

Over Wyre Medical Centre

Date: 25th July 2024

Time: 10.00-12:30



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

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Registered Manager:

John McPhee (Practice Manager)

Date and Time of our Visit:

Date: 25th July 2024

Time: 10:00-12:30

Healthwatch Lancashire Authorised Representatives:

Sue Edwards (Senior Engagement Officer)

Olu Olusina (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 has 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 practice within the service visited, along with any recommendations for 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

Over Wyre Medical Centre has approximately 11,500 registered patients including patients in local nursing/care homes and those who may be housebound.

Services include GP's, Advanced Nurse Practitioners, Health Care Assistants, Practice Nurses, Clinical Pharmacist, Health & Wellbeing Coaches, GP Assistants, Care Coordinators, a Pharmacy Technician, Mental Health Practitioners, care at home team and administrative staff. The practice is also registered as a GP training centre.

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 Over Wyre Medical Centre on 25th July 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 surgery manages 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 deputy practice manager to discuss the surgery and to view the facilities. The deputy manager explained that appointments can be booked via the phone, online or in person at the surgery.

One to one discussions with patients and their relatives

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

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 surgery.

Observations

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

Summary



When initially contacting the surgery staff responded quickly and were found to be welcoming to a proposed visit by Healthwatch Lancashire. Prior to the visit a pre-visit questionnaire was completed by the practice manager which provided information around the day-to-day running of the practice; this allowed for the Healthwatch Lancashire team to be fully prepared for the visit.

On arrival the medical centre team were welcoming to the Healthwatch Lancashire representatives and gave in-depth information about their services.

Nine patients and twenty-two staff members provided feedback about Over Wyre Medical Centre.

Services provided at the medical centre included GPs, Advanced Nurse and Nurse Practitioners, a Clinical Pharmacist, Health & Wellbeing Coaches, a Pharmacy Technician, Mental Health Practitioners, a Care at Home team and administrative staff.

Making appointments was raised as the area requiring the most improvement by patients, along with waiting room times. Continuity of care was also discussed as something patients would like to see more of. Positive comments were received around the quality of care as well as the environment.

Staff felt that demands on their time could be challenging but that overall they were sufficiently staffed and able to provide person-centred care. Staff felt adequately trained in order to carry out their roles, although several felt that training could be improved.

Issues around patient aggression and abuse was raised as a concern, especially for the reception staff team (Recommendation 5). All staff spoken with felt well supported, were praising of their colleagues and felt that the medical centre management team looked after their mental wellbeing. All stated that they were happy working at the surgery.

Overall accessibility at Over Wyre Medical Centre was good, with clear signage, plenty of space for those with mobility aids, and was dementia friendly.

The practice had an active Patient Participation Group (PPG) and they were actively working to increase numbers and diversify the group in order to ensure that the local community is fully represented.

Practice Overview



Over Wyre Medical Centre is located on Wilkinson's Way in Preesall, Poulton-le-Fylde, on the outskirts of Knott End town centre.

The medical centre is situated in a modern, purpose built, single storey building which incorporates the medical practice, a dispensary and community health services.

Over Wyre Medical Centre is part of the Wyre Rural Extended Neighbourhood Primary Care Network (WREN PCN) which includes five practices in the Over Wyre, Garstang, Great Eccleston and Kirkham areas.

An Extended Access Service for evenings and weekend appointments is available through The Fylde Coast NHS. This includes GP practices in Over Wyre, Blackpool, Fleetwood, Garstang and Freckleton. Information as to which practice is open at any given time for the extended access services was easily found on the Over Wyre Medical Centre website.

Patients can also access same day healthcare at the Walk-in Centre at Whitegate Health Centre, Blackpool, and the Same-day Health Centre at the Fleetwood Health and Wellbeing Centre; although for those who don't drive, have poor mobility or are on low income this can be a lengthy distance to travel.

There is good road access with on-site parking including disabled parking spaces, and street parking is also available. There is good public transport to the area with regular buses, and there is a bus stop located a five minute walk from the health centre. A ferry sails across the bay between Knott End and Fleetwood, although this can be unreliable in poor weather.

