

Lostock Hall Medical Centre

Friday 7th November 2025

Time: 9:15am-12:00pm



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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Lostock Hall Medical Centre
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Registered Manager:

Dr Ewa Craven (Registered Manager)
David Pearson (Practice Manager)

Date and Time of our Visit:

Friday 7th November 2025
9:15am-12:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)
Steven Walmsley (Healthwatch Operations Manager)

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 and 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 Lostock Hall Medical centre on Friday 7th November 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 to discuss The Medical Centre and to view the facilities. The manager explained the history of the Medical Centre and how they moved from another premises in 2019, the history can be seen within the Practice.

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 Lostock Hall Medical Centre on Friday 7th November 2025 and spoke with 7 staff members and 12 patients.

Lostock Hall Medical Centre have an approximate population of around 6,500 patients from Lostock Hall and surrounding areas.

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, care and accessibility.

Staff were observed to be courteous and friendly to patients when they entered the Medical Practice. They were observed supporting patients with check in, medication enquiries and also new patient enquiries. All these were dealt with efficiently and with dignity and respect. Staff were observed to be greeting patients in the waiting area during the visit and asking how they were and sparking a conversation with them. Some patients from the patient forum came in to see Healthwatch Lancashire staff on the day of the visit to give their feedback.

Overall patient feedback was positive with comments around how lovely and friendly staff are and how easy it is to make an appointment. A few comments around how accessible the building is, the open plan waiting area and patients felt that staff were very clear with them. Two recommendations were made around the referral process for patients and communication between staff when patients are seeing more than one staff member.

Staff feedback was positive with them mentioning they felt very supported by the whole team. With many staff members working for the Medical Centre for many years and said they feel the staff morale is high and they have more than enough training to carry out their duties well. One recommendation made by staff was around patient understanding of the appointment process and how this would help both patients and staff.

Surgery Population



The age and gender profile for the Medical centre is close to the national position, other than a greater number of female patients aged 30-54 and more men aged 15-44.

Within the practice there are two GPs who are British Menopause Society (BMS) Advanced Menopause qualified. The practice provides a service which helps reduce the level of referrals to secondary care and helps reduce unnecessary appointments for a range of connected symptoms for more complex cases.

Appointment Management

Patients can request appointments by phone, in person or online through the website (non-urgent only). There is a good number of on the day appointments available each day. Patients are offered vaccination appointments through texts with on-line self-booking. Annual chronic disease review appointments are offered through telephone calls by staff.

Lostock Hall Medical Centre is also part of Bridgedale Primary Care Network (PCN) which allows patients to be seen at different surgeries that are part of the PCN to allow for out of hours appointments where necessary.



Services available

Many services are offered at Lostock Hall Medical Centre including

- GP appointments
- Advanced Nurse practitioner appointments
- Mental health practitioner
- Physio
- Health and wellbeing
- Social prescriber
- Blood clinic
- women's clinic
- baby clinic
- Diabetic clinic.

Enter and View observations

Location and External Environment

Lostock Hall Medical Centre is situated in the heart of Lostock Hall with public transport on the main road close to the Centre. There is a car park for patients to the front of the Centre including disabled spaces. There is also street parking outside of the Medical Centre for patients and visitors.

The Medical Centre is all level access with automatic doors at the entrance. Signage is clear from the main road and a large sign on the building as you enter the car park.

Internal Environment and Waiting Area



On entry into the Medical Centre there are two automatic doors, one on the main door and a push button to open the middle door into the reception area. The reception and waiting area were all part of an open plan area with ample seating, self check in machine, childrens area, history areas, notice boards and leaflet stands. Reception is clear when you enter the building and once checked in patients can go and sit in the waiting area. There are three televisions on display in the centre which showed many different areas of support including; patient forum, who to contact and what its about, support services, health advice, parking information, healthwatch poster and a video about the history of the area with residents who live in the local area.

In the middle of the waiting area are boards with a 'doctor doctor' exhibition which highlights the history of the area and the Medical centre, this is showcased in different ways and also has a cabinet with what it used to look like and elements of history in there. The waiting area is open plan with different style and size seating for patients to choose from. There is also a fish tank in the childrens area alongside some tables with colouring on them. There is a book case in the patient waiting area with books that patients can take and bring in some of their own.



The reception desk is separate to the waiting area in order to give patients some privacy when speaking with reception staff.

There are leaflet stands around the room with multiple advice and support documents for patients to take away with them. There is also information about the patient forum and how patients can join in with this. The television screens

were also used to signal patient appointments so they would come up with the patients name, the person they are seeing and what room they needed to report to. There was clear signage for patients to get around the Medical Centre with numbers and arrows showing the patients where to go.

