



Blakewater Roe Lee Surgery

367 Whalley New Road, Blackburn, BB1 9SR

Enter and View Report

5th August 2026

9.30am

healthwatch

Blackburn with Darwen

DISCLAIMER

This report relates to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and residents who met members of the Enter and View team on that date.

Contact Details:

Blakewater Roe Lee Surgery

367 Whalley New Road

Blackburn

BB1 9SR

Staff met during our visit:

Jabeen Meghji (Practice Manager)

And the supporting team

Date and time of our visit:

Wednesday 5th August 2026 9.30am

Healthwatch Blackburn with Darwen
Representatives

Sarah Johns (Lead Staff)

Liam Kershaw-Calvert (Staff)

Lucy Collier (Staff)

Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Blackburn with Darwen who have the authority to enter health and social care premises, announced or unannounced, to observe and assess the nature and quality of services and obtain the view of those people using the services. The representatives observe and speak to respondents in communal areas only.

This visit was arranged as part of Healthwatch Blackburn with Darwen's Enter and View programme to review Accessibility, Approachability and Responsiveness. The team of trained Enter and View authorised representatives record their observations along with feedback from patients, staff and where possible, carers or family.

A report is sent to the practice manager of the facility for validation of the facts. Any response from the practice manager is included with the final version of the report which is published on the Healthwatch Blackburn with Darwen website at www.healthwatchblackburnwithdarwen.co.uk

Acknowledgements

Healthwatch Blackburn with Darwen would like to thank Jabeen Meghji together with patients and staff for making us feel welcome and taking part in the visit.

General Information

Number of GPs /patients

8 GPs/ 10,900 patients

CQC rating

Good – April 2020

Methodology

The Enter and View representatives made an announced visit on Wednesday 5th August 2026.

We spoke to thirteen patients and eight staff where possible within the constraints of the GP surgery routine, people's willingness, and ability to engage and access to people in public areas. Discussion was structured around three themes.

- Accessibility
- Approachability
- Responsiveness.

The team also recorded their own observations of the environment and facilities.

Our role at Healthwatch Blackburn with Darwen is to gather the views of service users, especially those that are hard to reach and seldom heard, to give them the opportunity to express how they feel about a service regardless of their perceived ability to be able to do so.

We use templates to assess the environment of a facility and gather information from respondents, to ensure that reports are compiled in a fair and comparative manner.

Summary:

Blakewater Roe Lee Surgery is located at the heart of the Roe Lee area of Blackburn and is accessible by public transport. However, it was noted that some patients found the car park spaces difficult to park in and the car park was busy.

The waiting area is bright and clean and there was enough space for patients attending on the day. However, the seating is all bank seating which may be difficult for patients who are less mobile. There was plenty of patient information available in the waiting room. The bathroom would benefit from improvements to waste management and changes to make it more suitable for patients living with dementia.

There is a broad skillset amongst the Blakewater team to support patients, with additional services on offer at the surgery for DVT and ultrasound. The surgery also has support from external social prescriber, mental health practitioner and Learning Disabilities team.

Feedback about getting an appointment was generally positive from patients, although one patient found it hard and three patients fed back that they had attended A and E due to being unable to get an appointment at the surgery. Feedback about staff was generally positive but with some mixed feedback from some patients.

The majority of patients felt that they had enough time with the doctor and felt that they were appropriately signposted by the team to other services to meet their needs.

Although the surgery does have quite a number of patients who “Did Not Attend”, the team recognises the barriers some patients face and works with them to arrange appointments around their needs either face to face or on the telephone.

Enter and View Observations

ACCESSIBILITY OBSERVED

Pre Visit

Representatives firstly looked at the practice website which to be informative with details about appointments, prescriptions, online services and wider health information. However, there is a video on how to access your GP practice which does not work which could be removed to avoid confusion amongst patients.

How to make complaints and suggestions is included within the 'useful links' section of the website and is clearly worded.

Representatives noted the website to be mobile friendly however there is no option for translation or facility to make the page more accessible. There is a privacy policy available on the website but no accessibility statement.