Over Wyre Medical is a GP training practice and has also two nurse practitioners currently training to become advanced nurse practitioners. This allows for the practice to extend their services and increase patient appointment capacity.

Surgery Population



Patient demographics are mainly white British with a low number of other ethnicities. *"32% of the Over Wyre patient population are aged 65 or above in comparison with a national average of 16.5% and we have the most over 80-year-olds in Fylde & Wyre..."* (Over Wyre Medical Centre).

There are several residential mobile home parks in close proximity to the centre, as well as a nursing home and a care home.

Appointment Management



Appointments can be made in person at reception, by telephone or online via the NHS, MyGP and Patient Access apps.

The medical centre has recently introduced a new system called Surgery Connect which allows for an automated callback service; this acts as a 'hold' for the patient in the queue system and which automatically calls them back when they reach the front of the queue. Should a patient miss a callback phone call and consequently telephones the centre again the same day the system puts them to the front of the queue. The callback system is automatically triggered when the phone queue reaches five people; this has recently been reduced from ten following a review by the medical centre team.

There is also an online 'Check and Cancel' option where patients can view their up-coming appointments and cancel should they so wish/need.

The practice has a minimum of four call handlers available to take telephone calls dependant on demand of time and day; and patients have the option for face-to-face or telephone appointments dependant on their needs and preferences. Other staff are trained on the phone system and are able to step-in when demand is high.

When making an appointment the patient is triaged and care-navigated to the most appropriate clinician. A designated GP works alongside the call handlers between 8:00-9:30am daily to carry out clinical triaging at point of first contact; this helps improve patient experience and reduce the need for unnecessary appointments. The GP then returns to clinical practice so that GP services for the day are running at maximum capacity.

A nurse practitioner is also available for same day appointments on a daily basis in order for those with minor ailments to access services more quickly.

When we initially phoned the surgery to arrange our visit we heard a voice message which provided several options. Our call was answered quickly, and the call handler was friendly and helpful.

Interpretation services are available for those who need them from the Prestige Language Line, and this includes British Sign Language (BSL).

On arrival patients can check-in themselves using two electronic screens located within the main waiting room; one of which was lower to enable easy access for wheelchair users. When using the electronic check-in patients are informed of which room they will be seen in and which waiting room to sit in. Patients were also observed using the reception desk on arrival.

Healthwatch Lancashire representatives were asked to sign in/out as visitors and were provided with a visitors badge in order for good security and safeguarding.

Enter and View observations

External Environment

The medical centre was easily identifiable, with good signage and clear direction in the carpark. The carpark was of a good size and appeared neat and well maintained. There were disabled car spaces by the main entrance, space for ambulance parking and a bicycle stand.

The main entrance into the medical centre was easily identifiable, and access into the building was level with the footpath providing good accessibility for wheelchair users and those with poor mobility. Entrance doors were automatic and sufficiently wide enough to allow for easy access. The glass sliding doors had vision bands for the safety of those with dementia/Alzheimer's and/or visual impairments.

The building appeared in good repair and established planting was seen throughout the outdoor space giving a pleasant green feel to the site.

Internal Environment and Waiting Areas

On entry to the centre there was a pharmacy dispensary located by the main doors which appeared well presented and accessible. The dispensary is owned and managed by Over Wyre Medical Centre.

The reception desk was easily identifiable, with a lower section allowing for good wheelchair accessibility. Throughout the visit the reception team were observed to be busy but handling patient flow professionally and effectively.

A waiting area was situated by the reception desk with two smaller waiting areas located within the medical centre, and it was explained to Healthwatch Lancashire representatives that patients were directed to the relevant waiting area on check-in. All waiting areas were clean and well maintained; seating was of a built-in couch style with some individual seating. As the majority of the seating was of a fixed style there was less opportunity to provide different seating types to meet individual needs and requirements; however staff were able to move some free standing chairs should there be a need/ request. Some of the seating faced inwards and it was noted during the visit that some patients were seen to be chatting, although whether this was directly due to the seating layout can't be said for certain.



