

GP Enter and View

Report

The Ghafoor Family Practice, Rochdale

First Floor, Nye Bevan House, Maclure Rd, Rochdale OL11 1DN



Introduction

Healthwatch Rochdale is the independent voice of Heywood, Middleton, and Rochdale residents. We listen, challenge, and shape local health and social care services.

Healthwatch Rochdale representatives conducted an Enter and View visit at The Ghafoor Family Practice on 10/07/2025 at 09.00 as part of a planned Quality Visit carried out by the Primary Care Team, GM Integrated Care HMR (Heywood, Middleton, and Rochdale locality).

The Ghafoor Family Practice is a GP practice in the Rochdale Borough with a patient list size of approximately 6,500.

Purpose of Visit:

The purpose of the visit was to review how patients access GP services, including appointment booking systems, accessibility of information, and the overall patient experience. It was not possible to speak with patients in the waiting area during the visit due to language barriers. However observations and staff engagement highlighted several key areas for improvement and good practice.

Who was involved:

- Moira Auchterlonie- Project Officer HWR
- Saba Asif - Practice Manager
- XX - PPG Chair
- Dr M B Ghafoor-GP
- Jackie Woodhall Primary Care Commissioning Team

Executive Summary

Quick Wins: Here are three quick wins which could improve the service and patients' experiences at The Ghafoor Family Practice.

1. To set up online booking system for patients to facilitate digital access
2. To add call back option to the telephone system
3. To update the practice name on all signs and website

The practice environment was clean and accessible, with good transport links and inclusive facilities. However, improvements could be made to enhance patient experience and access, particularly in relation to digital booking options, privacy at reception by offering a private discussion space and advertising this with a poster at the reception desk.

Key recommendations include implementing a telephone call-back system, ensuring the waiting room TV is used, introducing an online appointment booking system, and consistent messaging around obtaining test results.

These findings and recommendations have been shared with the practice, and a formal response has been requested in line with Healthwatch's statutory role. For more information on this please click [here](#).



What patients said: It was not practical to speak with patients in the practice waiting area during the Enter and View visit.

Booking system:

Telephone System

- Phone answered within 30 seconds with menu options available.
- Queue management - two other callers in the queue and a receptionist answered within two minutes.
- Helpful automated information - Phone introduction provides useful pharmacy details, including specific conditions that can be treated under the Pharmacy First Scheme, plus emergency contact information.
- Missing callback feature - patients cannot request a callback while waiting to speak to reception.



Appointment Access

- Practice uses telephone triage as the first step for GP appointments unless the patient requests a face-to-face appointment.
- No online booking system available for patients.
- Urgent appointments available from 8am, with same-day telephone consultations available on 10/07/2025.
- Routine appointments can be booked 2-3 weeks in advance (available after 11am)
- Video consultations are no longer routinely offered or used by the practice.
- Accessing test results had conflicting information. Phone message says available between 3pm and 4pm - the website says available by phone between 8am and 6.30 p.m. Message needs updating to improve patient access and manage expectations.

Staffing and Availability

- Two doctors available at the practice each day
- Female doctor available three days per week (Tues, Weds, and Thurs)
- Out-of-hours services - On the day of visit, two evening appointments available at the Dale Medical Centre, Nye Bevan, Rochdale - this seems low considering the practice size and patient demographic.

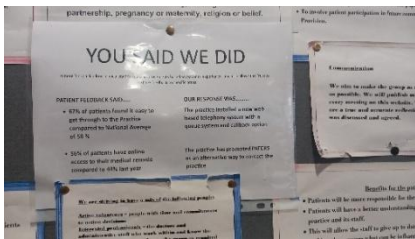
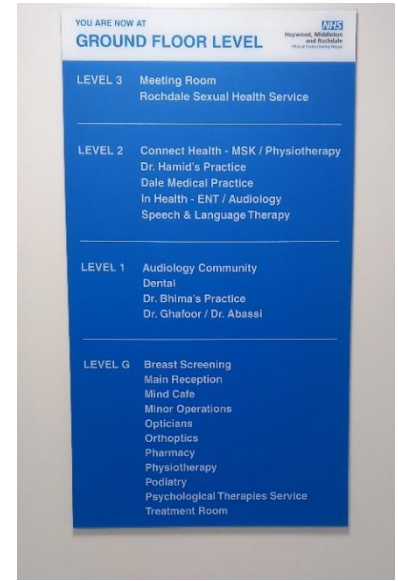
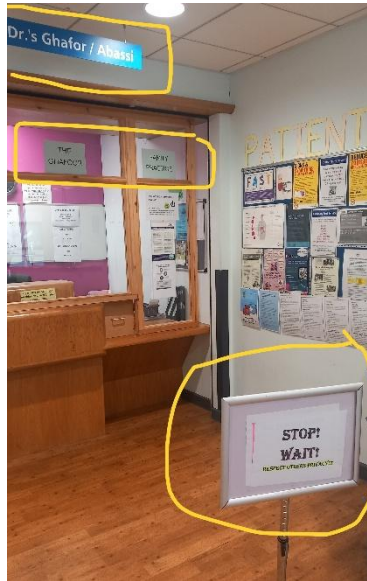
Digital Systems

- Online platforms - PATCHS system listed on website along with Patient Access.
- Website functionality - Contains useful information about appointment booking, but not all advertised features are fully working.
- System support - staff are available to help patients set up PATCHS, NHS App.
- Interpretation services available on request.
- Deaf patients. The practice has identified patients who have hearing issues and whether patients can lip read. There is access to a hearing loop system and Braille leaflets available .