We called the practice at 9.10am on Friday 7th August 2026 and were number one in the queue.

External environment

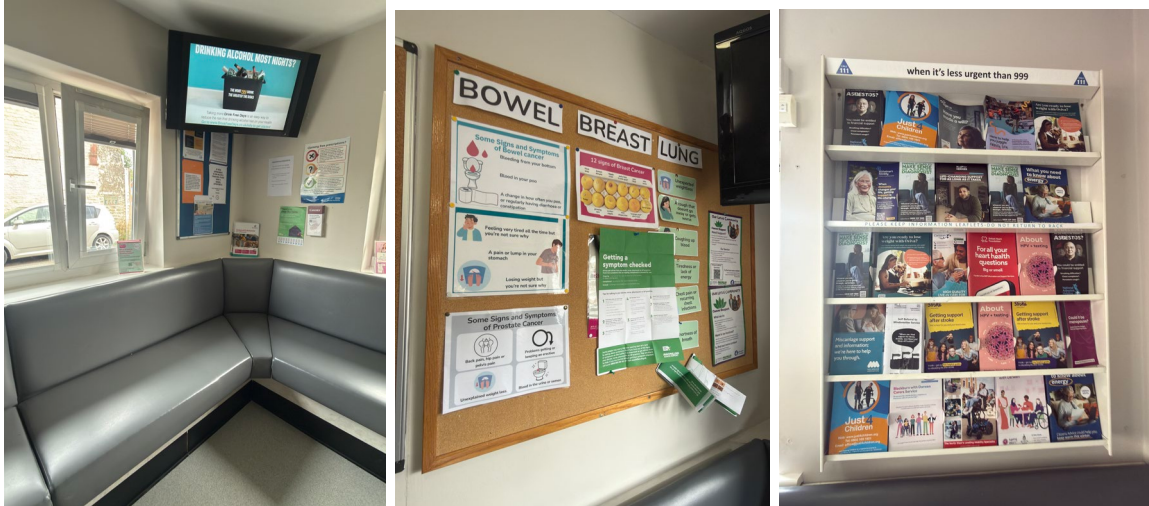
The surgery is located in the Roe Lee area of Blackburn on Whalley New Road, the main road into the centre of Blackburn. There is a bus stop located outside the surgery, therefore accessible by public transport. There is car parking available to the rear of the building including a disabled space, however it was noted that the car park soon became busy with cars being blocked in.

The entrances to the front and rear of the building are on flat surfaces and accessible for wheelchairs and the staff will bring out an additional ramp to the rear of the building as required.



Internal Environment

The practice has a waiting room which appeared large enough to accommodate the number of patients attending the practice. The room was bright with sufficient seating; however, we noted this was bank seating which might be difficult for patients with mobility issues to manage due to lack of arm rests.



There were health information posters around the waiting room and a fish tank helped create a calm atmosphere.



Patients were called to their appointments over a loudspeaker and on the television screen. Health information was also shared on the TV screen.

There is baby changing available which is clearly signposted. The bathroom would benefit from improved waste management and the toilet seat being fixed. There are handrails to assist patients with mobility issues, however these and the toilet seat are not in contrasting colours which would be recommended to support patients living with dementia.



The clinic rooms were clearly signposted and the corridor to them was bright and with matt flooring, suitable for patients with dementia.

Approachability/Flexibility of the Practice

Discussion with the Practice Manager, Jabeen Meghji

“The practice has around 10,900 patients across the two sites and patients can go to either surgery (Montague at Barbara Castle Way or Roe Lee). Patients prefer to stay at the surgery they are nearest to.

The practice has around 40 members of staff. There are eight doctors on rotation, two advanced nurse practitioners, one advanced clinical practitioner, two physician associates, one practice nurse and a nurse associate, two health care assistants. There are twelve reception/administration staff, a medical secretary and a business manager who support the practice manager. The team is also complemented by a mental health practitioner who is based at the surgery on a Monday, two part-time pharmacists and a part-time pharmacy technician. The surgery makes referrals to a social prescriber through North Primary Care Network.