The centre mainly consisted of two central corridors with consultation rooms leading off. The corridors were spacious, well-lit and with clear signage, although it was noted that more dementia friendly signs, especially for the toilets, would be helpful (Recommendation 2).

Other than the need for further signage the surgery was seen to be dementia friendly with contrasting colours, plain flooring and good lighting.

Offices were located towards one end of one of the corridors and these were separated from patient areas by 'staff only' doors which helped towards safeguarding and data protection.

Accessibility was observed to have been considered throughout the surgery, and there was sufficient room for those in wheelchairs, using mobility aids etcetera to move around freely; although it was felt by Healthwatch Lancashire representatives that handrails along the main corridors may help with mobility for those unsteady on their feet or with visual impairments (Recommendation 4).

Discussion with surgery staff identified that there is a British Sign Language (BSL) interpretation service available provided by Prestige Language Line, and that this also includes interpretation services for patients for whom English is not their first language.

A quiet room was available for anyone requiring space for confidential, sensitive conversations, and for those who may have dementia/Alzheimer's, autism or other long-term conditions and who may benefit from a less stimulating environment whilst waiting for their appointment.



There were large screen monitors in the waiting areas showing health advice and information as well as calling patients into their appointments.

Patients were called into their appointment by both a visual and audio notification, and overall these were clear and easy to see/hear, although at the time of the visit there was some glare from the overhead lighting onto the screen in the main waiting area which made it a little difficult to see from some parts of the seating area (Recommendation 4). It would be good to see if this could be reduced in order for those with visual impairments to be able to more clearly see the information being displayed.



To one side of the reception desk was a large multi-purpose room which was used by the Health and Wellbeing Coach, Social Prescribers etc.; at the time of the visit the room was being used for baby weigh-ins. Macmillan utilise the room once a week in order to provide cancer support and advice.

Healthwatch Lancashire representatives were informed that the room can be used as drop-in by the local community with an 'open door' policy providing it's not already in use by other services such as Macmillan.

The medical centre also has an IT drop-in where patients can get support to use the GP apps, get online and the such; they also have a member of the community who does art sessions at the centre.

The medical centre had a new disabled toilet which had suitable adaptations and was well presented. The former disabled toilet was still available as a general toilet and baby changing area; although the disabled sign was still in place and discussion was held with medical centre staff about removing this to prevent confusion, which they concurred with and were looking to action as soon as the visit had concluded.



Surgery and health information was displayed throughout the communal spaces including information about the Patient Participation Group (PPG), with a good access to information within the multi-purpose room.

The Healthwatch Lancashire poster announcing the visit was clearly displayed in several locations around the medical centre.

During the visit Healthwatch Lancashire were shown a staff bicycle which staff can utilise for their health and wellbeing. Staff were encouraged to use the bike and record their travel distance on a 'round the world' map.



Patient Interactions



On arrival Healthwatch Lancashire representatives observed a busy reception desk; reception staff were observed to be knowledgeable and helpful and had an approachable manner.

There was a steady flow of people coming in and out but there was a calm atmosphere, and staff demonstrated good understanding of individual needs and requirements. All staff observed were professional, friendly and efficient.

Several members of staff were observed warmly greeting patients and having a quick chat with them as they were passing through the waiting areas, which demonstrated good relationships between themselves and their patients.

The medical centre had recently carried out a carers day to help informal carers gain support and advice. *"Our patient population do not want to travel to the Same Day Health Centre or other PCN Practices to access services and most of our patients over 80 years of age would not even be mobile enough, and we therefore need to be able to offer these services within our own Practice"* (Over Wyre Medical Centre).

Patient Involvement



The website for Over Wyre Medical Centre was easy to use with information around services, the practice team and health and wellbeing advice. Patients were also able to 'ask reception a question' (non-medical), order repeat prescriptions and make/cancel appointments.

Over Wyre Medical Centre also has a Facebook page where patients can see what's happening at the medical centre, share information and provide feedback. The local Green Book was also being used as a method of communicating with patients.

Friends and Family Test (FFT) forms were available on the reception desk enabling patients to provide continual feedback without the need to ask.