Observations:


- Public transport accessibility. There is the tram stop outside the building; Rochdale train station and bus stops are nearby. Parking spaces available in the car park, including disabled parking plus on street parking.
- Accessibility to the building includes wider, automatic door, ramps and lifts.
- Different practice names on the building signs and website: Dr Ghafoor & Abassi, Dr Ghafoor and Partners and The Ghafoor Family Practice. With a change of managing organisation, these need updating for consistency.
- The waiting room was clean, tidy with plenty of seating space available for patients.
- The patient toilet in the waiting area was clean and tidy and was accessible.
- Information and signposting leaflets available in the reception area however, not all flyer stands were full, and more information could be shared.
- There was a repeat prescription box, patients can order online as well.
- TV/monitor in the waiting area was switched off.
- Patient Participation Group (PPG) information in the waiting area with a sign-up sheet for patients. It was a bit cluttered and needed dates on the 'You said, We did' actions.
- We observed several patients using the self-check in screen and others spoke with the receptionist.
- The practice has a "stop and wait" sign to keep patients back from the reception desk as it is an open waiting area where conversations can be overheard. The receptionist said there is a private room for confidential discussions. However, patients may not be aware this option exists.





Recommendations and Practice Response

Healthwatch Rochdale Recommendation	The Ghafoor Family Practice	Update/Actions/Further comments
August 2025	Name & position of responder	Date: 11.09.2025
1. Update practice name signs and online details for consistency and clarity.	Saba Asif Practice Manager and Saira Mohammed Admin Team	The Practice name has been changed from April 2025. The website has been updated, and a request has been sent to building management to provide us with new signs for the reception area. We recently had a meeting with senior team at RHA and it was requested if they can expedite this request.
2. Use the TV in the waiting area to educate, inform and provide signposting information to patients e.g. Weight Loss Jabs.	Saba Asif- Practice Manager	The practice needs to communicate with the building management to check the subscription as it is owned by the building management not per practice- all TV monitors are turned off in Nye Bevan. The practice is in communication to get further information.
3. Add callback option for patients waiting to speak to reception	Admin Team- Saira Mohammed	 Xon email response.docx Good Morning Please be advised that the minimum Queue length threshold is 4. if you would like to put this forward as a feature request for a future version please outline your suggestion in an email to products@x-on.co.uk as they manage all of the requests and will be

			<p>able to advise you if this is on the horizon. This request will be discussed at the next Feature Request review meeting. Should our product team decide to develop this feature it will be announced in the X-on newsletter when it is ready for release.</p> <p>Kind regards X</p>
4	Implement online booking system for patients.	Saira Mohammed-Admin Team	<p>The practice can confirm that we are offering online appointments to our patients through the NHS App and Patches throughout the day.</p> <p>The practice can confirm from 01.10.2025 there will be online appointments available from 08.00- 18.30</p>
5	Patient privacy and confidentiality: A poster at reception to inform patients they can request a private space for confidential discussions rather than in the open reception area.	Saira Mohammed-Admin team	 <p>Confidentiality picture.docx</p> <p>The practice already displays this information as shown in the picture embedded. This may have been missed. However, we will display it in different areas as well.</p>
6	Enhance access to care by offering more out-of-hours appointments and extending availability later into the evening to provide patients with greater choice and flexibility.	Saba Asif- Practice Manager	<p>There are different types extended hours offered</p> <ul style="list-style-type: none"> • Through our PCN and the other is • Through RHA. • Paediatric nurses appointments for children aged 1-18 years <p>These appointments are available every weekday evening and throughout the day on weekends. The practice already utilises many of these appointments throughout the day.</p>
7	Tidy up PPG notice board and add dates to "You said we did" section and advertise meetings on the TV.	Saira Mohammed-Admin team	<p>The PPG noticeboard will be updated, and dates will be added to the "You said We did" poster. Once the TV is up and running meetings and updates can be displayed there</p>
8	Test results. Provide consistent information (phone message, TV screens, website) about how patients can get their test	Saira Mohammed-Admin Team	<p>Website has been updated with the new information and times that are available on the phone system. Patients are already using Patches to request their results.</p>

	<p>results, and what to do if results need discussing with a doctor. Repeat or slow down the phone message times to call for different services.</p>		<p>Once the TV is up and running this information can also be displayed there.</p> <p>We will request Xon (Telephone provider) to slow down the message but it is already an AI generated recording. I have no comment on the possibility of this task until I receive a response from them.</p>
<p>9</p>	<p>Share report and discuss findings at a PPG meeting.</p>	<p>Saba Asif Practice Manager</p>	<p>These findings will be discussed at our next PPG meeting scheduling in the coming months.</p>



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