

## Enter and View Report

Shifa Surgery, Blackburn



Report author: Sharon Hardman, Enter and View Coordinator,  
Healthwatch Blackburn with Darwen

Visit: Thursday 5 July 2018

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# 1 Introduction

## 1.1 Details of visit

Details of visit:	
Service Address	Bangor Street Health & Resource Centre Bangor Street Blackburn BB1 6DY
Service Provider	Shifa Surgery
Date and Time	Thursday 5 July 2018 10:07 - 12:00
Authorised Representatives	Sharon Hardman (Lead) and Karen Gronow
Contact details	Healthwatch Blackburn with Darwen, Room 28, Bangor Street Community Centre, Norwich Street, Blackburn, BB1 6NZ <a href="mailto:sharonhardman@healthwatchbwd.co.uk">sharonhardman@healthwatchbwd.co.uk</a> 01254 292686
GP Practice Staff	Sumayya Mayat - Practice Manager

## 1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff, patients and carer/family members of Shifa Surgery for their contribution to the Enter and View visit and for making us feel so welcome during the visit. We would also like to thank Sumayya Mayat for encouraging staff, patients and carers/family members to complete our questionnaires and collecting responses before our visit. Thank you to our trained Enter and View authorised representatives for their contributions.

## 1.3 Disclaimer

Please note that this report relates to responses from staff, patients and carers/members from Friday 8 June 2018 to Thursday 5 July 2018. Our report is not a representative portrayal of the experiences of all patients, carers/family members and staff, only an account of what was observed and contributed during this time frame.

## 2 What is Enter and View?

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Part of the local Healthwatch programme is to carry out Enter and View visits. Healthwatch Blackburn with Darwen authorised representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.



The Health and Social Care Act (2012) allows Healthwatch Blackburn with Darwen authorised representatives to observe service delivery and talk to service users, their families/carers and staff on premises such as hospitals, care homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Blackburn with Darwen Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch Blackburn with Darwen safeguarding policies.

### 2.1 Executive summary

Healthwatch Blackburn with Darwen Enter and View representatives conducted an unannounced Enter and View visit at Shifa Surgery on Thursday 5 July 2018 at 10:07 -12:00 to collect views directly from patients, carers/family members and staff on their experiences of this GP surgery. This report is based on responses from 28 patients, 15 members of staff, 2 carer/family members and we undertook 2 observations.

#### Key areas for improvement:

-  The appointment booking process needs urgent attention and amendment as patients are struggling to get appointments.
-  Shifa Surgery must offer facilities to pre-book appointments including non-urgent appointments in advance rather than only on the day.

## Areas of good practice:

- All carer/family members rated Shifa Surgery as excellent, felt their appointments were long enough and that Shifa Surgery provided them with supporting letters for access to benefits and other support if needed.
- 92% of staff said that recent training was helpful to their job.
- 82% of patients said that the GP/Nurse at their last appointment gave them enough time.
- 81% of patients felt that they were treated with dignity and respect.

## Healthwatch Blackburn with Darwen's recommendations are:

- **Recommendation 1:** To change the booking appointment process as soon as possible.
- **Recommendation 2:** To offer facilities to pre-book appointments including non-urgent appointments.
- **Recommendation 3:** To ensure that patients know about the complaints procedure.
- **Recommendation 4:** To relocate the electronic signing in point.
- **Recommendation 5:** To review the locations of noticeboards and useful information displayed in the waiting area to ensure that patients can view this information.
- **Recommendation 6:** To provide information about British Sign Language support in the waiting area.
- **Recommendation 7:** To promote and increase awareness of Patient Participation Groups and reinstate regular meetings.

Shifa Surgery to inform Healthwatch Blackburn with Darwen of actions in response to all recommendations by 31 January 2019.

## 2.2 Purpose of Visit

- To capture the experiences of patients, carers/family members and staff.

## 2.3 Research Methodology

This was an unannounced Enter and View visit. A letter was emailed to the Practice Manager on 5 June 2018 which explained we would be doing an unannounced Enter and View visit to this surgery in the next 8 weeks. We visited Shifa Surgery on Friday 8 June 2018 to give questionnaires in paper format for patients, carers/family members and staff to the Practice Manager for distribution before

the Enter and View visit. We also emailed these in an electronic format on Survey Monkey to the Practice Manager on Friday 8 June to distribute before the Enter and View visit.

We were informed by the Practice Manager on Shifa Surgery and Brookhouse Surgery would be merging practices on 18 June 2018.

From Friday 8 June 2018 to Thursday 5 July 2018 Shifa Surgery collected responses from 3 patients, 15 staff members and 2 Carer/family members.

