

Granville House Medical Centre Adlington

Wednesday 17th September 2025
Time



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

Granville House Medical Centre

4 Granville Street

Adlington

Chorley

PR6 9PY

Registered Manager:

Sharon McAllan (Practice Manager)

Anne Brickwood (Practice Partner)

Date and Time of our Visit:

Wednesday 17th September 2025

9:30am-12:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Austin Staunton (Healthwatch 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.

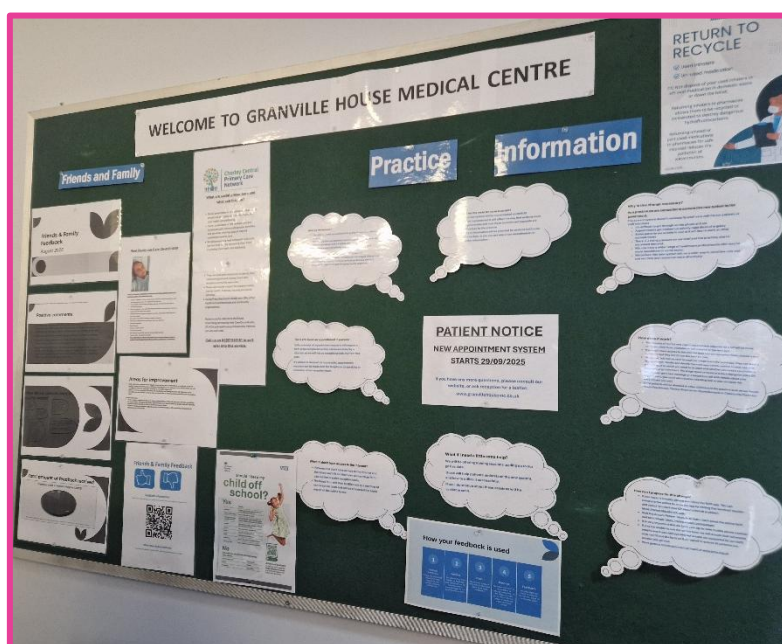
To help achieve this, Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an enter and view is to listen to people who access those services and observe service delivery.

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



What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Granville House Medical Centre on Wednesday 17th September 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 one of the Practice Partners to discuss The Medical Centre and to view the facilities. The manager explained that appointments can be booked via the phone, via the online app and also in person at the practice. This would be changing from the end of the month when they will be moving to the total triage system.

One to one discussions 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 Centre.

Observations

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

Visit Summary

Healthwatch Lancashire representatives made an announced visit to Granville House Medical Centre on Wednesday 17th September 2025 and spoke with six staff members and ten patients.

Granville House Medical Centre have an approximate population of 8,100 patients from Adlington and surrounding areas.

Healthwatch representatives were shown around the Medical Centre by the Manager and Partner, who explained more about what services they offer and how patients check into their appointments. The Medical centre is on one level with a push door the entrance and a pull door to enter the GP with a bell to ring for assistance if needed. This then leads you straight to the reception area where patients can check in via a member of staff or a check in machine.

There is a separate waiting area opposite reception where patients can sit and wait for their appointment. The seating is varied with different heights and sizes to meet different needs. There were also notice boards up for carers support, cancer support, drop-in sessions, PPG, friends and family feedback and staff information.

There is a disabled toilet on entry into the Medical Centre for all patients to use. The Centre is over two floors but only the first floor is used by patients with the second floor being used by staff members.

Healthwatch Representatives spoke with a range of staff and patients on the day of the visit and spoke about how they feel the Medical Centre is in terms of communication and accessibility.

Staff were observed being courteous and speaking with patients in a calm manner. Staff came out to greet patients for their appointments and then took them through to the consultation rooms. Staff were observed to be speaking with patients whilst they were waiting for their appointments and checking they were alright or simply saying hello to patients. It was clear to see that the staff and patients knew each other well and engaged in conversation throughout the visit.

Staff were observed to be greeting patients into the Medical Centre and telling them where to go and wait or helping them with their queries.

Overall patient feedback was positive, with them mentioning that they find the Medical Centre friendly and has supportive staff members. Some improvements mentioned are around the new total triage system and how that will impact patients.

