them what each professional does.”

“An awareness day could be good to help patients with queries they have and explain how they can book appointments.” (Recommendation 1 &5)

One members of staff mentioned a Practice newsletter would be beneficial, even if this was quarterly to share news about the Practice, staff spotlight and what the Practice offers so Patients are up to date but it also allows patients who are not using technology or social media the chance to keep up to date with changes within the practice.

“Maybe a Practice newsletter would be helpful with updates, staff spotlight and what the Practice offers.” (Recommendation 9)

One member of staff commented on meetings, they mentioned that meetings are held regularly but getting the whole team together would be nice. They spoke about how this would be nice professionally and socially.

“More team meets would be nice, professional and socially. We are such a good team it would be nice to spend more time together as a whole.”

Any other comments?

Members of staff on the day spoke about how they support patients outside of the Practice as well and regularly go out into the community and support those there.

“We go out to the Foxton Centre with the GP and give basic care to those who are there. We are also working with the women’s refuge to support them.”

One member of staff spoke with representatives about how they also support five care homes in the area between two Practices and a dedicated GP regularly visits these care homes.

“We support five care homes via the two Practices, and we have specific GP’s who go weekly and see the residents and make sure they are looked after and visited regularly.”

One member staff wanted to highlight the support received from the management team. They felt they needed recognition for their help and support of the team.

“The Management team don’t get a lot of recognition and they are very good managers. They are incredibly supportive, and I feel this needs to be recognised more and shown to them.”

Recommendations

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

1. Review information boards in the waiting area to help patients identify staff and their roles more clearly
2. Add an additional Patient participation Group board in the upstairs waiting room.
3. Ensure all intermediate doors to clinical areas are clearly labelled so patients can easily find their way around the Practice.
4. Explore the possibility of having a text service when test results come in so patients know if they need to ring the Practice or if their results have come back clear.
5. Hold an open day event for patients to come into the practice learn about the roles within the Practice, learn about how to use online resources and ask any questions they might have.
6. Create a working group involving carers and people with lived experience into the practice to review policies relating to supporting patients who live with learning disabilities.
7. Ensure a policy is in place to book an interpreter for patients who use BSL and other languages.
8. Ensure all staff are aware what is in place regarding additional communication needs for patients and ensure this is shared in staff meetings. Ensure all staff have access to the policy that shows what adjustments are in place for people with physical, VI, deaf and learning disabilities.
9. Explore the possibility of having a Practice newsletter quarterly to update patients on news, staff and any developments. Consider having a section for the PPG members to share what developments they are making.

Provider response

Recommendation	Action from provider	Timeframe	Comments
Review information boards in the waiting area to help patients identify staff and their roles more clearly	Staff roles / colour of NHS standard uniform displayed.	By 1/9/24	Adopting a revised signage system – outline attached
Add an additional Patient participation Group board in the upstairs waiting room.	The PPG noticeboard will be replicated on the first floor	By 1/9/24	
Ensure all intermediate doors to clinical areas are clearly labelled so patients can easily find their way around the Practice.	Additional door signage / directions to be considered	By 31/12/2024	
Explore the possibility of having a text service when test results come in, so patients know if they need to ring the Practice or if their results have come back clear.	<p>Due to the volume of test results ordered by the practice it would be difficult to advise patients of any normal results but all results requiring action are communicated to patients electronically or verbally.</p> <p>To support patient understanding of the results process clinicians are encouraged to provide patients with an information slip on how to obtain results and to encourage the use of the NHS app which details all results as soon as</p>	By 1.8.2024	

	<p>received into the practice.</p> <p>Staff will adopt a revised process for urgent results and contact patients via telephone in the first instance and then confirm appointment via text. This will adopt a more personalised approach.</p>		
<p>Hold an open day event for patients to come into the practice learn about the roles within the Practice, learn about how to use online resources and ask any questions they might have.</p>	<p>The PPG in conjunction with the practice will co-ordinate an open day in conjunction with an immunisation and fundraising event at the practice in October</p> <p>This event will also promote the use of digital technology and roles and specialisms within the practice team</p>	<p>By 5/10/2024</p>	
<p>Create a working group involving carers and people with lived experience into the practice to review policies relating to supporting patients who live with learning disabilities.</p>	<p>LD champion will contact 50% of the patients attending for health checks to understand additional support and requirements.</p> <p>Invite any willing carers / patient to attend support group at practice level</p>	<p>Ongoing</p>	
<p>Ensure a policy is in place to book an interpreter for patients who use BSL and other languages.</p>	<p>Details of the support services are detailed on the staff communication boards this includes language line and BSL</p>	<p>By 1.8.2024</p>	
<p>Ensure all staff are aware what is in place regarding additional communication needs for patients and ensure this is shared in staff meetings. Ensure all staff</p>	<p>Support services are detailed on Staff notice boards in common areas.</p> <p>Accessible standards training has been booked</p>	<p>By 1/9/24</p>	

<p>have access to the policy that shows what adjustments are in place for people with physical, VI, deaf and learning disabilities.</p>	<p>for August 2024 for all A&C staff</p> <p>Revised posters are being printed for awareness and understanding by both practice and patients</p> <p>Policy has been shared with team on practice intranet.</p>		
<p>Explore the possibility of having a Practice newsletter quarterly to update patients on news, staff and any developments. Consider having a section for the PPG members to share what developments they are making.</p>	<p>The PPG currently have a section on the practice website and patient noticeboards which details actions / minutes etc.</p> <p>There is a staff newsletter which is produced monthly</p> <p>(July embedded) as part of the recommendations this will be developed to include patient</p>	<p>By 1.9.2024</p>	

Any other comments?

The practice would like to thank Emmy and Steven for their considered approach and comprehensive report, the inspection has provided an opportunity for the team to reflect on systems and processes and improve patient experience.



healthwatch
Lancashire

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

www.healthwatchlancashire.co.uk
t: 01524 239100
e: info@healthwatchlancashire.co.uk
@HW_Lancashire
Facebook.com/lancshealthwatch