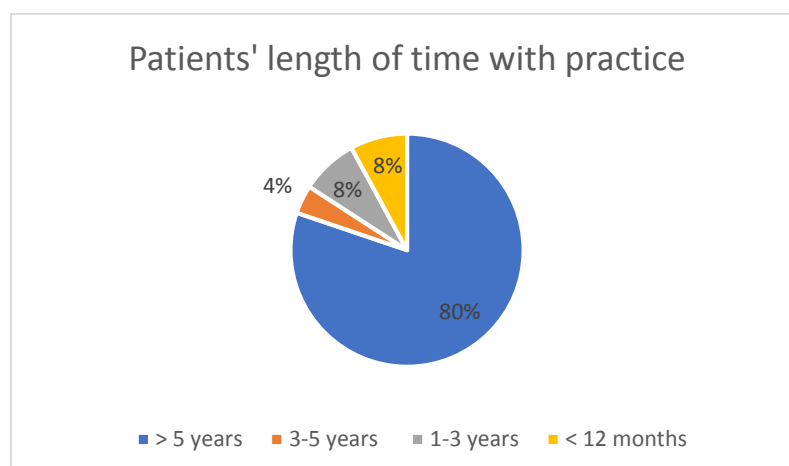
We approached the Reception staff before we spoke to anyone in Shifa Surgery and followed her advice when she said that there was no one who might not be approached due to their inability to give informed consent, or due to safety or medical reasons. At the Enter and View visit we spoke to 27 patients, 25 patients completed our questionnaire, 2 patients did not wish to participate. We undertook 2 observations at the Enter and View visit, involving authorised Enter and View representatives walking around the public/communal areas and observing the surroundings to see how the patients, carers/family members engaged with staff members and the facilities. An observational checklist was prepared for this purpose.

This Enter and View report is based on responses from 28 patients, 15 members of staff (8 non-clinical staff, 7 clinical staff), 2 carer/family members and 2 observations.

## 2.4 Results of visit

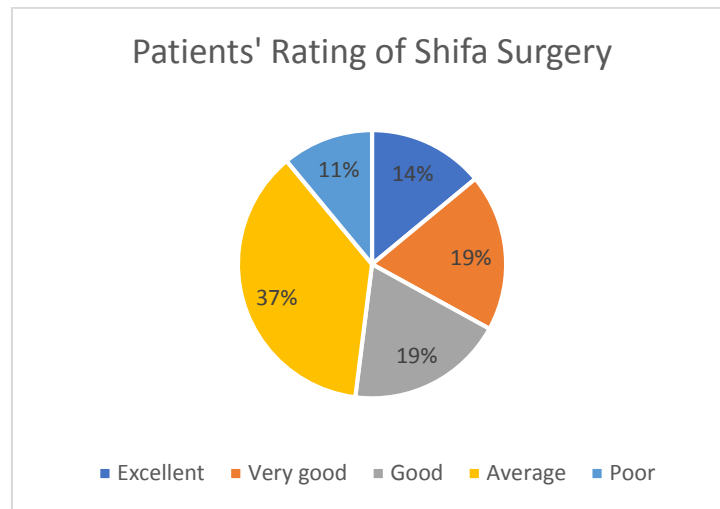
### Patients' views on Shifa Surgery

#### Patients' Experience of Attending the GP practice



The key themes from patients describing this experience were “ok” and “good”, with four comments on the impact of the merger affecting patients' ability to see their normal GP.

### Patients' Experience of Attending the GP practice



The main reasons for this range of ratings were positive feedback about helpful staff and good service and negative feedback about the difficulty getting appointments.

Negative patients' comments include one patient stating "It is difficult to get an appointment to see a doctor on the same day. There is also no way to book for the following day. You have to call in the morning. This can mean 45 minutes of call time to get through in the morning."