Staff feedback was positive, with many staff members commenting that they feel supported to do their role effectively and feel they have enough training to support their needs. Some areas for improvement included support around the new triage system and confidentiality of the main reception area.

Surgery Population



“Granville House Medical Centre is located in Adlington, Chorley, and serves a patient population of approximately 8,100. The practice is situated in an area with lower-than-average levels of deprivation, and the local population is predominantly White British.

The number of patients with long-term conditions is around the national average. Our practice prevalence is slightly above England average for most long-term conditions, which is typical for our population. Notably, Hypertension has the highest prevalence at 5.75% above average.

We have a higher-than-average proportion of patients aged 50 and over compared to both the England and PCN averages.” (Taken from pre visit questionnaire)

Appointment Management

“Patients can book GP appointments in several ways: online via the NHS App or Patient Access, by calling the surgery, or by visiting us in person.

We offer both pre-booked and same-day appointments, depending on availability. An on-call GP is available each day to manage urgent appointment requests and ensure timely care for those in need.” (Taken from pre visit questionnaire)



This will be changing at the end of the month when the Medical Centre will be moving to the total triage system. The Medical centre have already held a drop-in session for patients to come into to the Centre and gain support and advice from the team, this session was very well attended with over 100 patients.

Services available

Services available within Granville House Medical Centre are:

- Practice Nurse appointments
- Phlebotomy
- MSK/Physiotherapy appointments
- Care Coordinator
- Pharmacist
- Mental Health Practitioner
- Minor Surgery
- Baby clinic
- travel vaccinations
- Social Prescribing service

Enter and View observations

Location and External Environment

Granville House Medical Centre is situated in Adlington near to public transport with a car park at the back of the Centre and four spaces to the front including disabled parking bays.

The Medical Centre is all level access for patients and visitors. Signage is clear with a sign on the main road stating 'surgery' and a sign on the building. There is also a car park sign for patients to see on the wall to the right of the entrance.

Internal Environment and Waiting Area



On entry into the Medical Centre there are two doors, an outside door which is a push door, when you enter into this space you can see the disabled bathroom, a leaflet stand with lots of information, seating, a desk with prescription slips on and information about how to get a prescription and how to contact the Medical Centre. This is also information about the Patient Participation Group (PPG) and how to join this group.

Within this area is a stand which highlights the new total triage system that comes into force at the end of the month, this was very clear with a leaflet attached to the stand and information about what it means for patients.

The second door is a pull door with a bell for patients who require support with access into the building. This is when you step into the main reception area which has a self check in screen and a reception desk with lots of information regarding vaccines, feedback forms and box, patient leaflets and medical record information. To the left of reception area are four clinical rooms including a treatment room where patients can have blood tests, vaccines and also medication.



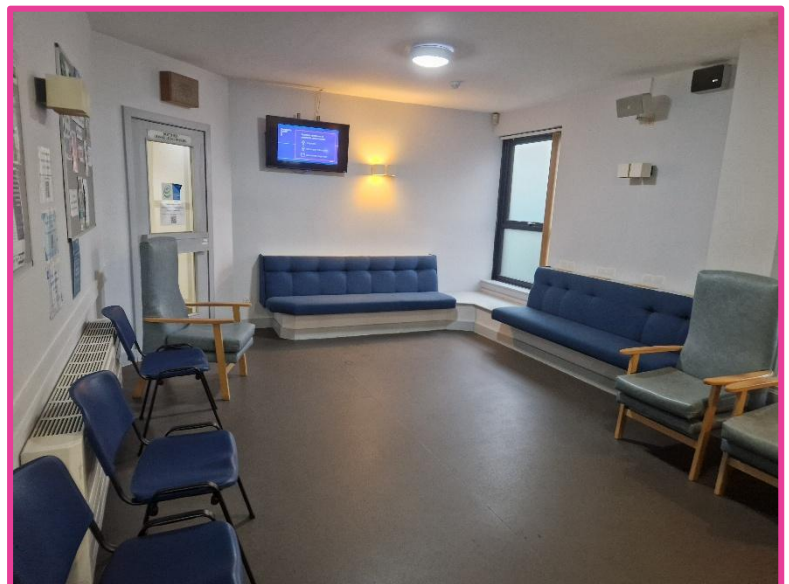
Just outside the waiting area is another clinical room and to the right of the waiting room was another four clinical rooms.