At the time of the visit the practice had an active Patient Participation Group (PPG), and it was explained to Healthwatch Lancashire representatives that they are always looking at how to expand and develop the group. One patient told Healthwatch Lancashire representatives that information regarding the PPG is in the local Green Book on a regular basis. A dedicated notice board for the PPG was on display in the medical centre.



Patient feedback

Healthwatch Representatives spoke with nine patients during the visit, one of which was called into their appointment after answering a few questions and preferred not to continue with the conversation following their appointment.

The Care at Home team provided Healthwatch Lancashire with written feedback from local care homes who use their services. Whilst informative this feedback couldn't be included for the purpose of this report as it did not form part of the enter and view visit.

Further patient feedback was provided to Healthwatch Lancashire representatives via a local councillor who had asked for local patients to share their views; however, as this was not part of the Enter and View visit this feedback will be discussed with the practice separately.

How did you make your appointment today?

Four patients stated that they had made their appointment via telephone, one had walked-in and made their appointment at reception, two were accompanying others to their appointments and two preferred not to/were unable to say.

Overall satisfaction around making appointments was mixed

“I don't like using the phone I prefer to come in...”

“When I ring up I always get an appointment”

“I'd like to see a better system for making an appointment”

One patient stated that they are hard of hearing and find telephone calls difficult, and one patient stated that they do not use digital booking methods such as apps as they prefer to speak to reception staff.

Several of the patients spoken with had past experience of using the callback service at the time of the visit, although none had used it for their appointment on the day of the visit.

“Needed a callback but didn't get one”

“I haven't used the callback but I would”

Waiting times in the medical centre varied with some patients stating that they had been there over 20 minutes whilst others were called in quite quickly. This could be due to who the nature of their appointments, however there was some dissatisfaction around waiting times for some patients (Recommendation 1).

“It takes too long for appointments”

“You finally get an appointment with a GP then there's a long wait at your appointment”

Other comments included:

“The new phone system has too many options, I don't even know what they all are”

“There is a need for more awareness of elderly issues, not everyone is IT aware”

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

There was a mixed response by the nine patients who answered this question with some feeling that their needs were being met whereas others felt improvements were needed. Several patients raised continuity of care as being an issue.

“The permanent doctors are really good, but there’s lots of locums so no consistency of care”

“Communication between GPs is really poor”

“No follow-up after [severe illness] last year”

“Pharmacy is spot on” (Dispensary)

One patient felt that there was a need for more veteran support (Recommendation 7), and three patients talked about how they felt that the closure of the Hambleton practice had impacted on their care due to limited transport; although it should be noted that this occurred approximately five years ago and was out of the control of the medical centre.

Two patients expressed concerns over current local housing development and how this will impact on the capacity of the medical centre once completed.

“So many houses being built and an influx of new people, what’s going to happen?”

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

Making appointments was the key issue patients identified as requiring improvement *“...see a better system in making appointments”*. Waiting room times was also raised by patients as requiring improvement.

Two patients discussed the community room and that there used to be a drop-in coffee and chat which they'd like to see back up and running as there is a lot of social isolation in the area (Recommendation 8).

One patient said that they would like fewer options when phoning the medical centre as they felt it was confusing and extended the time on the telephone unnecessarily.

More continuity of care (where possible) was also raised by several patients; as well as more follow-up care following serious illness and/or hospital care by way of phone calls from the GP and/or the offering of appointments.

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

All eight patients who answered this question were satisfied overall with the way the medical centre communicated with them, with texts, the website and the local Green Book being mentioned.

One patient felt that call handlers were a bit brusque and needed to be clearer as to who they were, as well as checking that they were speaking to the correct person.

One patient told Healthwatch Lancashire representatives that they had needed to fill in an online form but that it didn't give them sufficient time and consequently locked them out meaning that they were unable to complete it.

“Good reminder system with texts reminding people about their appointments”

“They didn't introduce themselves; I like knowing who I'm speaking to when I'm on the phone” (when receiving a callback phone call)

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

All eight patients provided positive feedback around the premises.

“Clean, accessible and well-maintained”

Do you know how to make a complaint if needed?