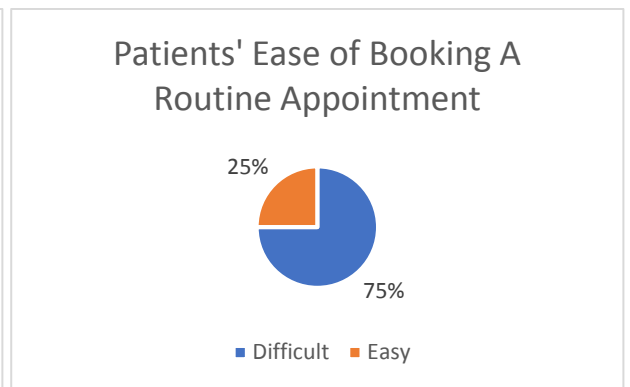
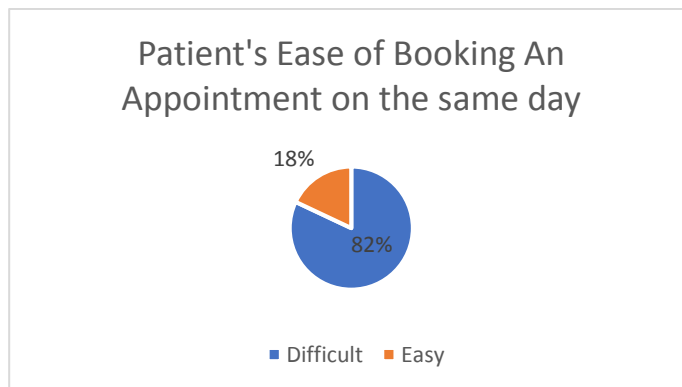
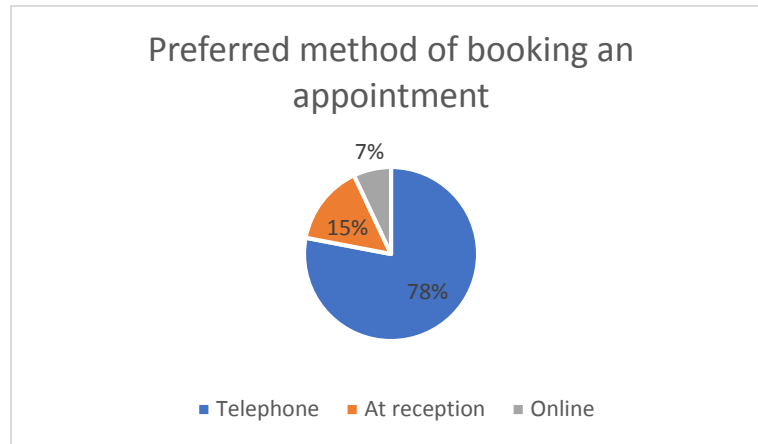
Other reasons for patients' ratings were "too many patients", "not seen on time", no follow-ups, seeing different doctors and one patient disclosed "very badly managed, especially the front staff."

Positive patient comments about very helpful staff and service include "very helpful, great staff and doctors" and "always get good service, they look after us."

The most common patient feedback about how the surgery could improve to provide an excellent GP service were more appointments with a patient saying "having an alternative to book appointments rather than ringing 8am in the morning." Other expectations of what would make an excellent included having an appointment with GP of choice, more staff, more space and "by making it patient friendly."

### Appointments

The graphs below demonstrate the need for a change in the appointment booking process.



Comments from patients included,

“it is very hard to make appointments over the phone. You've got to come in person to make appointment, by the time you come to make appointment they have been filled.”

One patient said “you need to be here for 7am as when you ring you have no chance of getting through. Then we wait outside until the surgery opens at 8am” and

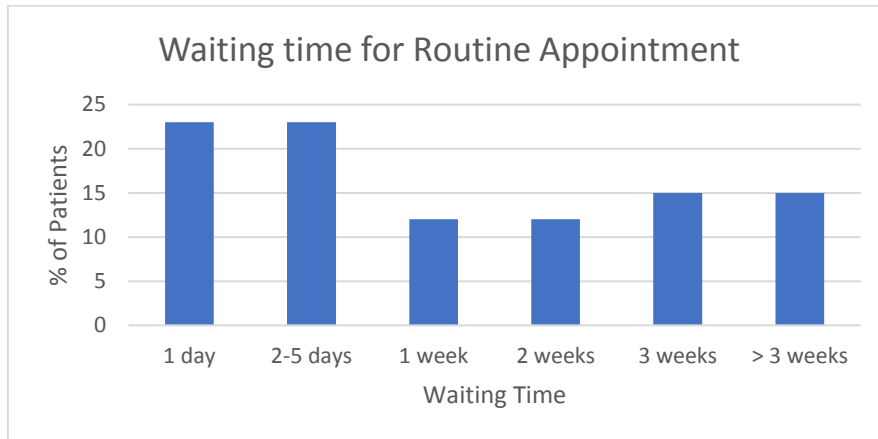
“it’s very cold waiting outside in winter for this GP to open up to get appointments. Waiting area could be open before Reception opens.”