The waiting area is separate from the reception area but has a glass panel so that staff can still see through to the waiting area. The waiting area has many different style seating with sofas and different size and style chairs to meet the needs of the patients.

There are two notice boards up in the waiting area including cancer support and a carers support board, these had information and contact numbers that patients can use and take away with them. There are also smaller laminated sheets up explaining the PPG, the new total triage appointment system and information regarding a drop in session at the Medical Centre.

One notice board in the reception area explained to patients about friends and family feedback, social prescribers, areas for improvement, practice information and how feedback is used. Healthwatch Representatives found this was quite small and not easy for patients to read, especially in the area it was in. it would be good for the Medical Centre to showcase the work they do in a more prominent area and for patients to easily see this. Friends and Family feedback is important to the Medical Centre and showcasing this and what changes have been made would be a good recommendation to showcase and celebrate the work they do (Recommendation 1) The board in reception could be used primarily for the Medical Centre news and updates but this would be good in a bigger font for patients to read. (recommendation 2)

In the waiting area there is a television playing information about health checks, NHS better health, Dr Noodle the therapy dog, physio appointments and cancer support. It was explained to Healthwatch Representatives that the Medical Centre has an annex in the car park at the back which is used for nurse appointments and has two rooms and a staff room upstairs.



Patient Interactions



Healthwatch Lancashire observed several interactions between patients and staff on the day of the visit.

A patient was observed coming into the Medical Centre to ask about the new triage system as they were worried how this would impact them. The staff members talked them through the process and how they would need to download the NHS app. They asked if they could still ask for certain doctors and they said you can request this on the form. The receptionist said they would send an email to the patient with what will happen and when.

Patients were observed to be waiting for short periods of time before being called in for their appointment. Patients were observed to be using the self check in machine and reception staff to check in for their appointment.

One patient came into the Medical Centre to book an appointment and the staff on reception looked at the schedule and managed to get the patient an appointment for later in the week.

Staff on reception were observed to be kind and courteous to patients coming into the Centre and helped them with their queries.

Staff were observed to be coming out to collect patients and then taking them to the clinical rooms for their appointments. Staff were friendly and engaged in conversation with the patients they were seeing.

Near the end of the visit a patient came into the Medical Centre quite flustered as they had received a notification on the NHS app about the new triage system and was really concerned what this was as they said they were not tech savvy. The staff member was very calm and reassured the patient that they didn't need to worry and if you can't access the online form, you can still ring and the staff can do the form with you on the phone. The patient then asked the staff member to look at her phone and see if they could access this and they reassured the patient and explained that this was not coming into force for a few weeks and there was lots of time for help and support before it changes over.

During the initial meeting with the management team, they spoke about how they also support two care homes in the area and how they provide treatment to the patients. There was also a discussion about extended surgery times which patients can access outside of the normal Medical Centre opening hours and these are evening and weekend appointments at a surgery in Chorley.

There was some confusion from patients near the end of the visit as they had been sent to the medical Centre across the road for a blood test to find out it was closed and had been moved to Granville House. The staff at the centre were really supportive and reassured them they were now in the right place, and they would be seen by the phlebotomist soon.

Patient Involvement



When speaking with the management team they explained that there is a patient participation group being advertised at the moment. They had a meeting in

