

Reedyford Healthcare Nelson

Thursday 18th September 2025

10:00am – 11:30am



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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Reedyford Healthcare

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Surgery Contact:

Farhana Ugradar (Practice Manager)

Date and Time of our Visit:

Thursday 18th September 2025

10:00am – 11:30am

Healthwatch Lancashire Authorised Representatives:

Steve Walmsley (Engagement Team Leader)

John Moore (Healthwatch Lancashire Volunteer)

Introduction

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

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

To help achieve this Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of 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.

General Information

Reedyford Healthcare serves patients in Pendle, primarily residents of Nelson and Barrowford. There are between 14,900 and 15,000 patients registered at the practice.

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.

Glossary

MDT – Multi-disciplinary team

PCN – Primary Care Network

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Reedyford Medical Practice on the 18th September and received feedback from:



Pre-visit surgery survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the practice 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 Surgery manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the Practice Management team to discuss the background of the surgery and to view the facilities. The appointment system was explained, along with support offered to patients who are accessing services within the Primary Care Network (PCN).

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 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 Medical 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



Healthwatch Lancashire Representatives viewed facilities that were available at Irwell Medical Practice. This included the waiting area and reception desk.

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 also praised the communications between the surgery and themselves, commenting on how staff would provide support with translation where needed.

However, some patients raised concerns about delays in the appointment making process, commenting on how it can take some time to get through on the phone at certain times during the day. One improvement that was suggested by patients was to look at the interface on Patches to incorporate reminders for appointments to make the booking process simpler.

Throughout the visit staff members were observed to be kind, courteous and considerate towards the needs of patients with some complex enquiries being handled in a sensitive manner, what was noticeable was there were staff available to handle queries with patients who used English as their second language.

Surgery Overview

Location and public access



The practice is located in the Yarnspinners Primary Health Centre which offers a range of local health services such as physiotherapy, out of hours appointments and social prescribing. Frequent local bus services can be accessed from a bus stop close to the centre. There is a drop off point directly outside the front of the centre which allows patients using taxis to gain direct access to the centre.

A car park is located outside the centre, with five disabled bays. Access to the centre from the car park was made easier through the use of a zebra crossing. The car park has Automatic number plate recognition system in place which limits people using the car park to a stay of 90 minutes. It was noted that patients were parking on the nearby supermarket because they were able to park there for three hours.

Surgery Population

The practice serves a mixed population of approximately 14,500 patients are registered at the practice. Patients live in the surrounding area of Nelson, Colne and Barrowford.

Services available

The practice offers face to face appointments with GPs and nursing staff along with a range of additional services such as social prescribers, a mental health (MH) Practitioner and physiotherapists. Other services are on offer through the PCN which are available at the Yarnspinners Centre. This includes enhanced access for other practices in the area if referred by other professionals.

Appointment Management



Appointments can be made by patients either on the phone, online using the Patchs system or directly at the reception. The Patchs system is an online service that facilitates patient enquiries and appointment booking.

Phone calls are handled by a team of care co-ordinators at the practice with four trained in handling prescription enquiries to provide further assistance to patients.

Online enquiries are triaged and patients are given appointments with relevant members of staff. It was explained that this was to help make sure that there was a suitable triage in place before appointments were allocated to patients.

Enter and View observations

External Environment

The main entrance to the Yarnspinners Centre catered for wheelchair users by being level with the kerb and having automatic doors. There are clearly marked ramps for patients to use and they have clearly identifiable handrails.

Signage outside the building is clear and visible, helping patients find where they need to go.

Internal Environment and Waiting Area

The medical practice is located on the ground floor to the rear of the main building and is accessed via a ramp from the main concourse.

The practice has one main waiting area, with a large reception desk for patients to make enquiries and book appointments. A self check in system is present to the right of the main desk and was clearly identified with signs.

Signage for the services available in the centre is displayed in a prominent position in the entrance. This signage was observed throughout the centre. It had a consistent style to aid patients living with dementia and other conditions.





There is ample seating in the waiting area of a standard design and size, although some chairs are adapted to provide assistance to patients with mobility impairments. The seating is spaced to allow for the movement of wheelchairs and pushchairs.

Patients are called to their appointments by members of staff who collect them from the waiting area. There is a screen at the end of the waiting area to call patients but this was not in use at the time of the visit.

The waiting room has multiple large noticeboards displaying information about the local social prescribing services, community services, veteran support and information about common conditions. Of note is a board which explains the different roles that staff play at the practice with explanations for patients about what they can do to help patients understand that they don't always need to see their GP.

