

Roslea Surgery Preston

Enter and View Report

Wednesday 22nd November 2023

1:30pm – 3:30pm



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

Contact details:

Roslea Surgery
51 Station Road
Bamber Bridge
Preston
PR5 6PE

Tel 01772 310100

Email: Iscicb-csrrosleasurgery@nhs.uk

www.rosleasurgery.co.uk

Registered Manager:

Mr Chris Blackburn Business & Governance Manager

Miss Grace Rudman Practice Operations Manager

Date and Time of our Visit:

Wednesday 22nd November 2023 1.30pm -3.30pm

Healthwatch Lancashire Authorised Representatives:

Louise Dewhurst (Engagement Officer)

Emmy Walmsley (Senior Engagement Officer)

Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service. The aim of an Enter and View visit is to gather views and experiences of patients and staff of a service and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced.

The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas of improvement. Healthwatch Lancashire is an independent organisation, therefore 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 manager for their opportunity to respond before being published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk.

Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisation.

General Information

Roselea Surgery is a GP Surgery located in Bamber Bridge Preston Lancashire. Management informed us that they have a patient list of approximately 8600.

The surgery provides General Practice care and other services such as social prescribing, Asthma Clinic, Diabetes Clinic and Physiotherapy.

They are part of the Bridgedale Primary Care Network.

Acknowledgements

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

Methodology

The Healthwatch Lancashire Enter and View Representatives made an announced visit on Wednesday 30th November and received feedback from nine patients and eight staff members.

Healthwatch Lancashire obtain the views and experiences of patients, relatives, and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services.

Conversations with patients were structured around four themes (Environment, Care, Food and Activities). Conversations with staff included their experiences of staffing levels, support and training.

The Enter and View Representatives also recorded their own observations on the environment and staff-member interactions. To retain confidentiality and anonymity of respondents, names, pronouns and any identifiable details have been removed from quotes.



9 patients
8 staff

Summary

Healthwatch Lancashire Enter and View representatives made an announced visit to the surgery on the 22nd of November. The Practice Manager had completed a pre visit questionnaire summarising services offered by the surgery and information about appointment management, this was returned to Healthwatch Lancashire on 10th November 2023.

Surgery Demographic

There are 8600 patients registered at the surgery. The practice manager explained in the pre visit questionnaire that the population of the surgery has a higher-than-average number of patients over 65 years of age.

Appointment Management

It was explained that patients can make appointments using a range of methods. Pre-bookable appointments can be booked on-line, over the phone or in person at the surgery. The practice manager explained that "We take a dynamic approach to answering the phones, with more staff manning the phones in the morning. Typically, they would have 3-4 staff manning the phones in the morning reducing to 2 staff as demand subsides."

Patients can order prescriptions online, through the NHS app, patient access or our on-line contact/request form, they can also email a dedicated prescription email address, or they can drop a request slip into the prescription request box either at the front door to the Practice, or at reception. For patients that are unable to use any of our online/email options and are unable to get to the practice to drop a request slip in the prescription box, then patients can telephone the Practice.