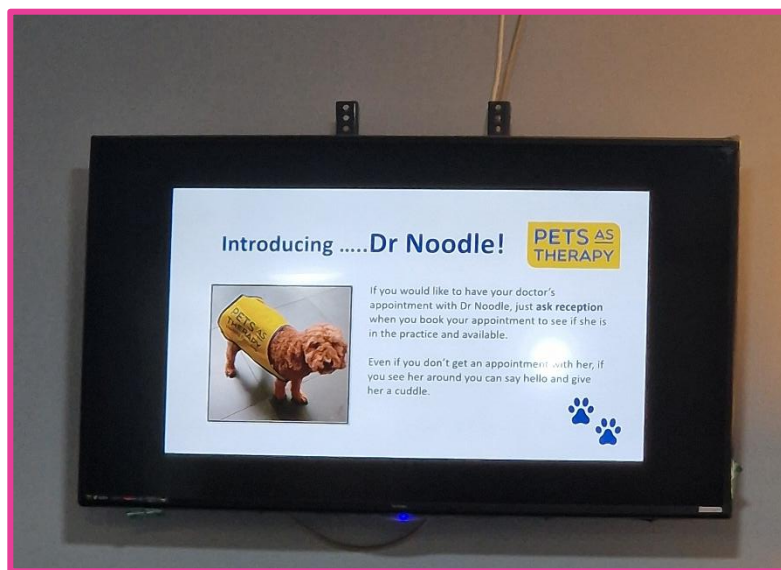
December which had six patients on this, but this is now being advertised back out to get more patients signed up. There are posters up around the Medical Centre advertising the PPG and how to join this.

There is also a board with friends and family feedback up in the Centre to highlight what the team have done in response to feedback from patients. They have also highlighted how feedback is being used and areas for improvement. As above it would be good for the Centre to share this in a more prominent place to showcase the work they do for and with patients. (Recommendation 1)



During the walk around Healthwatch Representatives were told about Dr Noodle who is a trained therapy dog who is in the Centre to support patients during appointments. This is very popular with patients and can easily be booked in to support during routine appointments, blood appointments or just for some support.

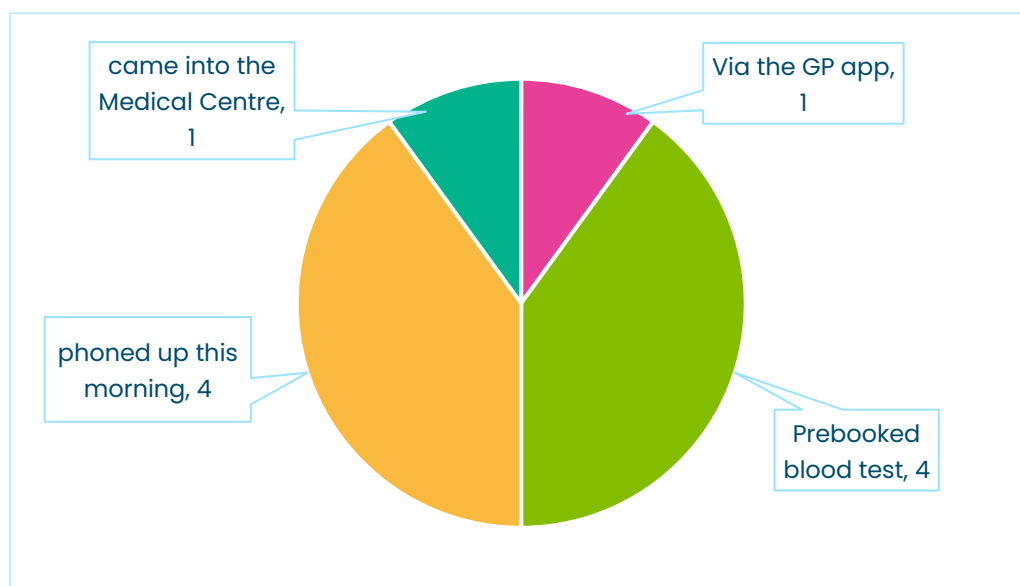
Granville House Medical Centre held a drop-in session to talk with patients about the new total triage system that will take over from the end of September. The drop-in session had over 100 patients in attendance, and they are going to hold more after the triage system is in place to help and support patients.
(Recommendation 3)



Patient feedback

Healthwatch Representatives spoke with ten patients at the visit.

How did you make your appointment today?



One patient mentioned that they had come into the Medical Centre for a prearranged appointment but managed to book an appointment for their child whilst they were there.

“I already had an appointment this morning for myself, which was a prebooked appointment, but I managed to get my child in whilst I was here.”