**Shifa Surgery needs to change its booking appointment process and offer facilities to pre-book appointments including non-urgent appointments in advance rather than on the day.**



## Waiting times

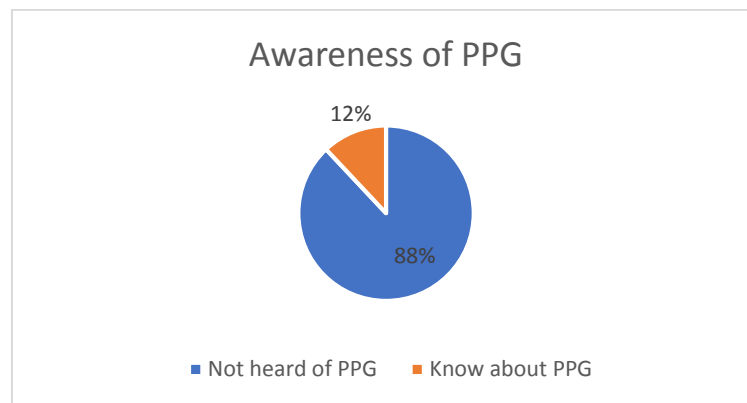
The responses for the waiting times after making a routine appointment were very mixed as shown in the graph below.



One patient commented,

“I’ve taken my son out of school, appointment was at 10am it is now 10.20am and I’m still waiting. Not good enough - when I am late they turn me back.”

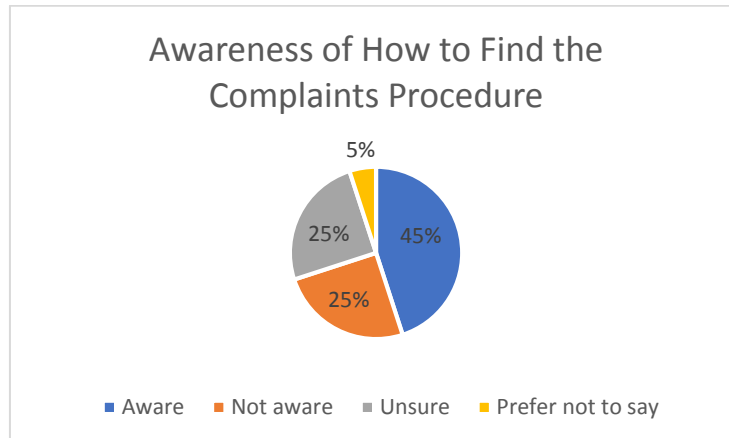
## Awareness of Patient Participant Group (PPG)



There needs to be an increase in awareness of the PPG Group and regular meetings reinstated.

Enter and View representatives are aware of a recent “How to Guide” that has been produced by Healthwatch England and the National Association for Patient Participation (NAPP) and this can be utilised when re-establishing a PPG as it also includes tips for PPG to work effectively with their local Healthwatch.

### Awareness of the Complaints Procedure



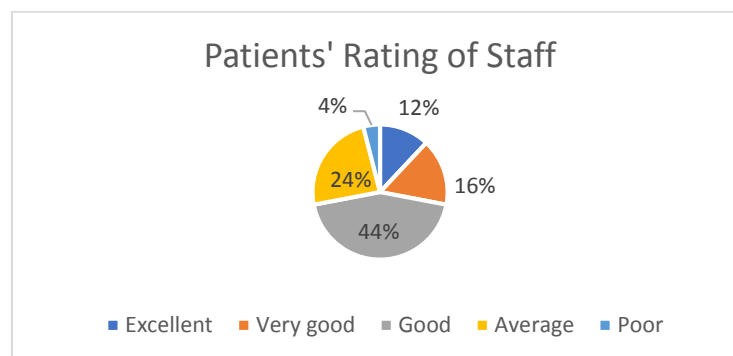
Based on feedback from patients, there needs to be increased promotion of the complaints procedure.

### Other Patient Feedback

One patient felt that there should be “more access for working person. This surgery does not understand working people’s needs.”

Another patient commented on lack of accessibility, “Wheelchair access needs to improve, corridors are narrow space limited to manoeuvre wheelchair.” Other patient comments were “brilliant”, “staff listen to me but only have 10 minutes” and “give better patient experience.”

### Patients’ views on staff



Positive comments about staff were around being very helpful, polite, friendly and listen to patients: “always helpful, talk nicely, explain properly” and “very helpful in their approach”.

Negative comments about staff were about inconsistency in the approach of staff and communication with patients saying, “not always standardised care”, “very badly managed, especially the front staff”, “not communicating proper, attitude problem”, “I find the way they talk they don’t really care”, “rude on telephone” and “too much staff (Reception) turnover.”