There were also three separate toilets including a male toilet, female toilet and a disabled toilet. All toilet areas were clean, free from clutter and had ample hand washing facilities in them. All three toilet doors have dementia friendly signage on them. There was a clock in the main reception area but this would benefit from a dementia friendly clock. (Recommendation 1)



There are sixteen clinical rooms in total which are used by practice staff but also outside agencies including ENT and audiology. These clinical rooms can't be seen via the waiting area but are signposted well with contrasting coloured signs. These clinical rooms are just off the waiting area with two next to this area and the other fourteen up a ramp and down a corridor, they are all well spread out across the Medical Centre.

There is also a health pod available for patients at any time for them to look at their weight, height, BMI and blood pressure. The patient will receive a slip to explain the findings and then another slip can be given to reception to put it on your file. This is away from the waiting area to ensure privacy whilst using this.

Patient Interactions



A few observations were seen at the time of the visit, including a patient who came into the Medical Centre for their appointment. The patient walked into the centre and used the self-check in machine for their appointment, the machine wasn't showing their appointment, so they went to the reception desk. The staff member was very approachable and listened to the concern and reassured the patient that they would look into the problem and see if they are on the system. The member of staff quickly found the patient on the system and checked in for them and reassured them that they are checked in it just wasn't showing on the self-check in machine.

Another observation captured was a member of the public coming into the Medical Centre and asking about registering. The staff member explained the options to them and explained that they could complete a form here and now in the Practice or they could go away and do this online. The member of staff showed the patient where they needed to go to find the document and what they would need in order to register. The patient thanked the staff member and said I will complete this at home thank you.

Healthwatch representatives also observed a number of enquiries where it was notable that Staff were being polite on the phone and listened to what the patients were asking. One patient rang to ask about test results and the staff member reassured the patient that the results had come back fine and there was no follow up needed. After this was discussed the member of staff was heard saying "have a lovely day" before ending the phone call.

A patient was observed calling the Medical Centre with a query around prescriptions. The member of staff talked them through the process and highlighted the timeframe for when the prescription would be ready and how they could collect it if they wished to do so from the centre.

Staff members were observed to be speaking with patients throughout the visit with staff members acknowledging patients in the waiting room who weren't their patients that day. They were observed to be greeting them and asking them how they were.

Patient Involvement



The Healthwatch Lancashire visit was advertised via posters on the television screens and also a post on Facebook inviting patients in to speak about the service offered at Lostock Hall Medical centre. Members of the patient forum came into the Medical Centre to speak with representatives on the day of the visit to share their views.

There are several patients involved in the patient forum where patients meet to discuss the practice, development, recommendations and to celebrate any successes. The patient forum is advertised on the television screens in the waiting area and contact details to help them to join the group.

Patients from the patient forum commented on how they have arranged a coffee morning for patients to come in and have a drink and gain information about the Medical Practice and the forum.

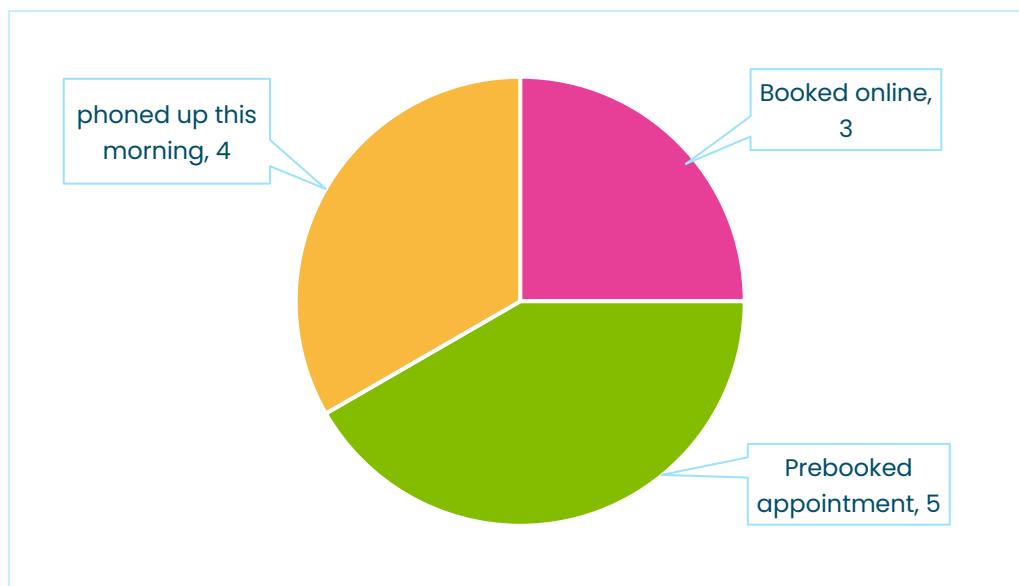
When speaking with members of staff it was discussed that patients receive a text after appointments to complete the friends and family test. They said that they have a good uptake on this but it was also recommended that a physical copy of the questionnaire would be beneficial in the waiting room where patients could complete them there and then and put these in a post box. (Recommendation 2)



Patient feedback

Healthwatch Representatives spoke with 12 patients at the visit.

