

Castle Medical Group Clitheroe

Thursday 22nd February 2024

10am – 12pm



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

Clitheroe Health Centre

Railway View Road

Clitheroe

BB7 2JG

01200408920

<https://www.castlemedical.nhs.uk/>

Practice Contact:

Rachael Astley (Assistant Practice Manager)

Date and Time of our Visit:

Thursday 22nd February 2024

10am – 12pm

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 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 (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

The Castle Medical Group has a list size of 15,300 patients and is based in Clitheroe Health Centre which is an NHS Property Services building which includes the external building and facilities. The Health Centre is shared with another practice and also a Treatment Room which is run by East Lancashire Hospital Trust.

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 Castle Medical Group on Thursday 22nd February 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 practice manage appointments for patients. Information from this questionnaire is included in the summary below.

Introductory meeting with Assistant Practice manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the Assistant Practice Manager to discuss the Medical Practice and to view the facilities. The Assistant Manager explained that appointments can be booked via the phone, the online app and also in person at the practice.

One to one discussions with patients and their relatives

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

Discussions with members of staff

Healthwatch Lancashire Representatives spoke with members of staff about their experiences of delivering services to patients. Questions centred around support for patients and any improvements staff felt could be made at the Medical Practice.

Observations

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

Summary



Healthwatch Representatives viewed facilities that were available at the medical practice. This included the two waiting areas, reception office and clinical rooms. The practice shares Clitheroe Health Centre with the Pendleside Medical group.

At the time of the visit, the practice was running regular clinics and immunisations for newborn babies and toddlers.

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 practice and themselves, citing the usefulness of text message reminders and how the process of making an appointment was quick and easy.

Areas where patients expressed concern included how to use digital services such as Patches. Healthwatch Lancashire Representatives were informed there was a dedicated member of staff who was a Digital Champion and available to provide support to patients as needed. Staff members described plans to facilitate an outreach event at the centre to provide patients the opportunity to ask questions they may have about using technology.

Concerns were raised about the parking facilities explaining that it was not always clear who could use the car park.

Throughout the visit staff members were observed to be kind, courteous and considerate towards the needs of patients. Conversations with staff highlighted that they felt like there was a good system in place to meet the needs of patients and that there were robust procedures in place to help patients overcome barriers that they experienced. (Recommendation 1)

The facilities at the centre had recently been updated with a new patient alert system that called patients with an audible alert and informed patients where they needed to go for their appointments. Some elements of signage was observed to be in need of updating or standardisation but it was felt that there was a clear way to navigate around the practice. (Recommendation 4)

Practice Overview



Location and public access

Castle Medical Group is based in Clitheroe Health Centre. The Health Centre is shared with Pendleside Medical Practice.

The Health Centre can be accessed by public transport which is available at the transport interchange across the road from the rear of the centre. There is limited parking at the health centre, however, patients are able to use a pay and display car park across the road from the front of the practice.

Surgery Population

The Castle Medical Group has a list size of around 15,300 patients and serves a large elderly population of patients. There is a high proportion of patients who are aged 65 or over with an above average instance of chronic disease prevalence. Pendleside Practice has a similar patient population size with around 11,700 patients.

Services available

The practice offers face to face appointments and telephone consultations with GPs, Nurses, Advanced Nurse Practitioners and a range of other professionals. At the time of the visit there were appointments available with a Paramedic and immunisations were being carried out for newborns and toddlers. This is a regular clinic that is held on a weekly basis.

The practice also has a new Care Coordinator who provides non-clinical support and assistance to carers in the local area. The role covers assistance with appointments and outreach to meet the needs of carers. This was explained to be a new role at the practice and had already received some positive impact for carers and their families.

The practice had a member of staff dedicated to providing support with digital technologies, known as the Digital Champion. This included supporting patients to make appointments online and manage their health and wellbeing. It was mentioned that patients can self-refer to this service and that they were planning on hosting an open day to advertise this service to a wider audience and give patients the opportunity to access the service. (Recommendation 1)

A treatment room was also in operation and operated by East Lancashire Hospital Trust. This room was used for minor surgeries and patients could be referred to this service by both practices at the Health Centre.

Patients could access the Dispensary service available at the centre. This was managed by a separate company and provides prescribed medication to patients. It also provides a delivery service during the week to patients who are isolated or live in more rural areas. Repeat prescriptions could be ordered online by patients and then collected when they were prepared at the centre.