One patient mentioned that they had a phone call appointment this morning and the doctor wanted to see them in person so this was arranged.

“I had an initial phone call appointment this morning with the doctor but they wanted to see me, so she booked me in on the system.”

Some patients spoken with were confused as they had gone to the clinic across the road for their blood test to be told it isn't open so they came over to the Medical Centre.

“I had a booked blood test this morning but when I got to the clinic it wasn't open, so I've now come here but no one told me the venue had changed, but the GP have sorted it now.”

What works well at this surgery?

When speaking with patients they were very complimentary of the Medical Centre, stating how they had been a patient a long time and the staff are always friendly and helpful.

“I have been with this GP for many years, and the staff are friendly and nice, I’ve never had a problem here.”

“The staff are great, I can’t complain at all they are so helpful and supportive.”

Two patients commented on how easy it was to book an appointment at the Medical Centre.

“I think it’s really easy to make an appointment here, it’s so easy to ring in the morning and the staff are always helpful.”

One patient commented on the check in system and how easy this is to use alongside the waiting room.

“I think the check in machine is great and simple to use, then you have a choice of seating when you get here, I like that.”

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

Most patients spoken with mentioned they were happy with how the Medical Centre is running and couldn’t think of any changes that could be made.

Four patients shared their concerns over the new total triage system. One patient expressed they had received a notification about a drop in session after the session. This was communicated with management at the visit and they were shocked to hear this as it had been scheduled to go out a week before the drop in.



“I’m concerned about the new total triage I hope we get more information regarding this and what we need to do.”

(Recommendation 3)

“I was sent a message via the NHS app last night at 7pm saying there was a drop-in session today between 1-3pm, so I’m presuming no one attended as I only received it after the time.”

Another suggestion brought to our attention was the use of QR codes on posters. Two patients mentioned that when they see a QR code on a poster they don’t think it’s important to them as they don’t have a smart phone so they think what is being advertised isn’t for them.

“When I see QR codes on posters I think the information isn’t for me as I don’t have a smart phone, so I just think its not important. I feel if the information was important there would be text underneath for us to view and see at the time. I get why they use QR codes but our population is more elderly so it might not be good for a lot of people.”

(Recommendation 4)

One other recommendation put forward from two patients was a water machine, they mention that they have asked staff for water on occasions but it would be good especially if you've walked to your appointment.

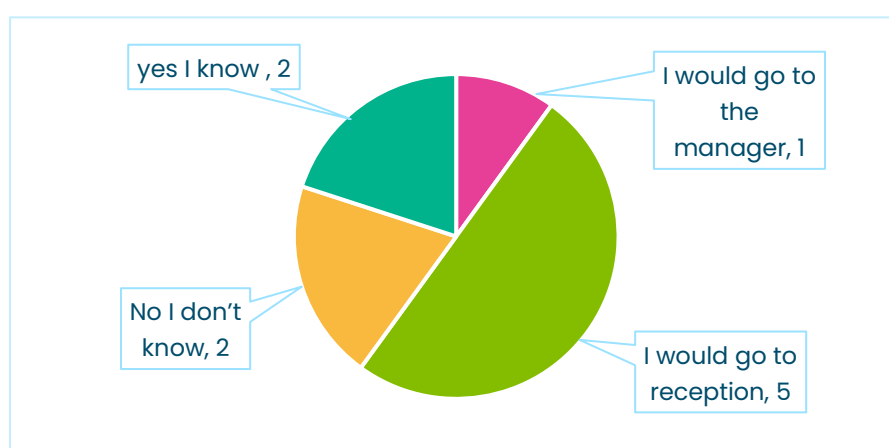
"I walk to my appointment so when I get here I can sometimes be out of breath I think it would be good to have a water machine that patients can access freely instead of us asking staff for one." (Recommendation 5)

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

Patients at the time of the enter and view visit didn't require any additional support or anything in additional languages.

"I have taken a leaflet today about the new triage system so I can get my head around it before it comes in."

Do you know how to make a complaint if needed?



Only two patients weren't sure where to go with the majority of patients saying they would go to either the reception or go straight to the manager.