All eight patients who answered this question were aware of how to make a complaint. One patient stated that they wouldn't make a complaint as they felt that the medical centre should be aware of what they needed to do. Three patients stated that they are aware of the Friends and Family Test (FFT) and have previously provided feedback via this.

“Yes, I'd speak to the manager”

“...the practice should know what to do”

Staff feedback

Healthwatch spoke to two members of the staff team during the visit, and twenty staff provided written feedback. Staff spoken with were in differing roles including clinical and non-clinical. Staff were observed interacting well with patients and appeared to be confident in their roles.

Do you have enough staff when on duty?

All members of staff who provided feedback felt that overall the surgery was sufficiently staffed, although many felt that sickness and annual leave could leave the medical centre understaffed at times.

“I feel that the surgery has an extensive team covering a lot of departments/areas”

“...when one of us is off it can be a little stressful depending on the workload”

“Could do with holiday cover...”

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



All staff members who provided feedback felt that overall they were able to provide person-centred care; with time constraints being raised as the key issue.

“Reasonable adjustments are made to meet the needs of patients with learning disabilities, and effort is made to meet every individual needs as far as able”

“I feel that some patients have more needs than others and sometimes there is not enough time to spend with them”

All staff felt supported by their colleagues and the medical centre management team.

“Wellbeing time is taken seriously”

“I have always felt supported by management/GPs”

“Colleagues are very supportive and approachable”

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

Feedback on staff training was mixed with fifteen members of staff feeling sufficiently trained and seven members of staff stating that training was in need of

some improvement; with more face-to-face training rather than online training being mentioned as a preference by one staff member (Recommendation 6).

“Yes, if I felt I needed more training in-house is always an immediate option, followed on by a course when available”

“More time does need to be allocated to training as a lot of this is carried out in personal time”

“Not all the time...”

“There are good learning opportunities and managers are open to requests”

What measures are there in place for people with disabilities such as people with physical impairments or who are Deaf?



Several members of the medical centre team spoke about the advantages of services all being provided on the ground floor which is beneficial to wheelchair users and those who may have poor mobility. The medical centre also has a wheelchair and a mobility aid available for patients to use whilst at the surgery. Two members of staff talked about a designated space available for patients to park their mobility scooters.

One member of staff stated *“some doors [are] not wide enough for wheelchairs”* although another member of staff commented *“large rooms are available for wheelchairs/frames/sticks/crutches/supported walking”*.

One staff member spoke about how the medical centre has pop-ups for individual needs on the patient records system which enables staff to identify where extra support may be required for individual needs such as for those who have visual/hearing impairments, autism, dementia etcetera; and can therefore ensure patients are supported accordingly. Encouraging support from family and friends was also seen as a positive by one of the staff team.

Feedback from one member of staff highlighted that the centre has Easy Read documents for learning disabilities and other patients who may have limited capacity and/or lack understanding. It is felt by the Healthwatch Lancashire team that this could be promoted more to raise awareness around this and share good practice (Recommendation 3).

Discussion with surgery staff determined that there were interpreters available for British Sign Language (BSL) via the Prestige Language Line. Interpreters were also available by telephone for those whom English is a second language. One member of staff fed back that several members of staff have had sign language training.

Quiet rooms were available for those who may find the general waiting areas overwhelming, and consultations were being carried out in the most appropriate space for the individual.

One member of staff also commented **“Extended appointments can be arranged to suit the patient”**.

One staff member commented **“We do not have much, if any, braille on signs”**.

What is your experience of working here?

All members of staff who provided feedback were positive about their experience of working at the surgery.

“I find my job challenging but also rewarding...”

“It’s a lovely place to work, a real family friendly place to be”

“We have ups and downs but overall I love working here”

However, four members of staff had concerns around the level of aggression and abuse from patients **“I feel sorry for the reception staff who are subject to a lot of abuse”** (Recommendation 5).

One member of staff spoke about the challenge of managing patients expectations **“It can be difficult to manage patient expectation especially in busy periods... Sometimes by providing a quality of service for one patient waiting times can be increased (waiting rooms)”**.