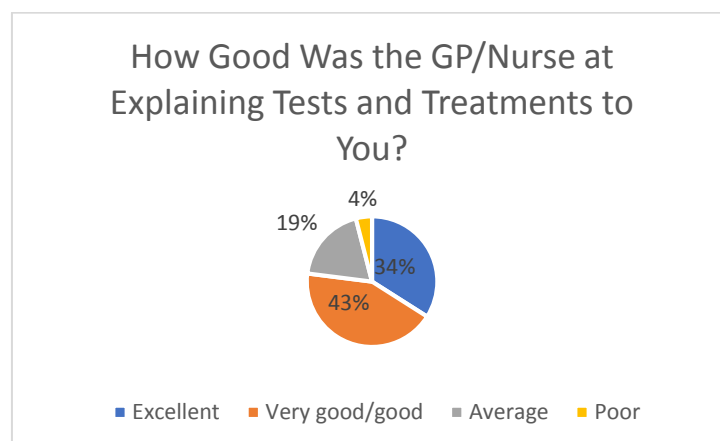
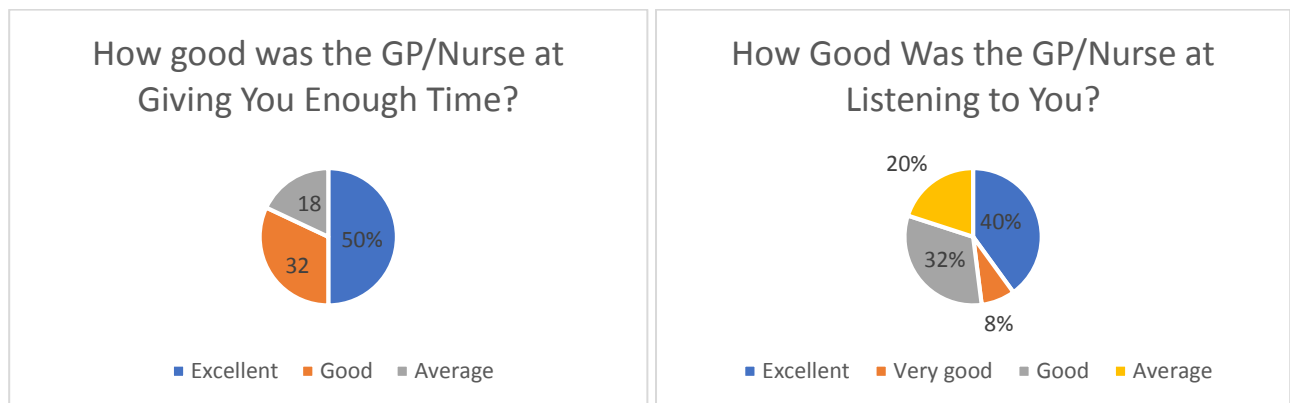
When we asked patients what would make you give staff an excellent rating the responses were improved customer service and appointments process.

### Other Patient Feedback on Staff at Shifa Surgery



### Feedback on Treatment of Patients at Their Last Appointment

80% of patients found the information that they received in their appointments helpful.



### Patients' views on the environment

- All of the patients said that lighting was suitable at Shifa Surgery.
- 92% of patients said that this GP surgery was clean and that the floors and carpets were in good condition.
- 88% of patients felt safe.
- 83% of patients said the seating was comfortable and that that it was easy to find the way around this GP practice.
- 78% of patients said that this GP surgery was well maintained and decorated to an acceptable standard.
- 71% of patients felt that the temperature was appropriate.
- 59% of patients said that there was enough space for prams, children's buggies, wheelchairs and mobility aids.

### Carer/family members' views on Shifa Surgery

All carer/family members had been attending this GP surgery for over 5 years. All carer/family members rated Shifa Surgery as excellent due to "helpful, great staff" and "high patient turnover but personal service."

Carer/family members book their appointments by telephone, at reception and online. All carer/family members found it difficult to get an appointment with a GP of choice and getting an appointment on the same day. There were mixed responses about getting a routine appointment with one carer/family member saying it was difficult and another carer/family member saying it was easy. All carer/family members felt that their appointments were long enough.

There were mixed responses to being recorded as carers on their medical record with one carer/family member saying they were recorded as a Carer and another carer/family member saying they were not recorded as a carer. All carer/family members said Shifa Surgery had provided supporting letters/information to enable carer/family member and person they cared for access to benefits such as Attendance Allowance or for local housing department or blue badge scheme.

All carer/family members said that they had been provided with information about the person they care for with and one carer/family commented that this information was given verbally. One carer/family member had had a home visit to themselves or to the person they care and one carer/family member has not had a home visit.

All of the carer/family members had repeat prescriptions delivered by the local pharmacy and had heard of the Patient Participation Group at Shifa Surgery. All of the carer/family members knew how to find the complaints procedure. When asked what changes they would like to see in this GP Surgery one response was “better telephone system and more online presence.” Further comments were, “for the high numbers of patients with chronic conditions this service is brilliant.”