Appointment Management



Appointments can be made either in person, over the phone or using SMS text invitations that are sent to patients via the Patches online system which patients can download on their phones. Patients can submit an enquiry to the practice and it is assessed by staff and an invitation is sent out if needed.

During busier periods the assistant practice manager informed Healthwatch Lancashire representatives that there are on average six/ seven members of staff manning the phones. There is a central system in use to monitor demand and make sure that enough staff are available to answer telephone enquiries.

Enter and View observations

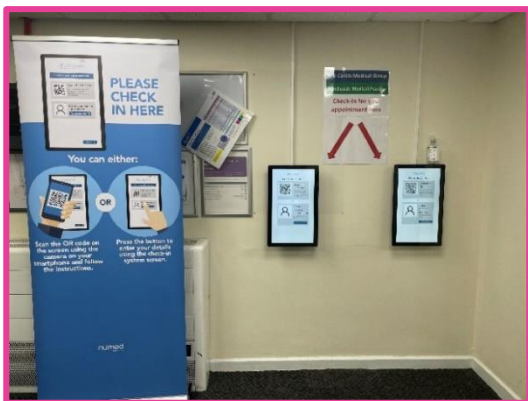
External Environment

The Health Centre was accessed by a designated footpath set back from the road. There was level access to the centre with a ramp to the main door. The centre was accessed via automatic doors and there was a handrail present for patients to use if needed.

An annexe building was also available where appointments with nurses and other professionals could be held. This was not in use on the day of the visit.

Internal Environment and Waiting Area

Castle Medical group had two waiting rooms in operation. One situated on the ground floor and one on the first floor. Pendleside Medical practice shares the larger waiting room on the lower floor.



Upon entrance to the centre, patients can sign in on a new electronic check in system. Patients can use a QR code from the screen to book in using their phones or use their details to find their appointment on the system. It was explained that patients at both practices could make use of this system to standardise how they check in for appointments. The system had been moved to the entrance to provide patients the opportunity to sign in privately without their personal details being visible to other patients. The signage at the

entrance was clear and directed patients through to the main waiting area.

Hand hygiene dispensers were available on the Reception desk and in the entrance of the centre. Toilets and communal areas were all clean and free of clutter. An accessible toilet was available for patients to use however, it was noticed that there was no emergency pull-cord visible for patients to use in an emergency. (Recommendation 2)

The reception desk is located to the left as patients enter the waiting room and clear signage for each practice was visible to aid patient navigation. There was a queuing system in place for the dispensary that did not restrict movement around the waiting area. The reception desk was split into two levels for patients using wheelchairs to speak with a member of staff.

The hearing loop sign was prominent, and it was explained that there was also a portable loop on hand for patients to use if required. Staff were observed walking around the desk to provide assistance to some patients during the visit. Patients who requested it, were able to have a discussion with a member of staff in confidence in a spare room.



There was ample seating in the waiting area with space for people using wheelchairs, prams and walking aids to move around. It was noted that all seating was of the same type and height which may not be suitable for all users. (Recommendation 3).

The waiting room had several displays containing information about self-care, being clear on cancer, diet, health conditions and local services that were available to patients such as Up and Active walking groups, Lancashire LGBT, smear tests and Digital Health Navigators. Posters with information about digital health services were displayed in prominent positions throughout the practice as it was explained that it had been identified as a priority that the practice take steps to prevent patients from becoming digitally isolated.

A TV display was in operation with general health information, information on carers support and other health information for patients to read whilst they waited for their appointments. Patients were called to their appointments using a television screen mounted on the wall facing the seating area, this called patients with an audio alert, displayed the patient's name, the clinician's name and the room they needed to go to.

There was a combination of laminated signs and fixed signage observed. Fixed signage was presented in large text on a high contrast blue background which was displayed at eye-level on doors and overhead in corridors. Arrows were used to help patients identify the direction to their appointment. Other signage consisted of printed paper signs which was not always a consistent style or size and, in some cases, could be hard to read if a patient had a visual impairment. (Recommendation 4)



The first floor was accessible via a staircase or lift. The waiting area on the first floor comprised a separate manned desk where a member of staff would provide assistance to patients. There was a second screen available which mirrored the one on the ground floor, especially when patients were called for their appointments. It was explained that this system had recently been implemented as part of the initiative to standardise the experience for patients at both practices.