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

Eight members of staff felt that there was a need for more rooms in order to accommodate a growing surgery **“...we struggle for rooms/space that is appropriate for patients, often juggling rooms and staff which is not ideal”**. Over Wyre Medical Centre management explained to Healthwatch Lancashire during the visit that they were looking at plans to expand the centre; however at the time of this report this can’t be confirmed.

More availability of clinical appointments was raised by six staff members, although there was acknowledgment that the medical centre is at maximum capacity in regards to consultation rooms and that further GPs and other clinical staff may struggle to have the necessary space in which to work.

Several members of staff stated that the two training Advanced Nurse Practitioners would be qualifying in the upcoming months, and a new GP was due to start within the next month or so, both of which would help elevate the number of available appointments.

“More clinicians and more clinical rooms”

“Unfortunately we are at capacity for room availability and would need to extend the building to accommodate further staff”

One staff member felt that reception desk could be improved to be more efficient **“...front desk area could be more streamlined and welcoming/professional”**.

One member of staff raised a concern around accessibility for those not IT literate when ordering repeat prescriptions **“I am concerned that by removing the answerphone service for ordering repeat prescriptions we are isolating some of our older patients less able who do not have access to the app...”**

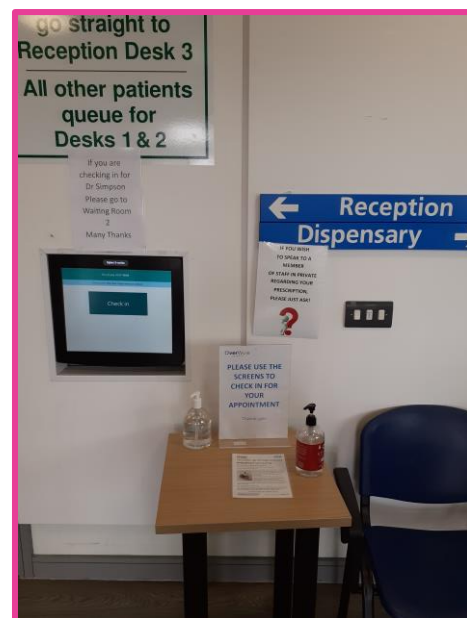
Other comments included:

“Puppy day – Health and wellbeing”

“Comfy seats”

“We have recently updated the phone system to improve the service for our patients...”

“I feel I could do more if I had more time”



Recommendations

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

1. Look at the appointment system and see how this can be improved. Carry out work to raise patient awareness of the availability of double appointments, and therefore enable those who feel they need a longer time with a clinician the opportunity to have more person-centred care and reduce the need for multiple appointments. More communication around waiting room times in order for patients to understand why there may be a wait
2. Carry out a dementia friendly audit, possibly with those who have lived experience, to identify how the medical centre can be fully dementia friendly
3. Promote the easy read documentation to ensure that all patients are aware this is available; and highlight this as an example of good practice being carried out at the medical centre
4. Look at adding handrails in the main corridors, as well as seeing if the glare on the waiting room monitor could be reduced
5. Carry out research around patient aggression and abuse to find out why this is occurring and see if any measures can be put in place to reduce this, the PPG should be included in this research. Support reception staff and have a zero tolerance policy in place and clearly displayed to ensure patients are aware that any/all abuse is unacceptable
6. Identify staff training needs by way of discussion with staff, and support all staff to carry out training accordingly
7. Consult with local veterans and veteran support organisations to see how veteran support could be improved
8. Look at how the community room can be utilised more; the PPG could support by carrying out research with the local community to identify what the community would find beneficial. This would help reduce social isolation and therefore help towards better mental health and wellbeing
9. Share this report with patients via digital platforms and/or other methods in order highlight current good practice and allow for patients to be fully informed of where actions will be carried out