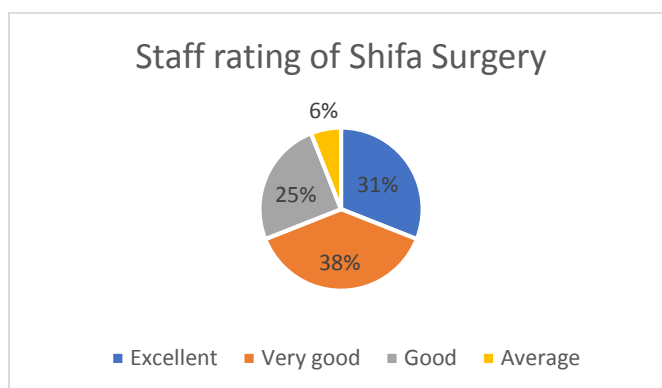
### Carer/family members’ views on staff

All carer/family members rated the staff as excellent or very good. Reasons for this were “helpful, great staff” and “Reception staff turnover is too high.” When asked what would improve staff rating one carer/family member said, “keep trained staff longer.” All carer/family members felt that they were treated with dignity, respect and felt listened to at Shifa Surgery. Carer/family members felt that the GP/Nurse that they last saw was excellent in giving them enough time, listening to them and explaining tests and treatments.

### Carer/family members’ views on the environment

All carer/family members felt safe at Shifa Surgery, found it easy to find their way round, felt the GP surgery was clean, the lighting and temperature was suitable and that it was well maintained and decorated. All carer/family member felt that the seating in the waiting area was comfortable and that there was enough space for prams, children’s buggies, wheelchairs and mobility.

### Staff Views



Positive feedback from staff about the surgery focused on patient care with comments from staff such as, “the patient care I feel is outstanding and very professional”, “provide quality care of patients and provide access to cater for the wide range of population”, “provide a good experience for each patient every time”, and “we are constantly working hard and together to make changes within the practice to offer better patient care.” This positive feedback on teamwork amongst the staff was echoed by another member of staff saying, “easy to work at this practice, staff very co-operative”.

One member of staff suggested improvements could be made including, “could be given more resources, more time to be able to really do admin duties, instead fitting in between patients. Be able to have group meetings with patients with different conditions.”

Staff expectations of what would make an excellent service would be to have more appointments, easy appointment booking, excellent patient care, respectful and friendly environment with good communication and “continue what we are doing.” One member of staff suggested, “be able to have group meetings with patients with difference conditions, what their suggestions are so we are listening to patients. Have more team building things, both clinical and non-clinical.” 73% of staff said they had enough time to spend with patients and one member of staff commented, “Yes for acute issues. Definitely not for complex, elderly issues.” One suggestion to improve the time with patients was, “20 mins slot for elderly patients’ reviews (often they have multiple complex needs).”

The most frequent way of communicating with patients was by telephone. The most popular tools used by staff to ensure patients/carers/family members have the information they need to manage their health are leaflets and advice from clinicians followed by EMIS.

### **Training and development**

The most frequently reported date for the last training and development opportunities for staff was May 2018. Members of staff said that they had undertaken training and development in Care Navigation and on line mandatory training.

- 92% of staff said that this recent training was helpful to their job.
- All staff said that they felt comfortable asking for help with a case and said that the referral system works effectively.
- 93% of staff said that they had an appraisal every 12 months and 7% of staff responded unsure.
- All of the staff said that they would feel comfortable raising concerns about the service to their line manager.

When we asked staff what they felt could be improved in the GP practice the most common feedback was about more appointments, more pre-booked appointments, patient education and more time to do quality improvement activities like auditing. Other comments were “tackling frequent attenders and rude/abusive patients,” “the building, communication with staff members” and “for the NHS England to provide more funding.”

Further comments from one member of staff was, “When we expand, use a room for visiting allied Health Professionals e.g. Physio, mental health nurse. Advanced Nurse Practitioner from the trust

maybe. Referral system works effectively 90% of the time, neurology and cardiology occasionally are substandard.”

### Practice Manager's Views

The current staffing structure at Shifa Surgery is 5 GPs, 3 Advanced Nurse Practitioner, 3 Practice Nurses, 3 Health Care Assistants, 1 Practice Manager, 2 Office Managers, 1 Medicine Manager and 12 Office Administrators. At the time of our visit there were 25 staff members working. There are currently 11,000 patients registered with this practice, including 47 patients what are registered as ‘at risk’ with additional needs.

When we asked what training is provided to staff to support patients with ‘at risk’ additional needs there is online training and face to face workshops for staff. In addition, staff attend health and safety, safeguarding and Mental Capacity Act training. All staff are registered as a Dementia Friend and attend regular Dementia meetings. All staff are aware of extra support and signposting for dementia patients.