Patient Interactions



Healthwatch Lancashire observed several interactions with patients who were at different stages of their appointment making journey. Phone call enquiries were observed being handled by five members of staff at the time of the visit. Enquiries were handled in a calm and polite manner. There was an average wait of around five minutes to make an appointment at the time of the visit. This was monitored on a dedicated system to allow staff to monitor demand and deploy additional staff as required.

One patient had been called for their appointment and had not made it to the correct room. Staff were observed responding quickly to this and used the internal communications to make sure that they had not made their way to the wrong waiting area. They were found and they were seen by the correct member of staff. It was explained that this patient had entered the wrong waiting area by mistake and staff made sure that they were ok before they attended their appointment. (recommendation 1).

A new parent was seen in attendance at the practice, accessing the immunisation service. Staff explained the process of receiving the injection to the parent and informed them about how long a wait there would be as it was a busy clinic at the time of the visit. The patient was seen to be satisfied and reassured by this information as they waited for the appointment.

Patient Involvement



A patient participation group called the Clitheroe Health Centre User Group (CHUG) is advertised on the practice website. This group is shared with the Pendleside Medical Practice and meets regularly to discuss patient experience and steer improvement at the centre.

Castle Medical Group has a Facebook page that is regularly updated with information about health conditions and wellbeing. The surgery works with stakeholders in the local area to run health screening events in the community and advertises local services that patients can access.

There was information displayed about ways to contact the practice available throughout the centre. Information about how to make use of the Patches system was observed in both waiting areas along with the procedures to raise a complaint about the level of service if needed.

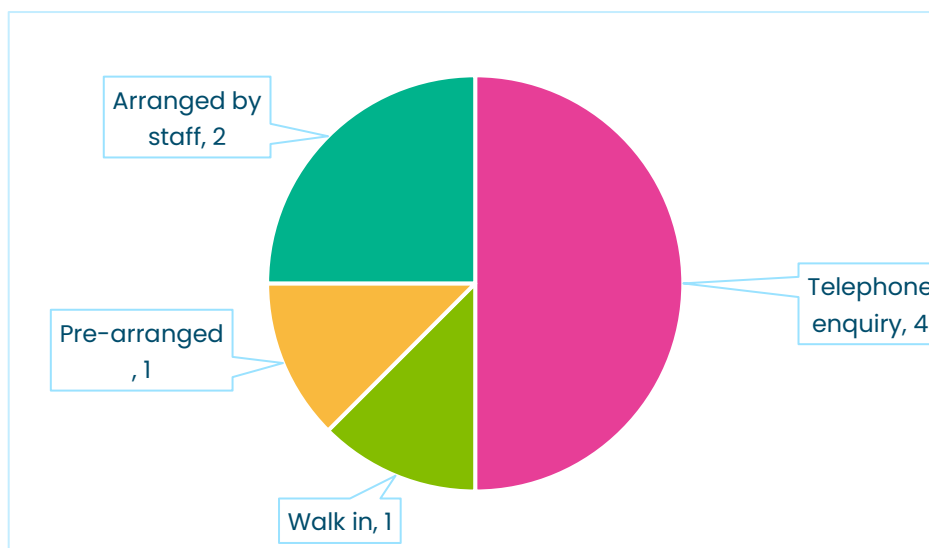


The Practice Manager explained that most recent friends and family tests showed positive satisfaction with the services provided; the medical centre use the results to make improvements to services. A QR code was observed on display boards to allow patients the opportunity to provide their feedback. However, there was limited information available on notice boards displaying information regarding patient experience, such as the results of the friends and family test for patients to learn about the practice improvement priorities.

Patient feedback

Healthwatch Representatives spoke with eleven patients during the visit.

How did you make your appointment today?



Most patients arranged their appointment using the telephone system and some appointments were pre-arranged by staff at the practice. One patient commented that they felt that the system worked efficiently even though there was high demand when they phoned.

“I called at 8am. I was number 17 in the queue. It moved quite quickly. I was surprised that it didn’t take a lot longer.”

One patient expressed concern about the length of time it took to make an appointment as they found it to be off putting when there were delays on the phone as they explained that they had tried multiple times to make their appointment.

“The older I get the more anxious I get with the appointment process. It makes me put off making an appointment to see the doctor about things I’m worried about until I really must. “

All patients commented that they did not have to wait for long in the waiting area with three reporting that they had actually arrived early for their appointment. Three patients explained how they had been invited to the surgery or been called in as a follow up appointment. One patient complimented this pathway as it was a straightforward process for them.