How did you make your appointment today?



Patients spoke with representatives about how they booked their appointment that morning. The majority of patients had prebooked appointments but three preferred to use online via the app and they found this was easier. Four patients rang the Medical Centre for an appointment but they mentioned this can be a long wait at times.

“It was easy to do but it’s not always easy when you’re on the phone line for long periods of time.”

“I prefer to use the app as I find it easier.”

What works well at this surgery?

When speaking with patients, it was highlighted that staff within the Medical Centre is what works really well. Patients mentioned how you see the right clinician and how the staff are very clear about what is needed and why.

“Staff have always been lovely here.”

“I think the practice is great, the staff are lovely, you always get the right clinician, and the building is great.”

“I feel the staff are very clear with me about what I need and what support could help me.”

Other comments from patients were around the same topic and how they felt that all staff from reception to nurses, doctors and management are caring and supportive. One patient hadn't been with the Practice long, but they said they can see a difference already.

"I've not been with the practice long but I really like what I've seen so far."

"The staff are just lovely, from reception through to doctors, nurses and management."

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

Two suggestions were made by patients including how the referral process could be reviewed to ensure that patients are seen effectively and not being missed.

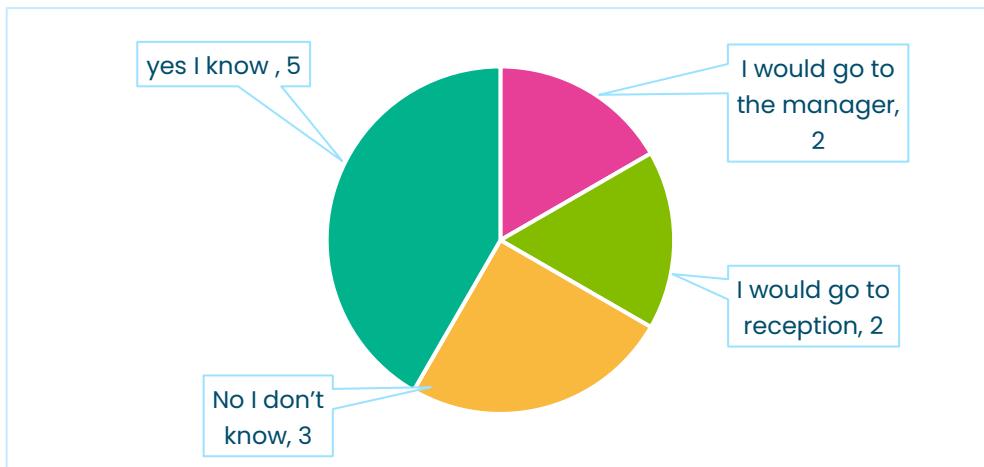
"I think the referral process could be reviewed as I have felt dismissed when I've seen the Health Care Assistant and they've only referred after several appointments."

Another recommendation suggested is how some patients feel when they see different staff members, they are getting conflicting messages which can be very confusing for the patient.



"Sometimes I feel that there are inconsistent messages to patients when we see different clinicians."

Do you know how to make a complaint if needed?



Conversations were mixed with this question when speaking with patients but most of the patients highlighted that they have never thought about making a complaint because of the quality of care they receive. One patient said they were aware of the process but knew where to find information about the process on the website.

"No, I don't but it's that good here I've never thought about it."

"There is information on the website about this, but me and my family are happy here, so we don't need it."

Staff feedback

Healthwatch received feedback from 7 staff members on the day of the visit

How do you manage your workload, and do you feel supported to carry out a person-centred experience?

When speaking with staff members they were very complimentary over the support they receive from the whole team. One member of staff pointed out that because of the varied shift patterns they have it helps with maintaining the workload and keeps it fresh.

“I think the variation of shifts help, we do varied hours and that helps with the workload but also to keep it balanced.”

“We are very well supported here, I feel we all help and support each other.”

A few comments were shared around the management team and the support provided for staff at the centre and how they felt they were able to ask for support whenever they need it.

“Management are very supportive, you can knock on anyone’s door and they will support you.”

“Theres always management on site and they are all supportive and helpful.”

One member of staff highlighted how they felt supported by the patients as they feel they are lovely and caring and this helps with workload and having person centred care.

“I feel supported by the patients, they are all lovely and it helps with our work.”