Most patients make appointments by phone although other options are available. The Practice Manager said that the average time to wait for a routine appointment is one day and emergency appointments also one day.

The normal communication method for noting an issue of any type is EMIS. GP team net and the Practice intranet holds information that staff can utilise e.g. policies, guidance information, updates, patient notices. If patients are unclear about something these resources are used to provide the patients with more information. The Practice Manager said that there is a hearing loop system installed at the reception to help communicate with patients. Longer appointment times are given for patients who have disabilities or mental health conditions to ensure their issues are being dealt with. If patients are struggling to understand what is said information is written down for them or if they are on the telephone an appointment letter will be sent confirming the details. If patients prefer to speak to staff in private, the patient can be taken into another room to discuss a personal issue. When issues are discussed with patients, the doctors ask them to explain what they have just been told to ensure they have understood.

Shifa Surgery uses Language Line Solutions as a translation service and when we asked when this was last used the response was “mainly used by clinicians.” No date was given when Language Line was last utilised in this GP Practice.

Shifa Surgery has 6 patients who regularly attend the Patient Participation Group and this GP surgery promotes the involvement of patients in this group by advertising in the practice, on the website and the Practice Manager said, “telling patients opportunistically about PPG.”

The Practice Manager felt that they had a good team, which supports each other and shows empathy towards patients at Shifa Surgery. Patient satisfaction comes from “providing patients with a variety of options for access and a good experience during their appointment and at the Practice.” Barriers to having the most effective and caring service are language barriers with Shifa Surgery not utilising Language Line as much as possible.

## **2.6 Additional Findings**

### **Observations from Enter and View authorised representatives on external access and appearance**

The signage on approach is labelled Bangor Street Health Centre not Shifa Surgery so this may be confusing to patients. The external environment is pleasant and well maintained however litter was seen. There is a bus stop nearby. Car parking is available with disabled car parking spaces however the disabled car parking spaces were not clearly marked. There is a disabled ramp available. We were asked to sign in on entry to Shifa Surgery and sanitising hand gel was not available on entry. This GP surgery is clean and well maintained, although the waiting area was very crowded.

### **Observations from Enter and View authorised representatives on reception area**

The signage around the Reception desk was clear. We were unable to see the prescription box. The Reception area was very crowded at times which resulted in us not being able to form a clear judgement on the professionalism and friendliness of the service of staff on reception due to being unable to hear any interaction between staff and patients. It was also unclear if the reception area allowed privacy for telephone and in-person client queries as the Reception area was very crowded at times.

### **Observations from Enter and View authorised representatives on waiting room/seating area**

The waiting area was very busy with people queuing for Reception most of the time during our visit and there were sometimes no seats available. There was not enough space for prams, children’s buggies, wheelchairs and mobility aids. This was an extremely hot day and many patients would



have found the temperature of the surgery uncomfortable in the waiting area due to the unusual high temperatures at this time of year.

The electronic signing in point needs to be relocated on to the wall on the right when entering the surgery. This would minimise the queues at the Reception area as patients were unable to access the electronic signing in point due to the queue for Reception. There were a variety of seats at different levels with arms available in the waiting area so suitable for elderly patients.

Information on the notice boards and displayed were high quality including a poster about the Patient Participation Group, however it cannot always be seen by patients. The Welcome to Shifa Surgery notice board needs relocating to the wall on the right when entering the surgery to be more visible.

There was a wide variety of wall displays for example the Breast Screening display and lots of posters on a variety of health and social care issues. The latest CQC report was clearly displayed. There was a wide variety of leaflets available on display about relevant health issues including Healthwatch Blackburn with Darwen leaflets. There was a television displaying short health messages such as 5 a day and asthma management.

**Shifa Surgery needs to review the locations of noticeboards and useful information displayed in the waiting area to ensure that patients can view this information.**

Patients were called for their appointments with a door bell sound and the patient's name, doctor/nurse they were seeing and room number was displayed on the television screen.

Shifa Surgery has an informative website, however the most recent Patient Participation Group information on the website was dated 2014-2015.

### **Observations from Enter and View authorised representatives on staffing**

During our visit we were unable to observe any interactions with staff and patients so feel unable to comment if the staff talk to patients respectfully. However, we did not see or hear any negative interactions with patients during our visit.