“It was very good – it was all done via text message”

One patient commented on the callback facility as it meant that they could keep their place in the queue which they felt took a lot of the stress out of the appointment making process. (recommendation 1)

What works well at this surgery?

Eleven patients commented that they felt the staff at the practice delivered a good level of care and that they were able to listen to the needs of patients.



“They care. They take into consideration what you say and then do something about it.”

One patient explained how they had experienced an issue with their prescription from the local hospital and staff at the practice resolved it for them.

“A prescription from the hospital was sent to the surgery and got lost. It took twenty minutes to explain what they should have and for them to chase and sort things out. But then I got my prescription there and then.”

They explained that they felt the staff at the practice had reacted quickly to resolve an issue and it was something that stood out to them as being a positive aspect of the service provided at the surgery. (Recommendation 1)

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

Three patients commented on the parking provision at the practice with the disabled parking being mentioned. One patient explained that it was sometimes difficult to access a disabled space due to patients using it as a drop off facility.

“People sit in their cars in the spaces waiting to collect people from appointments, so it can be really difficult to park.”

They mentioned how there was little signage around to explain about how to use this facility appropriately. (Recommendation 5) Another patient commented that they sometimes struggled using a normal space to get their children out of the car for their appointments.

Two patients described instances where there was poor communication between the practice and local hospitals, describing how a prescription had been lost. They did comment that the practice took steps to resolve the issue as soon as they were alerted to the issue and they were able to get the medication that they needed quickly. (Recommendation 1).

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

All patients were complimentary about the communications that they received from the surgery regarding appointments and referrals. They complimented the methods used, such as text messages and the app to send and receive information.

“Yes, it’s alright. It’s good that they text reminders for appointments.”

They explained that the reminders were helpful and prevented them from forgetting appointments and tests.



One patient was unsure about the Patches app as it was something that they were not familiar with. It was suggested that they ask at the reception desk for some support with the app which they said they might investigate.

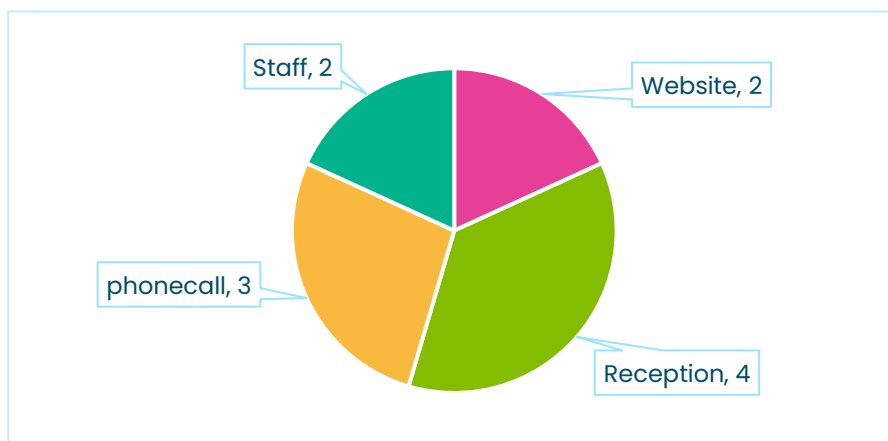
One example of positive practice given was how the practice communicates test results to patients.

“Getting test results and x-rays is good, they always send them through quickly and call me in if I need.”

They explained how they needed regular checks and that the practice took care of the arrangements and made sure that they were given updates quickly. This meant that they were able to track the progress of their treatment and respond to issues. (Recommendation 1)

Do you know how to make a complaint if needed?

The eleven patients that Healthwatch Lancashire Representatives spoke with gave a mixed response to this question. Patients who said Reception explained that they would ask there as a first point of contact if they needed to raise an issue. Two patients gave examples of how they raised issues with members of staff to resolve issues.



“I’d talk directly to a doctor. I did this in the past and something was done about it.”

They explained how they had been supported by that member of staff and the matter was resolved quickly. (Recommendation 1).

One patient described an occasion where they felt let down by the complaints process. They had approached the staff at the practice to raise an issue about the dispensary, which is a separate service.

“I was once refused a complaints form when I had a problem with the surgery.”

They explained that they felt the procedure was not clear about how to raise an issue about a different service at the centre. (recommendation 6)

Do you know what a Patient participation group is?