Patients can book appointments over the phone or via the online triage. The practice tries to accommodate patients as much as possible and there is an on-call doctor every day from 1pm. Doctors will carry out home visits and there is triage process for home visits carried out by each of the doctors including care home visits. There are some pre-bookable appointments available, mainly for telephone appointments.

The practice does have quite a lot of “Did Not Attends” (DNAs). Sometimes people even call at 8am for a 9.30am appointment but do not attend. A lot of these patients are vulnerable and/or have mental health issues so that practice aims to work with them as much as possible. If they are struggling to get in, then the practice will change the appointment to a telephone call. Nurses send patients a text message the evening before their appointment as a reminder. If the appointment was for a baby, then a nurse will call the parents. Frequent non-

attendees are sent a letter reminding them of the importance of keeping their appointments.

A Learning Disability nurse sends through a quarterly list of patients with learning disabilities, and the team will go through the coding on the system to ensure they are flagged appropriately. Annual health checks are carried out by the nurses and physician associates.

Where patients' first language is not English, the practice will either use Language Line or staff to interpret or sometimes family members can support.

Holistic reviews, chronic disease checkups and screening are carried out by the nurse, health care assistants and physician associates. The practice sends patients texts to book screening appointments with a link to make the booking. The practice is doing well on uptake of screening and for immunisations and vaccinations. A baby clinic takes place every Wednesday at Roe Lee surgery.

There are not as many patients going up to A and E as an alternative to booking an appointment from this practice due to the distance from the hospital and the practice tries to manage to accommodate patients as much as possible in-house."

Feedback from Patients

ACCESSIBILITY

- Are the opening hours sufficient?

The majority of patients felt that the opening hours were sufficient for their needs with one patient stating, “Yes they’re available when we need them” and another commenting “Yes, they’re great.” However, one patient commented “No sometimes you can’t get an appointment, and I just suffer at home.”

- Is it easy to park outside/travel to the practice?

Feedback was mixed about patients’ ability to park on site and for some patients, it requires two buses to reach the surgery.

“I drive and parking is no good.”

“No, it takes two buses to get here.”

“Yes, I live nearby.”

“I drive and parking was ok.”

“Yes, I drive and parking was ok.”

“Getting here was fine; parking is a nightmare.”

“I didn’t drive today but it can be hard to park.”

“Yes, but parking is a nightmare.”

“I walked here.”

“No, it’s difficult.”

“There’s limited parking and if you don’t drive it’s two buses.”

“I drive and parking is hard.”

- How did you book your appointment today? Did you wait long?

“I rang nearly 3 weeks ago.”

“I booked direct through Montague practice.”

“I saw the doctor at Barbara Castle Way [Montague Practice].”

“It was a pre-booked appointment using the app.”

“I called today.”

“The practice called me to arrange the appointment.”

“Pre-booked by the nurse.”

“I called and it was fine getting through.”

“I saw GP and I’ve come for an ultrasound.”

“I called and got through ok.”

“Called today and was in the queue for about 15 minutes.”

“She called for her appointment; she doesn’t do online.”

“I rang. Availability of appointments is the issue. I struggle also with getting texts for booking appointments. There’s only ever a couple of appointments available and by the time I’ve clicked on them they’re gone.”

APPROACHABILITY

- Are staff courteous and polite?

"Most are alright some are a bit rude."

"Very nice."

"Yes"

"They're good."

"Yes"

"Yes, they're great. I love everybody."

"They can be rude and arrogant. We needed an emergency appointment and no help was offered. My daughter has medical requirements, and they were reluctant to give her some water."

"50/50"

"They've been nice."

"Very welcoming."

"They're ok there's just one who isn't great."

"Yes"

"Yes"

- Would you recommend this GP surgery?

"Yes definitely."

"Not really, I've been suffering for 7 years and have felt completely ignored."

"Yes"

"Yes"

"Yes"

"I've no issues with the practitioners but the greeting at reception is not good."

"Not sure. The location is good for me; it depends on what you want from the practice I guess."