Patient Interactions

Healthwatch Lancashire observed several interactions with patients who were at different stages of their appointment making journey. Throughout the visit a number of patients attended the surgery to make enquiries about medication and other issues which were handled calmly and professionally by the staff on the desk.

It was noted that some patients attended the practice, who did not have English as their first language. Staff on the desk accommodated this need by speaking in their arabic in order to give them the information they needed. Patients appeared to appreciate this as it meant they were able to have their queries resolved whilst they were at the centre. It was explained that staff would try and provide assistance where they could with patients who needed additional support.



Patient feedback

Healthwatch Representatives spoke with **eleven** patients during the visit.

How did you make your appointment today?

Five of the patients spoken with had made their appointment arrangements online using the Patchs system. The feedback about this process was mixed in terms of how people felt about the move to online services because it was a recent change that they were getting used to. One patient reported that they helped members of their family with this process because they struggled to use technology such as smart phones. (recommendation 1)

“I always do it through the Patchs, I am used to it but I have ended up helping my family with it because they can’t use their phones.”

One patient commented that they had their appointment pre-arranged by the staff at the practice as a follow up to a previous blood test which they commented had been done efficiently.

“It takes all the stress out of making an appointment when they do it for you. They sorted me out as soon as I had my blood test I was told to go to the desk and get it booked in which was dead easy.”

Three patients commented that they had experienced some issues with the process of making appointments on Patchs because they didn't receive confirmation of appointments being booked or a reminder to attend the practice. (recommendation 2)

“It’s tricky because you have to be on the app at 7am and then you don’t get anything to confirm that you have the appointment. I missed a blood test because it didn’t tell me that the appointment was booked. I just thought it had crashed and I left it. I didn’t know it had actually been confirmed.”

“I don’t like it at all it is hard to use and there isn’t a lot of appointments available when you get on the app.”

What works well at this surgery?



Five patients complimented the attitude of staff members at the practice, highlighting how they felt that staff listened to them and assisted them.

“They listen to you and try and help you I like how they will speak in Urdu if we need them to translate.”

Eight patients praised the care that they received from clinical staff at the practice, explaining that they felt the staff listened to them and gave them the time they needed in appointments.

(recommendation 3)

“When I see someone I feel like they try their best to get me what I need.”

One patient, who was satisfied with their experience commented,

“I wouldn’t change anything really.”

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

Three patients provided feedback about the Patchs app, as stated above, where they felt there were some issues with the communication of appointments on the app.

One patient explained that they felt a specific service offered by NHS staff would be of benefit for residents of the Nelson area to share information with patients in their home language about different conditions. (recommendation 4)

“A language based service would help people who struggle with English as their first language. They need information about conditions such as heart disease and diabetes, which is only really available in English.”

They mentioned that setting up a service like this would be of benefit because they could access better information about how to look after themselves in a community where there is a high prevalence of different long term conditions.

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

All patients spoken with felt that staff at the practice shared information in a clear and consistent manner, which meant that they were well informed about their conditions and appointments.

“They are very clear and take the time to explain things.”

Patients praised the communication from

Do you know how to make a complaint if needed?

Seven patients were confident about how to raise issues and enquiries. Three patients who were not sure about raising issues commented that they would speak to staff on the Reception desk in the first instance.

“I would just ask the staff at the desk if I had a problem.”



Staff feedback

Due to the number of clinics taking place at the time of the visit, we were unable to speak with members of staff about their experiences delivering services.



Recommendations

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

1. Develop a how to guide for patients using the Patchs app to book appointments.
2. Investigate the possibility of including notifications for patients booking appointments online through either the Patchs app or text message service.
3. Celebrate successes and good practice highlighted within this report by sharing online, through the PPG group and in staff meetings.
4. Liaise with PCN to develop a multilingual information resource or drop in to share with the wider community about common conditions such as Diabetes, Blood pressure and cancer.

Provider response

Recommendation	Action from provider	Timeframe
Develop a how to guide for patients using the Patchs app to book appointments.		
Investigate the possibility of including notifications for patients booking appointments online through either the Patchs app or text message service.		
Celebrate successes and good practice highlighted within this report by sharing online, through the PPG group and in staff meetings.		
Liaise with PCN to develop a multilingual information resource or drop in to share with the wider community about common conditions such as Diabetes, Blood pressure and cancer.		

Questions

Is the report factually accurate?

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

Any other comments?



healthwatch

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