Visit Summary

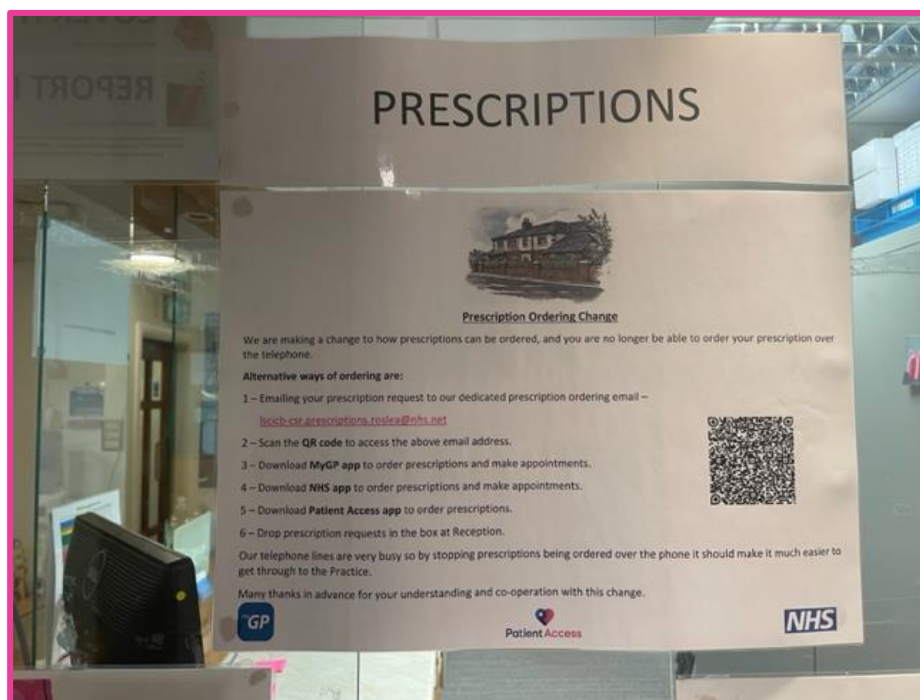
The Healthwatch Representatives received a warm welcome by the Business & Governance Manager and Practice Operations Manager. After a brief discussion the Healthwatch representatives were shown the facilities and services that are provided at the surgery. This included a self-check in system, the waiting areas, the reception office, the clinical rooms, treatment rooms and management/administrative offices.

At the time of the visit, there were four GPs, one practice nurse, one medical student, one physiotherapist, one social prescriber, one health and wellbeing coach, one mental health practitioner and one Assistant Practitioner, who carries out direct care and checks with patients such as blood pressure tests.

There were six reception staff present; one of which was on the dedicated prescription line, one on general phone calls and another on the main desk to handle patient enquiries. It was explained that at busy periods in the day, all administration staff assist with phone calls, this is usually at the beginning of the week.

Overall, the surgery was observed to be clean, staff were polite and courteous with patients and it was noticeable that towards the end of the visit, the waiting room was busier, with approximately seven patients waiting for their appointment.

Patients explained that they felt the surgery provided a good service, that they were satisfied with the care received from clinicians and they felt heard and cared for. 50% of patients spoken with said that they had experienced issues in contacting the surgery to make an appointment, with issues relating to the length of time it took to make contact with the surgery particularly at the beginning of the week and around 8am.



Enter and View observations

Location and External Environment

The surgery is located on Station Road which is one of the main roads through Bamber Bridge, Preston. There is a local bus route, which stops along the main road close to the surgery.

There is a car park to the back of the surgery which has approximately seven spaces, and no bays for disabled parking. This carpark was observed to be full at the time of the visit. There is on street parking directly in front of the surgery, which has no parking restrictions which can be used for patient parking if available.

There is step free access to the front and back of the surgery to allow wheelchair access. There is an automatic door on both entrances to assist patients.

Internal Environment and Waiting Area

On entering the main door of the surgery, noticeboards could be seen on both sides of the corridor with information on various local services and general health information. One of the noticeboards was dedicated to the Macmillan Cancer services and on the front of the reception desk, the Healthwatch Lancashire poster advertising the visit was displayed.

It was noted that some of the health information leaflets, specifically a cancer research leaflet, was out of date, and due to the amount of information on the notice boards meant that it was difficult to see and process some of the information provided.



To the left of the reception area was a digital self-check in booth for patients to check in for their appointment independently, which meant patients didn't need to queue at the reception desk. Several patients were seen using this check in booth at the time of the visit.

There was a digital banner above the reception desk that displayed the patients' name and location of the treatment room at the time of the appointment. It was also observed, that on the digital banner there was a message that read "If waiting ten minutes, check with reception that you have checked in." this was on a continuous rotation.

During the visit, it was observed that a patient had missed their name on the digital banner to alert them to go into their appointment, a nurse came to remind the patient and collect them. There is an audible ping from the call board whenever a patient is called. Once a patient is checked in, if they do not attend to the consultation room when called, then the clinician will very quickly call for them in person in the waiting room.