"I would go to reception and ask probably, I've never needed to complain so it's not something I've ever thought about."

"I think I'd go straight to the manager to be honest, I see the team around the Centre so id just go and speak with them."

Staff feedback

Healthwatch received feedback from six staff members on the day of the visit and a further eleven staff members completed the survey prior to the visit.

How do you manage your workload?

Staff members mentioned different ways they manage their workload and how it will be different for different roles. One member of staff spoke about the day by rota which helps with their workload.

“We have a day by day rota so we know what we are doing everyday its very clear.”

Staff members also discussed the range of appointments they offer help with workload.

“We have a mixture of face to face and telephone appointments which helps us manage the patients that we have.”

There were conversations about how there is time for certain jobs such as prescriptions.

“We have protected time for prescriptions which helps massively.”

Members of staff mentioned how they manage their own workload and prioritise what is the most urgent job.

“I feel that I manage my workload well, I prioritise things that are urgent.”

“Time management is key to the smooth running on any given day. As a practice we encourage and learn from each other the most effective ways to complete our workload.”

One last point that was made was about how staff can ask for help if they feel they need it.

“It can be very busy at times, but I am allocated enough time to do my work and can ask for help when I need.”

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

During conversations with staff in the Centre it was discussed that staff and students have a lunch time debrief session which allows time to go through cases and to ask for advice and support.

“Yes, I feel we support each other here as we are a training practice. We have lunch time debriefs and they are helpful”.

Members of staff spoke about how they feel supported by management, and they can go to them for help and advice.

“Sharons door is always open and is really helpful and gives great guidance and advice.”

“Sharon and Jennifer have an open-door policy and will listen and help.”

One member of staff spoke about how the team know what the patients need and if additional support is needed.

“Yes, the practice understands that some patients take longer to communicate their needs, and everyone is dealt with as an individual.”

One member of staff highlighted that they feel they are well supportive but not just on a work basis.

“This is a very supportive practice to work in both practically and from an emotional wellbeing perspective.”

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

Staff members spoke about the range of training they do and how this is mentioned in meetings and daily huddles.

“Yes, we have monthly meetings, online training and daily huddles where we all get together.”

Other conversations centred around how the training is regularly updated and current.

“Training is current and regularly updated. Guidance or contract changes can sometimes take time to disseminate to practices, but we all work together to achieve the same outcome.”

One member of staff discussed how this is a training practice to they encourage staff asking questions so they can help and develop.

“We are a training practice and as such questions are encouraged, we have a strong team with a wealth of cumulative knowledge.”

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

Staff members mentioned how they have disabled parking to the front of the GP and longer appointments for patients if they need it. There were also conversations about the door bell at the front door if any patient needs support getting into the Medical Centre.

“We have disabled parking at the front of the GP; we also have longer appointments for patients that might need them and also wider door frames to allow for wheelchairs.”

“We have a disabled toilet, the GP is all on one level, we have a doorbell at the front door if anyone needs help with the door.”

Staff also spoke about how they offer wheelchairs and Zimmer frames for patients when they enter the Medical Centre and they have free access to these when using the facility.

“We have a hearing loop on reception, wheelchair and Zimmer frames available to all patients in the entrance area.”

Conversations around where this is documented on patients files and how there will be a notification if the patient needs more support.

“If anyone has a learning disability it is noted on their file, so we are aware if they need extra time or any additional support.”

We had a good discussion about the therapy dog that works at the Medical Centre and how it makes a big difference to the patients.

“We have a therapy dog who is always a massive hit with our patients and makes a huge difference.”

When speaking with staff it became apparent that the main cohort at this GP is white British, and they have never needed to use language line but it is there if they ever need it in the future.

“We have access to language line but with the cohort of patients we don’t need to use it at the moment, but it’s there in case we do.”

What is your experience of working here?

All staff members spoken with talked about how they enjoy working within the Medical Centre and they feel they have a supportive team.

“I enjoy coming to work.”

“I enjoy working here in a supportive team where the patients come first.”

“I feel very well supported by the GP partners and all members of staff will go the extra mile for each other and the patients.”

One member of staff shared that they hadn’t worked for the Centre for long but they felt very included early on.