One staff member spoke with representatives about how they have a clinic within the Medical centre and they feel appreciated when they come into the centre which makes a big difference.

“I do regular clinics here and I feel appreciated and it makes a huge difference; the staff are lovely and friendly.”

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

All staff members mentioned that they feel they have enough training and they can also do extra if they feel they need to or want to.

“We do plenty of training, if I have any interests we can do extra training.”

“I’ve been on so many training courses but I can do additional if I want to.”

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

There were many discussions during this question and staff members were able to discuss what they had in place including support for people who might need help to and from clinical rooms, quiet rooms are available if the waiting area becomes too overwhelming and people who require BSL can have longer appointments to help with translation.



“Support for patients getting to and from clinical rooms.”

“Quiet room for patients if they need privacy, or some space to themselves.”

“Patients who are deaf have longer appointments to support with the BSL interpreters.”

When speaking with one member of staff it was discussed that a patient came in a few weeks ago and they struggle with mobility so they changed the clinical room to nearer the waiting area so the patient didn't need to walk as far.

“We can arrange for room changes if the patient struggles with walking long distance to a clinical room.”

Other comments were around the use of the automatic door, open plan waiting area for prams and wheelchairs and how cosign can be booked for anyone requiring BSL interpreters.

“Automatic doors into the practice, cosign and open plan wait area.”

What is your experience of working here?

Staff members were very complimentary of the Medical Practice and mentioned that the staff morale is high and how team building activities are put in place to strengthen that staff morale.

“This is one of the best GP's, everyone gets on and the morale is high, we all support each other.”

“David will arrange team building activities and they are great.”

Other conversations centred around how friendly the practice is and how many of the staff have worked there for many years. Also how staff and management are approachable and supportive.

“it's a friendly practice and it shows as staff who work here have been here for many years.”

“I have a very positive experience, everyone's really approachable, Anita, David and Dr Craven are really approachable.”

“I've worked here for many years, the whole atmosphere is great, we all respect each other and work as a team.”

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

Two recommendations were made by staff including understanding for patients around the appointment system and how this would help with demand but also patient support.
(Recommendation 3)



“Patient understanding of appointment system would be helpful. Sometimes they can get quite confused over why something is happening or why they are seeing a certain member of staff”

Another recommendation was around the friends and family test results. Firstly, how it would be good to showcase these for patients to see but also provide physical copies for patients to complete there and then whilst waiting.
(Recommendation 2)

“Showcase friends and family feedback and provide feedback forms in reception for patients to complete in person.”

Recommendations

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

1. Implement measures to ensure the Medical Centre is dementia friendly by adding a dementia friendly clock to the reception area.
2. Provide friends and family test paper copies for patients to complete in the waiting area alongside a secure box to put them in once complete. Also showcase the friends and family feedback in the reception area for patients to view at their leisure.
3. Explain to patients what the process is when making an appointment, so they are aware of certain aspects including why they are seeing certain staff members and the system as a whole.

Provider response

Recommendation	Action from provider	Timeframe
Implement measures to ensure the Medical Centre is dementia friendly by adding a dementia friendly clock to the reception area.	Deputy Practice Manager - Dementia Champion to source and arrange purchase and installation on suitable clock in the Waiting Room	Feb-2026
Provide friends and family test paper copies for patients to complete in the waiting area alongside a secure box to put them in once complete. Also showcase the friends and family feedback in the reception area for patients to view at their leisure.	Reception Team Leader – to source printed form, collection box and sign and process for monthly collection and processing Practice Manager – to regularly display example feedback on Waiting Room screens. Screen will also encourage patients to provide feedback online or on the new forms	Feb-2026
Explain to patients what the process is when making an appointment, so they are aware of certain aspects including; why they are seeing certain staff members and the system as a whole.	Practice Manager – arrange adding to agenda for staff meeting to clarify the types of issues that confuse / concern patients when booking an appointment and develop and share some guidelines amongst the team. It appears this may principally relate to tasks from clinicians asking Reception to book follow-up appointments, so can be resolved through clinicians providing a little more information for the appointment booker to help explain to the patient.	Mar-2026

Is the report factually accurate? If not please state what.

Appears to be very clear and fair.

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?

Very interesting. Great to hear that on the whole patients and staff very happy with the practice and feel that we provide a good service and supportive environment for all.

Some interesting points raised about dementia awareness, providing and sharing patient feedback and making clearer how the appointment system works

Any other comments?

A very positive experience. Thank you.

During the visit there was a comment around the referral process and confusion around seeing multiple staff members for the same problem. This was discussed with the Practice manager, and they will discuss these comments with their Clinical Team and look into the referrals to see if they can issue communication to patients about how it works.

healthwatch

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