Ten patients were unaware about the Patient Participation group at the practice. One knew about the Clitheroe Health Centre User Group but they felt that they were not able to commit to getting involved due to other commitments. (Recommendation 7)

Any other comments and feedback

One patient described how they felt the process for getting prescriptions was not as clear as it used to be.

“We used to get a date for collection sent to us. They give me an idea and I usually come a couple of days before just in case I forget.”

They said that they wanted to be able to be given more specific dates about when their prescriptions would arrive to allow them to make plans for the collection of medication. (Recommendation 8).

Staff feedback

Healthwatch received feedback from **seven** staff members during the visit.



Do you have enough staff when on duty?

All members of staff explained about the steps the practice took to meet the needs of patients. They explained how the staff structure is tailored to ensure that all staff are supported and that any annual leave or sickness could be covered by another member of the team.

“Even on days where there has been staff illness and annual leave. We do our best to support each other.”

Staff explained how they support each other during busier periods and make sure that the phonelines and desk are always manned. The Practice Management showed the system that is in place that tracks the phone lines and alerted them if there was a high demand on the phone lines so that they could respond by deploying more staff to handle calls. This was used particularly at known busy periods of the day, such as the early morning rush.

One member of staff described how they felt that, whilst there were enough clinical staff, there was pressure on them to meet the needs of patients as they felt that sometimes patients only wanted to see a specific member of staff and that the staff were doing what they could to educate patients about the pathways

that were available to them, in order to show them the benefits of seeing different practitioners. (recommendation 9)

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



All members of staff commented that they felt able to deliver a person-centred experience to patients at the practice. They explained how the staffing levels were flexible to meet the varying levels of demand throughout the week.

“I value making the patient feel supported as a top priority.”

One member of staff said that they felt that it was not always possible to deliver this all the time, but they felt that the staff at the practice always strove to meet the needs of patients in a sensitive and kind manner, particularly when they are arranging an appointment and are not feeling well. They explained that staff are well trained in care navigation to make sure that patients are seen by the most appropriate member of the clinical team. (recommendation 8)

Another member of staff mentioned that they felt the staffing levels were well planned and they were able to give patients the time they needed to receive care and support.

All staff members spoken with commented that they felt supported by management to deliver a positive patient experience.

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

Staff felt that the training that they received allowed them to meet the needs of the patients they serve. Most comments concerned regular mandatory training such as safeguarding and the sentiment was that it was well managed at the practice.

“The Castle Medical group provide regular training for all aspects of my job role.”

Members of staff also mentioned that they were able to carry out training as they needed it, and that management were supportive to help them with this.

“If I feel the need for further training, the management will do their best to achieve this.”

They gave examples of how they had been supported to carry out training to allow them to progress into the role they currently held, because of the development opportunities they were given.

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

Three members of staff explained how they were able to provide assistance to patients who used hearing aids through the use of two hearing loops. They mentioned that they would make use of Language Line and BSL interpreters as needed. They mentioned that there was a system in place if they needed to source an interpreter for patients.

“We have the Digital Health Navigator in place to provide support for patients who need help with Patches”

One example was given about how the Patches app could be used to make enquiries about patient’s conditions. It was explained that the practice had a Digital Champion in place to support patients who needed help with digital communications.

What is your experience of working here?

All members of staff that Healthwatch Lancashire representatives spoke with were complimentary about their experience of working at the centre. Praise was given to the support from the management team.

“I would say that we go above and beyond for our patients.”

One member of staff mentioned that it was good that all staff helped each other at busy times, in order to ease pressure and make sure that the needs of patients were met.



Two members of staff explained that they had worked at the practice for a long period of time and that they were happy with the level of service that they delivered.

“As a local person, I also have relatives who are patients at this practice who are very happy with the service received.”

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

Staff spoken with described some of the improvement works that they had carried out at the practice, such as the new check-in machines and the patient alert system. They mentioned how these improvements had been carried out in response to feedback provided by patients.

“Recently patients requested the reinstatement of our self check in boards.”

They mentioned how they had received largely positive feedback from patients about the system. One member of staff mentioned that they felt it might be useful to have someone on hand to help assist patients to use these boards and to promote their use whilst they are new to the centre. (Recommendation 9)

One member of staff mentioned that they felt there were accessibility improvements that needed to be made to the facilities in the annexe area of the practice. (Recommendation 10).