### **Observations from Enter and View authorised representatives on additional facilities**

There was a disabled toilet accessible with handwashing and drying facilities, an emergency cord and support arm for the toilet. There was no evidence of British Sign Language and hearing loops which needs to be displayed. There was no poster about a translation services in the waiting area of this

GP Surgery. Shifa Surgery is dementia friendly with different coloured flooring and furniture. There was no clock in the waiting area although the time is displayed on the TV screen. Shifa Surgery is unable to put up a clock as the building does not belong to the Practice and they are unable to put anything up on the walls without NHS property services permission. This practice is currently negotiating a lease and the expansion of the building and waiting room and is unable to do anything until agreements have been reached.

## 2.7 Recommendations

**Recommendation 1:** Shifa Surgery needs to address the issues with difficulties in booking appointments and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

**Provider Response:** The Practice offers an online booking service where patients can book appointments up to 2 weeks in advance. This would save the patient from ringing up on the day to make any routine appointments. They could also book with the clinician of their choice. The Practice will be putting up additional posters around the Practice to ensure patients are aware of this service.

**Recommendation 2:** Shifa Surgery needs to offer facilities to prebook appointments including non-urgent appointments in advance rather than on the day. Shifa Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

**Provider Response:** We offer pre-bookable appointments on a weekly basis over the phone. These appointments are on a Monday and Tuesday. Early morning and late evening to accommodate the working patients. Other advanced appointments can be made via the online service.

**Recommendation 3:** To ensure people know about the complaints procedure. Shifa Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

**Provider Response:** The complaints procedure is up in the waiting room, if any patients which to make a complaint they are initially directed to the in house complaints manager and if they are still not satisfied then further information is provided to the patient.

**Recommendation 4:** Relocate the electronic signing in point as patients are unable to access this when there is a queue at the Reception area. Shifa Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

**Provider Response:** The electronic signing point will be re-located once the building work starts over the next few months. The points will be away from the reception area to avoid any queues and the Practice hopes to have 2 screens to make it easier for patients.

**Recommendation 5:** Shifa Surgery needs to review the locations of noticeboards and useful information displayed in the waiting area to ensure that patients can view this information. Shifa Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

**Provider Response:** The waiting area is looking to be extended and all notice boards will be relocated once the work is complete. We will look to see what is best for all patients and accordingly have the information in direct view for everyone to see.

**Recommendation 6:** To provide information about British Sign Language Support in the waiting area. Shifa Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

**Provider Response:** The waiting area is looking to be extended and all notice boards will be relocated once the work is complete. We will look to see what is best for all patients and accordingly have the information in direct view for everyone to see.

**Recommendation 7:** To promote and increase awareness of Patient Participation Groups, reinstate regular meetings and utilise the “How to Guide” produced by Healthwatch England and National Association for Patient Participation Groups to work together with local Healthwatch. Shifa Surgery to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

**Provider Response:** The Practice has a Patient Participation Group which we hold meetings for every quarter. Unfortunately, due to reduced number of attendances we have been unable to keep these as regular as we would like.

Any patient wanting to join can do so by asking reception for more information. The Practice will look at advertising this more in the Practice.

The Practice has been in touch with the group and kept them updated about the current planned extension. We have had some group member’s complete questionnaires with the patients beforehand to ensure this was the most appropriate direction to improve services for the patients.

## 2.8 Service Provider Response

Comments received from Sumayya Mayat, Practice Manager received on 30 August 2018 are:

**Is this report factually accurate? If not please state what needs to be changed and why.**

“Yes this report is factually accurate.”

**Is this a fair report? “Yes”**

**What learning has been gained by your organisation as a result of this Enter and View report?**

“Patient being unaware of all services the Practice is providing. i.e. the online service to book routine appointments up to 2 weeks in advance. We will advertise this further to ensure all patients are aware of this service to prevent them from having to ring up on the day to make an appointment.”

**What was your impression of Healthwatch Blackburn with Darwen? Is there anything we could have done better in the visit?**

“We are pleased with the staff that came. We were notified in June that they would do an unannounced visit. Everyone was courteous and there was no disruption to the Practice’s working day.”

## 2.9 Distribution List

This report will be distributed to the following:

-  Blackburn with Darwen Borough Council Public Health
-  Blackburn with Darwen Borough Council Adult Social Services
-  CQC
-  Healthwatch England
-  CCG Blackburn with Darwen

## 2.9 Contact Details

If you would like more information about Healthwatch Blackburn with Darwen, a hard copy of this report or to find out how you can get involved in future projects please get in touch.

Address: Healthwatch Blackburn with Darwen, Room 28, Bangor Street Community Centre, Norwich Street, Blackburn, BB1 6NZ

Telephone: 01254 292686

Email: [info@healthwatchbwd.co.uk](mailto:info@healthwatchbwd.co.uk)

Website: [www.healthwatchblackburnwithdarwen.co.uk](http://www.healthwatchblackburnwithdarwen.co.uk)