"From what I've seen yes."

"Yes"

"Yes, it's ok. It's a calm waiting room and it's always tidy."

"She says they are really good."

"50/50 because of issues with appointments."

RESPONSIVENESS

- Do you get enough time with the doctor?

The majority of patients stated that they did have enough time with the doctor, with one patient stating, "More time is needed because they will only listen to

one problem” and another commenting, ““It depends on the doctor. Some really rush you; others are ok.”

- Have you been referred other services that may be able to help you? (e.g. Social Prescribing)

The majority of patients we spoke with had been referred by the surgery to other services to support them, including physio and clinics at Barbara Castle Way.

- Has there been an occasion when you have felt you had to attend A and E rather than get a GP appointment? Can you tell me about that?

Although the majority reported that they had not, three patients stated that they had attended Emergency Department when unable to get a GP appointment.

“Yes, frequently if there are no appointments.”

“Yes, due to unavailability of appointments.”

“Yes, in the past.”

Staff views

ACCESSIBILITY

How easy/difficult do you think it is to get an appointment with the GP?

“Depends on what appointment you want. There is no rush - we have online triage and we will call you. People get through on the telephone relatively easily. Plenty of on-the-day appointments.”

“It depends on the day and how busy you are. Patients can book via the app and try different ways. We have an online triage and telephone system for arranging appointments. Some patients can spend a long time on the phone.”

“It can be very difficult, but we try to accommodate people. We have a triage in the morning but run out of appointments quickly and it’s busy on the phone between 8am and 9am. If we think it’s more urgent, we seek advice from the doctor. We advise people as best we can and promote Pharmacy First if more appropriate.”

“From my experience, it can be both easy and hard - it depends on the availability of appointments on the day. Most people who call at 8am get an appointment.”

“It’s much easier to get an appointment here.”

“I don’t deal with appointments.”

“N/A I don’t deal with appointments.”

Do people get to see the GP on time?

“Yes, we don’t get lots of complaints. There are so many different ways to get an appointment.”

“Yes”

“Yes, there are occasions when we run behind due to emergencies, but we inform patients as much as possible.”

“Yes, they do. They also have a choice of which GP they see and whether they want an appointment via the telephone or face to face.”

“Yes”

“N/A”

“People do. There is an online triage where appropriate and we signpost people to Pharmacy First where this is more appropriate.”

APPROACHABILITY

How do you identify and support more vulnerable patients?

“There is an alert on their notes so should be alerted. Veteran patients are prioritized.”

“Flags on system so that we can adapt their appointments. With different languages staff have to be a bit more patient.”

“I know my patients and we try our best. We can identify them on the system and via their date of birth. I get advice from the doctor if I can’t support them in a way they need. If they need a longer appointment, we will extend it for them. We have a spare room as a quiet place if needed.”

“Based on their age. Information is recorded on the system. We always ask where they would be most comfortable attending.”

“We have a pop up on the screen for patients with learning disabilities. We are supportive and know most of the patients and we are always trying to see if we can help. We will take a wheelchair ramp out to the back door as needed.”

“N/A”

“We support patients who struggle with opening texts - we will call them and assist.”

RESPONSIVENESS

Do you have a social prescriber attached to the practice and do you refer to them?

All members of staff reported that there is a social prescriber linked to the surgery to whom they refer patients.

How do you manage DNA appointments and why do you think some people access A and E rather than primary care?

“We used to record all DNAs. We put posters up highlighting to patients the impact of missing an appointment. We do write to the frequent non-attendeers. We send people a text to remind them about their appointment. We have limited resource to address this because the practice list is growing. We don’t get so many attending A and E from here because we are not as close to the hospital.”

“We try to send messages out on the day before. It does happen that patients go up to A and E, for example if it is a routine appointment so they can be seen quicker at the hospital or if it’s later in the day when they ring and they cannot get a same day appointment.”

“We do a report on DNAs, and we send patients a text the night before their appointment as a reminder. It is an issue. We have a lot of patients who go to A and E. They think that they might be seen quicker.”