Healthwatch representatives asked the practice manager how the surgery accommodates for patients who are visually impaired and digital banner. It was explained that they would be assisted by reception staff who would be aware of their needs. Clinical staff would then meet the patient in the waiting room and escort the patient into their appointment.



Toilets were available for patients attending the surgery, which included a disabled toilet. Each toilet had clear signage on the doors and were observed to be clean.

There was a digital display clock above the reception desk which displayed the time and date. There was also a hearing Loop sign in Reception, but no patients were observed using this facility at the time of the visit.

Feedback forms for the surgery were available for patients to complete on the front desk along with a box for patients to deposit prescription request forms, which was observed being used by a patient. It was noted that this prescription request box had been defaced and was in a poor state of repair.

There was a small room to the right of the reception desk which could be used if someone needed a quiet space or wanted to speak to the receptionist in private.

Hand sanitiser dispensers could be seen around the reception area, one of the patients in the waiting room commented that the hand gel dispenser was empty on a few occasions when visiting the practice.

There was no signage to help patients navigate around the practice, however names of doctors could be seen on the front of the doors of the clinical rooms. The signage present on the toilet doors, clinical rooms and treatment rooms were seen to be small and not dementia friendly due to the choice of colour and font which made it hard to read.

Some clinical rooms for physiotherapy, treatment rooms and staff office were located on first floor which was accessible via stairs or a lift. The lift was identifiable by a large sign and patients could use it to independently access the first floor.

Patient Interactions

Healthwatch representatives observed several interactions between staff and patients with different queries and issues being dealt with. All patients were seen to be treated with dignity and respect from staff members who dealt with the queries in a timely manner. One of the Healthwatch representatives observed a phone call enquiry related to prescriptions, the staff member answered questions in a professional manner and gave clear instructions about the process.

Two patients were observed asking reception staff if they had signed in correctly as they had been waiting a long time for their appointment. Each time this happened, the receptionist said they would check on what the reason was for the delay. They responded and told the patient that the "Clinic is running slightly behind and shouldn't be too much longer." They did not give any expected times to patients due to the nature of the consultations taking place.

Patient Involvement

There were posters on display informing patients about the complaints and feedback procedure for the practice. On the same notice board there was a poster advertising the Patient Participation Group (PPG). It was mentioned during discussion with the practice manager, the PPG was in the process of been reformed. They are planning to hold a meeting in January 2024 to discuss restarting this group.



The Practice does provide an informative website, with a section advertising out of hours appointments available at the surgery and other surgeries within the Primary Care Network.

There is a Facebook page that is used to share general health information from the NHS in relation to advice on stopping smoking, weight loss and how to use apps. One post did advertise that the practice was closed on the 7th of November and gave patients information about when the practice would resume operations.



Patient feedback

Healthwatch Representatives spoke with nine patients during the visit. Observations were also made to look at the service that is provided by the surgery.

How did you make your appointment?

Three patients had their appointments made by the GP as they were follow-up appointments. One patient had their appointment made by a pharmacist due to the results of a check made at the pharmacy itself. Three patients made their appointment online and two patients made their appointment over the phone.

Three patients mentioned that they had experienced issues making an appointment over the phone. One patient said, "I struggle with reception, the phone line is a nightmare I can be 45th in the queue..." another commented that they were "50th" in the queue and when they tried again later they were "10th"

Another patient commented that booking a "telephone appointment is dreadful I was 5th in the queue in the queue for thirty minutes" which they explained was normal for a Monday or Tuesday.

The patients who used the app said the appointments available are not always as early as they would like. One patient who used the Patient access app said that the appointments available online were spaced out to allow them to plan in advance "very spaced appointments but better than over the phone." which they explained was a good thing but they felt that some appointments were too far in advance for some urgent enquiries.

Another patient who used the app to make an appointment said the dates were far ahead not over the next day or so which is what they would have preferred. "I feel I have to plan to be ill the week before to get an appointment."



