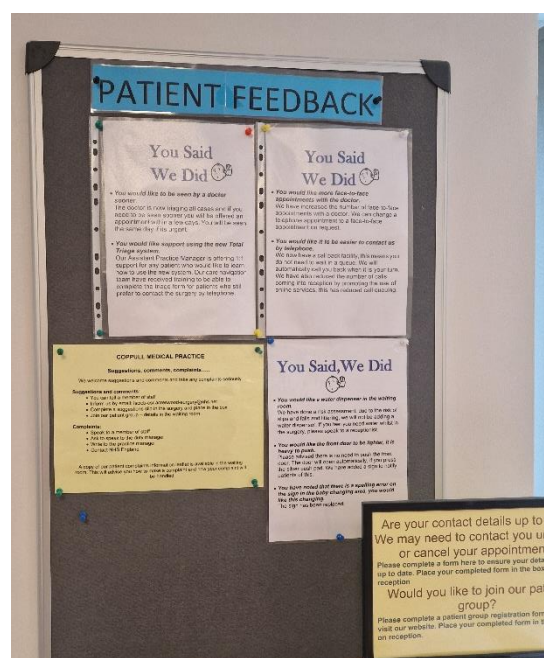


## Coppull Medical Practice Revisit- 3<sup>rd</sup> February 2025

On 15<sup>th</sup> April 2024, Healthwatch Lancashire conducted an Enter & View visit at Coppull Medical Practice and spoke with patients and staff. Following feedback and observations made during our initial Enter & View, Healthwatch Lancashire made the following recommendations:

1. Review and improve signage in the corridor areas so that patients are aware of room locations and exits by having clear signage throughout
2. Display the 'you said we did' poster in a more prominent manner so patients can see how the Practice has responded to their feedback.
3. Implement measures to ensure that the Practice is more dementia friendly through the use of images on signs and dementia friendly clocks. (See appendix for more information)
4. Ensure the Patient Participation Group Poster is visual in the waiting area so patients can clearly see this and understand how to sign up.
5. Continue to advertise and promote support offered in regards to the total triage system and help with booking appointments.
6. Investigate the possibility of adding a dedicated parking space to the car park
7. Look into the possibility of adding a water machine to the waiting area.
8. Review the possibility of having a stand in the entrance area with some practice documents similar to the table in the waiting area that patients can take with them when they leave. E.g. the Practice newsletter, Practice news and support documents.
9. Share regular updates with staff members about what is available to patients who have additional need, disability or require more support. E.g. what is in place for patients who are visually impaired, deaf or hard of hearing.



To continue working in partnership with Coppull Medical Practice and to measure our impact, Healthwatch Lancashire authorised

representative Emmy revisited the Practice on Monday 3<sup>rd</sup> February 2025 to follow up on our recommendations and celebrate any successes.

On arrival the Manager spoke about what changes had been put in place since our last visit. They explained that they have implemented the leaflet stand at the front of the Practice. They have also added a dementia-friendly clock and dementia friendly signage. The car park has been updated with a large disabled space, and they have moved the 'you said we did' posters to a more prominent place and made them larger for patients to read more easily.

The manager gave the following comments on our recommendations:

1. The signage within the Medical Practice have been updated exit signage in the corridors and new updated signage for each individual clinician doors.

2.The 'you said we did' board has been moved to a more prominent place and has been made bigger so that patients can clearly see what changes have been made to the Medical Practice.

3. Dementia friendly signage has been updated and is in place within the Medical Practice. They have also implemented a dementia friendly clock.

4. Posters have been made bigger with a QR code added to the poster so that patients can sign up and learn more about the Patient Participation Group.

5. The total triage system is very responsive; the Practice have recently done an audit to see how the system works for patients. There is also a member of staff in place to help set up the NHS app and show patients how to use it.

6. A dedicated disabled space has now been put in the main car park with car parking space lines updated as well.

7. A leaflet stand has now been put in the main entrance which is complete with a variety of leaflets for patients to take away with them.

8. There is an internal news bulletin which updates staff members on any new policies or procedures in place. There is also room for staff to suggest any plans for the future to ensure the Practice is accessible and any



training the staff feel they need to ensure the Practice is accessible and meeting the needs of all patients.

During the revisit we spoke with five patients to get their thoughts about the changes made within the Practice.

*"I have found the signage better, much easier to find rooms."*

*"I like the leaflet stand addition, I have personally used it myself, its good that its out of the way."*

*"I have been able to use the triage system, and the Practice have helped me with this which has been great."*

Healthwatch Representatives only managed to speak with one member of staff on the day of the revisit, but they talked about how they still help support patients to navigate the total triage system and they can always come in for help and support if it is needed.

During our revisit we observed patients coming into the practice and either using the self-check in machine for their appointment or going to the main desk. A patient came in with a query and the team on reception supported him and took him to the privacy booth at the side of the waiting room to ensure their personal details were kept private. Patients were only waiting a short period of time before being called in for their appointment.

During conversations with the Practice Manager, it was highlighted that after our initial visit the manager found that staff had mentioned workload concerns. As a result, more staff have been brought in to support with the work load. There is now a new care coordinator, an apprentice administrator, and there are now six staff on reception to help with workload and calls.

We would like to take the opportunity to thank the Manager and the rest of the team for facilitating our revisit, as well as patients for sharing their feedback with us.