“We try to call patients back and find out whether they want to re-book. If they are late, we try to accommodate them. People might attend A and E out of hours maybe. They might feel that they are seen more quickly at the hospital.”

“The team send them texts. There’s a poster on the door about the impact on the practice. We go out of our way to accommodate people. There are on-call appointments available till late which stops people going to A and E. The doctors will also do home visits.”

“I code them on the system. A lot of people go to A and E for things they shouldn’t, silly things.”

“I don’t deal with DNAs. I have noticed some people attending A and E through referrals but it’s not really on my radar.”

Other feedback

“I have worked here for 15 years. I like working here. A lot of staff members have been here a long time. They’ve accommodated me. I’ve struggled with my health, and they’ve got me a standing desk. The doctors give staff a £50 voucher for their birthday.”

“I love working here.”

“I enjoy working here and have been here 17 years. Things are getting harder in GP practices, and I think that things have changed since Covid.”

“It can get really busy and fast paced. It’s rewarding to help somebody out.”

“I feel supported in everything at our practice. I am comfortable speaking with all of the GPs and they are hands-on. We know most of the patients and there is a calm staff environment. I am happy to come to work. The doctors go out to care homes - they know them well and request specific doctors. We’re like a family unit - we spend 8 hours plus together and need that bond. This is my last job; I don’t plan to move on from here.”

“I have been here 26 years. It could do with air conditioning in summer and heating in winter! We are like a family, and it makes you feel appreciated.”

“It can get hot in summer, but we can wear cotton T-shirts. They buy us ice lollies too if it’s hot. I love my job and have been here 12 years. I get on well with all of the GPs.”

Response from provider

We welcome the feedback provided by Healthwatch Blackburn with Darwen following the Enter and View visit on 5 August 2026. We are pleased that the report recognises the surgery as a welcoming, clean and accessible environment, with positive feedback regarding our staff, clinical services and the range of additional services available to patients.

We acknowledge that there are areas where improvements can be made and would like to provide the following response:

Accessible toilet facilities:

The report identified that the toilet facilities would benefit from improvements, including waste management, the toilet seat and features to support patients living with dementia. We are currently renovating the disabled toilet to improve the overall facilities and ensure that it is more suitable and accessible for patients with mobility and other additional needs.

Waiting room seating and facilities:

We recognise the observation that the waiting room seating consists predominantly of bench-style seating, which may not be suitable for patients with mobility difficulties as it does not have armrests. We will review the seating arrangements and consider whether additional individual chairs with arms can be introduced where appropriate.

We would also like to clarify that there is currently a highchair available in the waiting area for elderly patients. We will ensure that this remains clearly accessible and appropriately positioned for patients who require it.

Parking:

Parking remains a significant concern for the practice and is an issue that is difficult to resolve due to the location and the limited availability of parking spaces. The Healthwatch report reflects the feedback received from patients, with several patients describing parking as difficult or a “nightmare”.

The demand for parking is particularly high because Roe Lee Surgery operates a substantial number of clinics from the premises. On a typical busy day, we may have 4 GPs, 1 Practice Nurse, 1 HCA, 2 ultrasound clinics, 1 DVT clinic and 1 pharmacist operating from the site. This creates considerable demand for the limited parking available.

We will continue to explore whether there are any practical options for improving parking arrangements and will remind staff, where possible, to be considerate of patient parking requirements. We will also continue to encourage patients who are able to do so to use public transport, walk or be dropped off, particularly as there is a bus stop located directly outside the surgery. The report also confirms that the practice has a disabled parking space and accessible entrances.

Overall improvements:

We recognise the importance of continually reviewing the environment and facilities at the surgery to ensure they meet the needs of our growing patient population. The practice has already identified a few improvements, including the renovation of the disabled toilet, and will continue to review accessibility, seating, parking and the general patient environment.

We appreciate the constructive feedback from Healthwatch and will use the findings to support our ongoing programme of improvement while recognising the practical limitations of the premises, particularly in relation to parking and the high number of clinical services being delivered from the site.

Healthwatch Blackburn with Darwen

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