I feel the doctors are great here.



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

All nine patients complemented the care and support that they received from members of staff. "Yes, the doctors and nurses are good but you just can't get in to see them." They were happy with the care delivered but felt it was difficult to book appointments with professionals. Two other patients explained that they felt the care the doctors, in particular, gave was excellent, "I feel the doctors are great here."

How do you rate the communication between yourself and the surgery?

One patient gave a neutral response about communication saying "It's ok, I ring to book my appointment but no other communication other than that." When asked to expand on this they explained by saying, "More communication, would be nice, a newsletter or updates would be helpful."

Three patients commented that it was difficult to get in touch with the practice to book appointments and to make enquiries, "It's quite hard to get a hold of the surgery at certain times." Which meant that they were not confident in contacting the practice unless they needed to.

One patient commented that they sometimes felt uncomfortable sharing information with staff as they knew them personally. "My problem is the receptionist are from around here and I have an issue when they ask what the problem is and I don't want to tell them as they know me personally. " They explained that they were worried about privacy especially given the nature of their condition.

One patient expressed disappointment about the length of time that it took for the surgery to provide a completed form for them. "It took from July to October [to be completed]." It caused a delay in an assessment which they needed.

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

Out of the nine patients spoken with, two people highlighted concerns about the parking at the surgery, "The car park is a big issue" This was explored with the Practice manager who acknowledged that this was an issue, but they did explain there was additional parking available at the front of the surgery which patients could make use of.

One patient raised a concern that the surgery were not ensuring that there was adequate hand sanitising liquid in the dispenser for them to use when they came to the surgery. "The hand gel is not always full next to the check in screen."

Do you know who to speak to if you are not happy with the service or wish to make a complaint?

Five patients did not know how to make a complaint or who they should speak to if they were not happy with the service. Two patients mentioned getting in touch with the surgery directly and two mentioned that they knew about a feedback box in the waiting room, but they did not appear sure about how to make use of it.

Any other comments

"The mental health team are great they always listen to me, look at me instead of looking at a screen. "

Staff feedback

Healthwatch spoke **with eight** members of the staff team during the visit.

Do you have enough staff when on duty?

All eight members of staff felt that there were enough staff available during the day. Only, one staff member mentioned that “sickness and holidays can be a struggle.” Staff explained that they shared the workload at busier periods to meet the demands in the morning.

One member of staff explained how they try to give patients the time they needed in consultations. “We try to help the patients the best.... we take our time with patients.”

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

Members of staff commented that they were able to give patients a good offer in terms of patient care. Four out of the eight staff spoken to did make a particular mention of how they could seek advice from line managers with issues and questions surrounding patient care and treatment.

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

All staff spoken with complimented the training and support from the management team. One staff member commented that “Yes – absolutely training the best I have had.....” One member of staff explained how they were able to raise concerns with management, “We have staff meetings – we can bring concerns up straight away”. This meant that any concerns about training or patient care could be addressed quickly.

One member of staff explained about how the staff at the surgery are trained. “We do a lot of online and mandatory training.” Which meant that they were able to be kept up to date with training.

What is your experience of working here?

The eight members of staff complimented the atmosphere and explained how the team supported each other with their work. “I have a positive experience - management are approachable and supportive”. One member of staff talked about how they had worked at the practice and praised the environment that they worked with. “Been here a long time – very supportive environment works well with staff and patients”.

Two members of staff praised the new management at the practice, “Amazing team new management made an impact.” One member of staff added that there was a more enjoyable working atmosphere as a result.

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

Five staff responded to this question, explaining that they felt that there was a need to gain more feedback from patients about the care they receive in order to highlight aspects of good practice amongst the team and to identify areas for development. It was also mentioned that there was an intention to re-establish the Patient Participation group to give patients more opportunity to become involved in the work of the practice.

One member of staff explained how the surgery are in the process of streamlining elements of the medication review process to make it simpler for clinicians and patients. Another member of staff explained how they wanted to make more information available for patients regarding new apps and ways to use them, the practice were in the process of working on this in order to make sure that it was accessible to all patients.