Provider response

Recommendation	Action from provider	Timeframe	Comments
<p>Appointments: Look at the appointment booking system and see how this can be improved.</p> <p>Carry out work to raise patient awareness of the availability of double appointments.</p> <p>More communication around waiting room times so that patients are more understanding</p>	<p>The current wait time for a routine appointment is 2-weeks, with on the day emergency appointments always available. This is because of recent improvements made.</p> <p>From 1st September we have taken on another GP Dr Molly Bryden as a partner, and we will shortly add to our complement of 2 Nurse Practitioners once 2 of our Practice Nurses complete their university course for Advanced Practitioner. At that point we will then have 4 Nurse Practitioners.</p> <p>We will make posters for our Noticeboard reference availability of double appointments and waiting room times.</p>	1 week	Measures being put in place.
<p>Accessibility: Carry out a dementia friendly audit to identify where improvements can be made</p> <p>Look at adding handrails in the main corridors</p> <p>See if the glare on the main waiting room monitor can be reduced</p> <p>Promote the easy read documentation</p>	<p>Historically, Over Wyre Medical Centre has always forged strong links with Dementia Organisations.</p> <p>Previously, all staff have conducted dementia awareness training with Dementia Friends, we have hosted Dementia Hubs run by the Admiral Nurse at Trinity Hospice and we have raised charity donations for Dementia UK. We are</p>	3 months	Measures being put in place.

	<p>happy to contact the above organisations to see if they can assist with a dementia friendly audit.</p> <p>We are happy to investigate the feasibility of handrails and will turn down the brightness on the waiting room monitor and promote easy read documentation.</p>		
<p>Patient interactions: Carry out research around patient aggression and abuse and see how this can be reduced</p>	<p>We take this very seriously. Every day General Practice staff across the UK receive verbal, and sometimes physical abuse from the very people they are trying to help. This abuse must stop. It is not ok for our staff to be subjected to aggressive and abusive language when they are doing their job. The words that patients use stay with our staff long after they have finished their shift. Some become hardened to it, some think it's part of the job. Others go home and cry, some might leave because they just can't face another day of rude and aggressive language.</p> <p>Over Wyre is a lovely place but sadly, just like everywhere else in the country, our staff do have to deal with verbal abuse.</p> <p>We have followed the BMA Guidance and promulgated our zero tolerance posters, have engaged with our PPG, released a Newsletter on social media. We have also published on our Facebook page the</p>	<p>1 week</p>	<p>Measures being put in place.</p>

	<p>recommended General Practice video which has been made by staff from UK general practices to remind the public, we are always doing our best often in very difficult and challenging circumstances with limited resources.</p> <p>We have also arranged for all our staff to receive Difficult Conversations with Resilience training by Striding Edge facilitator.</p>		
<p>Staff training: Look at staff training to identify where further training may be put in place, and support staff to carry out training</p>	<p>This is something we have always done and will continue to do so.</p>	<p>Immediate</p>	<p>Constantly monitored</p>
<p>Veteran support: Meet with local veterans and/or support organisations to further develop veteran support</p>	<p>Over Wyre Medical Centre has been awarded Armed Forces Veteran Friendly Accreditation. In summary, accreditation consists of five elements:</p> <ol style="list-style-type: none"> 1. Ask patients registering with the surgery if they have ever served in the British Armed Forces. 2. Code it on the GP computer system. We recommend that the term 'Military Veteran' is used. 3. Have a clinical lead on veterans in the surgery and our Lead is Dr Oliver Totty. 4. Dr Totty has undertaken dedicated training provided by the RCGP and remains up 	<p>1 month</p>	<p>Measures being put in place.</p>

	<p>to date with the latest research and innovations to ensure that the practice is meeting the health commitments of the Armed Forces Covenant.</p> <p>We will contact Age UK to see if we can meet with local veterans and/or support organisations to further develop veteran support in our Community Room.</p>		
<p>Community: Look at how the community room can be more fully utilised to help reduce social isolation</p>	<p>We are more than happy to utilise the Community Room to help reduce social isolation. We have employed a new social prescriber, and she is starting at the beginning of October. Once she is in post, we will look to enhance what our Community Room offers with the help of our wellbeing team - This will be Jess, Julie and Sam.</p>	1 month	Measures being put in place.
<p>Patient information: Share this report with patients via digital platforms and/or other methods in order highlight current good practice and allow for patients to be fully informed of where actions will be carried out</p>	Happy to do so.	Immediate once finalised	Immediate once finalised



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