“The only improvement I can think of is placing a ramp over at our Annexe to aid disabilities at that building as well.”

They mentioned that the building was not as well equipped as the rest of the centre and that was something that could be a barrier to patients accessing services in this area of the practice.

Recommendations

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

1. Celebrate successes and positive praise highlighted in this report in a team meeting and publishing on the practice website
2. Install an emergency pull cord in the patient toilet near the entrance of the centre (see appendix 1 & 2)
3. Consult with patients about the seating on offer at the centre to identify if any improvements are needed (see appendix 3)
4. Explore ways to standardise signage around the centre so that it is easily accessible for patients who are visually impaired
5. Investigate ways of improving signage in car park to make it explicit who can use it
6. Make the complaints procedure clear to patients using posters and social media
7. Ensure patients are well informed about when their medication will be ready for collection
8. Educate patients on the different roles that staff hold at the surgery to make them aware of the services that they can provide using noticeboards and online methods
9. Have a member of staff available to provide assistance on the check in system during busier periods
10. Conduct an accessibility audit with staff and people with lived experience to highlight any areas in need of improvement

Appendix

- 1 https://assets.publishing.service.gov.uk/media/60b0ea89d3bf7f43560e324a/Approved_Document_M_vol_2.pdf p.50
- 2 <https://accessible-toilets.co.uk/2019/02/07/all-about-emergency-cords/>
- 3 <https://digital.nhs.uk/binaries/content/assets/website-assets/data-and-information/areas-of-interest/estate-and-facilities/place-2023/place-2023-communal-areas.docx>

Provider response

Recommendation	Action from provider	Timeframe	Comments
Celebrate successes and positive praise highlighted in this report in a team meeting and publishing on the practice website	See comments	End of May 2024	Report to be shared to whole practice team via email and discussed at next staff meeting. Copy of report to be published to website.
Install an emergency pull cord in the patient toilet near the entrance of the centre (see appendix 1 & 2)	Pass comments onto owners of the Health Centre – NHS Property Services	Ongoing	As tenants of the building we are unable to make any changes ourselves but will ensure the comments made in this report are passed onto NHS Property Services.
Consult with patients about the seating on offer at the centre to identify if any improvements are needed (see appendix 3)	See comments	Ongoing	All seating in the Health Centre are NHS compliant, fluid impervious, infection control standard items. We will look into sourcing chairs with different heights/types including investigating the use of chair risers. We do provide chairs with and without arm rests to assist mobility.

Explore ways to standardise signage around the centre so that it is easily accessible for patients who are visually impaired	Pass comments onto owners of the Health Centre – NHS Property Services	Ongoing	As tenants of the building, we are unable to make any changes ourselves but will ensure the comments made in this report are passed onto NHS Property Services.
Investigate ways of improving signage in car park to make it explicit who can use it	Pass comments onto owners of the Health Centre – NHS Property Services	Ongoing	As tenants of the building, we are unable to make any changes ourselves but will ensure the comments made in this report are passed onto NHS Property Services.
Make the complaints procedure clear to patients using posters and social media	See comments	Ongoing	<p>There is a detailed compliments section on our website which explains how to make a complaint along with relevant forms and policies.</p> <p>We will continue to ensure that the posters in each waiting area regarding the complaints procedures are prominently displayed and clearly direct patients to the website or reception.</p>

Ensure patients are well informed about when their medication will be ready for collection	See comments	Ongoing	The collection time for medication has always been 2 working days., when alternative arrangements are in place i.e. bank holidays, signage is displayed and social media posts are done, explaining the alternative arrangements.
Educate patients on the different roles that staff hold at the surgery to make them aware of the services that they can provide using noticeboards and online methods	See comments	Ongoing	Discuss how to promote these services at the next staff meeting.
Have a member of staff available to provide assistance on the check in system during busier periods	See comments	Ongoing	A member of staff (from either of the two practices) was stationed by the new check-in screens for the first 2 weeks of implementation. Receptionists now offer to show patients how to use the screen if they come to the main desk without having used it (if the patient wishes to be shown).
Conduct an accessibility audit with staff and people with lived experience to highlight any areas in need of improvement	See comments	Ongoing	Improvements are scheduled to be made to our Annexe building imminently.

Questions

Is the report factually accurate?

Yes

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?

No

Any other comments?

The main comments from patients are around the building/car parking which is out of our control as tenants!



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