One member of staff mentioned that the practice were looking to raise awareness to patients about Increased access appointments within the PCN in order to give patients more choice about the appointments that they could access, particularly in evenings and on Saturdays.

Any other comments?

“This is a very good place: management are very good with patients and listen to them.”

“We have a great workforce and there is always someone to go to.”

“The staff here work incredibly hard and are positive in the workplace which shows

with the patients. They do a fantastic job.”

Recommendations

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

1. Provide clear guidance for patients about how to raise a complaint and promote the use of the patient feedback box in the waiting room
2. Ensure that information on display boards is kept up to date and is visually accessible by being kept clutter free
3. Implement dementia friendly signage around the practice with images, contrasting texts and backgrounds to aid navigation. See Alzheimers Society Checklist (Appendix)
4. Promote the Weekend & Evening Surgeries within the PCN with information about out of hours appointments and extended services displayed in the practice
5. Ensure that all hand hygiene dispensers are checked and maintained
6. Keep patients informed about the progress of any administrative requests, including forms requiring a signature from a doctor

Appendix

Dementia Friendly Checklist – Alzheimer's Society

[Dementia-friendly environment checklist | Alzheimer's Society \(alzheimers.org.uk\)](https://www.alzheimers.org.uk/about-us/dementia-friendly-environment-checklist)

Provider response

Recommendation	Action from provider	Timeframe	Comments
<p>1. Provide clear guidance for patients about how to raise a complaint and promote the use of the patient feedback box in the waiting room</p>	<p>Starting from the 1st December 2023 we now text every patient (that has a mobile phone number) that has had an appointment with the Practice a link to our Friends and family test which is a very short survey of their experience with the practice during their last appointment. This has significantly increased the amount of feedback received from patients and allows us to identify both area's that patients provide great feedback, and also areas that we can focus on improving. Patient can still also submit feedback into the feedback box in Practice which is prominently displayed on the reception counter.</p>	<p>1st December 2023</p>	
<p>2. Ensure that information on display is kept up to date and is visually accessible by being kept clutter free</p>	<p>We now date posters and information that is put on the community information and support noticeboard in Practice, when it was first displayed. We now have a process where the Notice Boards are checked on a monthly basis and all material</p>	<p>Already done</p>	

	which is now no longer relevant is removed.		
3. Implement dementia friendly signage around the practice with images, contrasting text and backgrounds to aid navigation. See Alzheimers Society Checklist (Appendix)	The practice has invited a representative from the local Demetia Advisor service, through the Alzheimers society to support the practice with a thorough review of all signage through out the practice. Once the review is completed the intention would be to upgrade or replace current signage if deemed appropriate.	Depending on availability of Dementia Advisor service. Estimated visit by end of February 2024, with any implementation following.	
4. Promote the weekend and evening surgeries within the PCN with information about out of hours appointments and extended services displayed in the practice	The Increased access appointments available weekday evenings and on Saturdays, delivered by Roslea Surgery and our Primary care Network are promoted within the Practice with posters in the Foyer and adjacent to the reception desk. We have also now added the information onto our Practice website home page to ensure it is displayed in a prominent place on our website where patients are most likely to see it.	January 2024	
5. Ensure that all hand-hygiene dispensers are checked and maintained	We have reminded our cleaning team to check and refill if needed all the hand hygiene dispensers in the practice each evening. We would also encourage patients to let us know if one of the	January 2024	

	dispensers is empty, as staff are able to refill dispensers that have run out if they are made aware of it.		
6. Keep patients informed about the progress of any administrative requests, including forms requiring a signature from a doctor	When patients submit an administrative request, we aim to inform the patient of the likely timescales at the time of the request. If patients have any queries relating to any administrative requests, then they are able to contact the practice by phone (ideally after 10am), or by completing a simple on-line request form available on our website or the NHS app.	On going	

Completed by

(Name)

Date

Chris Blackburn

26 January 2024



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](https://www.facebook.com/lancshealthwatch)