“I haven’t worked at Granville for a long time, but I have felt settled very early on and all staff are supportive and approachable. There is always someone around who will assist, nothing seems like too much trouble.”

One member of staff mentioned how the Centre put on wellbeing days for the staff and how enjoyable these were.

“I enjoy my job and working here, the wellbeing days are always amazing.”



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



Staff members were really complimentary of the Medical Centre and only had a few recommendations including confidentiality of the reception area.

“I don’t think reception is massively confidential at times especially when patients are sat next to it.” (Recommendation 6)

Staff members spoke about how changes are constantly being made these are ongoing changes.

“There is a lot of work in place to make improvements at the moment such as ensuring patients are having their blood tested when they should, asthma reviews and pill checks. The website and display boards are being updates so I think these are ongoing positive changes.”

Staff were concerned how patients would manage the new triage system and the difficulties some might face. On the other hand, they do feel this is a good move forward and patients will see that in the future.

“I think there is a concern around the new triage system, how some patients will manage with this.” (Recommendation 3)

“I think the new triage system will work a lot better for patients and will start to see easier accessibility to appointments.”

There was one suggestion made which was around a water machine in the waiting area for patients to freely access.

“A water machine for patients would be good, I think that’s the one thing missing.” (Recommendation 5)

Recommendations

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

1. Move the board in reception into the waiting area so that patients can easily see the work the Medical Centre are doing and the responses to the friends and family test. Showcase and celebrate the work the Medical Centre do.
2. Use the notice board in reception to highlight Medical Centre news and make this bigger so patients can easily read this.
3. Continue to arrange drop in sessions for patients once the total triage system has come into place to support them through those changes.
4. Examine the use of QR codes on posters to ensure that all patients are able to access information in ways they need.
5. Look into the possibility of getting a water machine in the waiting area for patients to use.
6. Investigate ways to ensure patient confidentiality is present in the reception area for private conversations with patients.

Provider response

Recommendation	Action from provider	Timeframe
Move the board in reception into the waiting area so that patients can easily see the work the Medical Centre are doing and the responses to the friends and family test. Showcase and celebrate the work the Medical Centre do.	Due to limited space in the waiting area, which already accommodates two noticeboards, we're unable to add additional displays. However, we can update the existing noticeboards to feature Friends and Family Test feedback more prominently.	1 month
Use the notice board in reception to highlight Medical Centre news and make this bigger so patients can easily read this.	We will design the news posters for the noticeboard using larger font sizes to ensure they are easier for patients to read.	1 month
Continue to arrange drop-in sessions for patients once the total triage system has come into place to support them through those changes.	Patients are welcome to visit the surgery or call us at a time that suits them for further support. The practice is currently arranging additional sessions, which are expected to begin in early November.	1 month
Examine the use of QR codes on posters to ensure that all patients are able to access information in ways they need.	We will review the displays that include QR codes and ensure the information is accessible and suitable for all patients.	1 month

Look into the possibility of getting a water machine in the waiting area for patients to use.	We previously trialled a water machine in the waiting area, but it led to issues such as cups being left around and water spillages, which posed safety risks. For this reason, we have decided not to reintroduce it.	N/A
Investigate ways to ensure patient confidentiality is present in the reception area for private conversations with patients.	To enhance patient confidentiality within the reception area, the practice will look at implementing floor markers to guide patients where to stand ensuring adequate distance from the reception desk during conversations and reposition waiting area chairs to prevent patients from overhearing discussions at the reception desk.	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?

The Enter and View visit offered valuable insights into our patients' day-to-day experiences, highlighting both areas of strength and opportunities for improvement. It was lovely to read what patients feel works well at the surgery, and equally important to understand the concerns they shared—particularly around the new triage system. This feedback provides a meaningful foundation for us to reflect, adapt, and enhance the care we provide.

Any other comments?

The visit was well-organised and provided a valuable opportunity to reflect on current practices. It offered constructive insights into the patient experience, which we found extremely beneficial. The visiting team were professional, respectful, and their feedback was helpful. We look forward to implementing some of the suggestions shared.



healthwatch

Lancashire

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