

Enter and View Report

Little Harwood Health Centre, Blackburn



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Healthwatch Blackburn with Darwen

Visit: Tuesday 26 June 2018

Published date: Wednesday 29 August 2018

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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Plane Tree Road Little Harwood Blackburn BB1 6PH
Service Provider	Little Harwood Health Centre
Date and Time	Tuesday 26 June 2018 10:20 - 12:05
Authorised Representatives	Sharon Hardman (Lead), Eve Chidzungu and Saad Hashmi
Contact details	Healthwatch Blackburn with Darwen, Suite 17, Kings Court, 33 King Street, Blackburn, BB2 2DH sharonhardman@healthwatchbwd.co.uk 01254 296080
GP Practice Staff	Jane Eaton - Practice Manager Sarah Murray - Deputy Practice Manager

1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff, patients and carer/family members of Little Harwood Health Centre 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 Jane Eaton and Sarah Murray 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 Thursday 7 June 2018 to Friday 29 June 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?

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 Little Harwood Health Centre on Tuesday 26 June 2018 at 10:20 -12:05 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 53 patients, 18 members of staff, 3 carer/family members and we undertook 3 observations.

Key Areas for Improvement:

-  Improvements are needed in customer care by the reception team when interacting with patients both in person and on the telephone.
-  Little Harwood Health Centre needs to ensure that its offer is open to all and that non-English speakers do not face barriers to accessing services, particularly when booking appointments at Reception.

Areas of Good Practice:

98% of patients felt that the GP/Nurse that they last saw at this surgery was excellent, very good or good at explaining tests and treatments to them.

96% of patients felt that the GP/Nurse that they last saw at this surgery was excellent, very good or good in giving them enough time.

Healthwatch Blackburn with Darwen's recommendations are:

Recommendation 1: The reception team to have customer care training to ensure that patients are treated equally in a professional and friendly manner.

Recommendation 2: Little Harwood Health Centre needs to provide an offer that is available to all and that non-English speakers do not face barriers to accessing services, particularly when booking appointments at Reception.

Recommendation 3: To implement ways to provide privacy and confidentiality at Reception area for face to face interactions with patients.

Recommendation 4: To increase awareness of Patient Participation Groups beyond the existing group and utilise the "How to Guide" produced by Healthwatch England.

Recommendation 5: To open extra Reception sections during busy periods to avoid large queues.

Recommendation 6: To display the most current CQC report dated December 2016 in the waiting area.

Recommendation 7: To make amendments to Little Harwood Health Centre's website and keep this up to date.

Recommendation 8: To provide information about British Sign Language Support in the waiting area.

Recommendation 9: To ensure patients are aware of the complaints procedure.

Little Harwood Health Centre to inform Healthwatch Blackburn with Darwen of actions regarding all recommendations by 31 January 2019.

2.2 Purpose of Visit

Following a number of complaints Healthwatch Blackburn with Darwen have received about the Reception staff, we decided to conduct an Enter and View visit to capture the experiences of patients, carers/family members and staff at Little Harwood Health Centre.

2.3 Research Methodology

This was an unannounced Enter and View visit. A letter was emailed to the Practice Manager on 17 May 2018 which explained we would be doing an unannounced Enter and View visit to this surgery in the next 6 weeks. We visited Little Harwood Health Centre on Thursday 7 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 Thursday 7 June 2018 to distribute before the Enter and View visit. The Practice Manager said that the patients were issued with copies of the questionnaire and there was a Healthwatch Blackburn with Darwen box produced by Little Harwood Health Centre in the waiting room to collect responses. The Survey Monkey link to the patient questionnaire was put on the Little Harwood Health Centre website and circulated to the Patient Participation Group by the Practice Manager. The Practice Manager circulated the Survey Monkey link to all staff to complete and carers/family members have also been sent the Survey Monkey link. From Thursday 7 June 2018 to Friday 29 June 2018 Little Harwood Health Centre collected responses from 26 patients, 18 staff members and 3 Carer/family members.

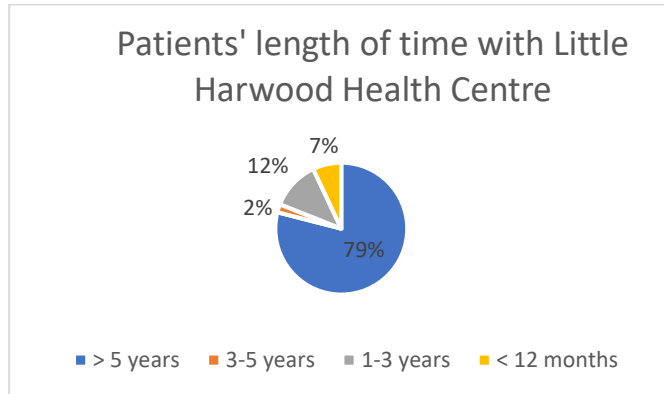
We approached the Reception staff before we spoke to anyone in Little Harwood Health Centre and followed her advice when she said that there was no one who might not be approached due to their inability to give informed consent, or due to safety or medical reasons. At the Enter and View visit we spoke to 30 patients, 27 patients completed our questionnaire and 3 patients did not wish to participate. We undertook an observation 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 53 patients, 18 members of staff (13 non-clinical staff, 5 clinical staff), 3 carer/family members and 3 observations.

2.4 Results of visit

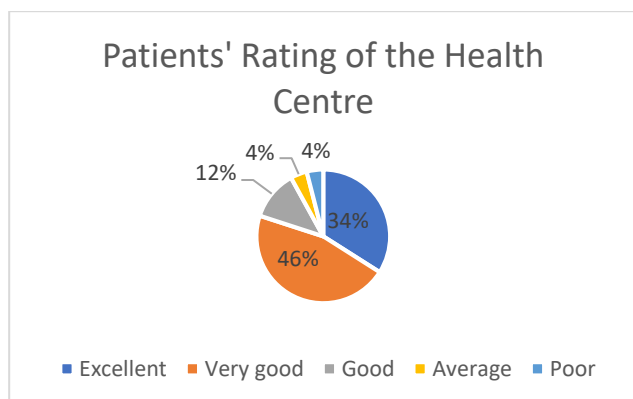
Patients' views on Little Harwood Health Centre

Patients' Experience of Attending the GP practice



Over half of patients described this experience positively and comments included “very pleased”, “the care by doctors and staff is very good”, “all GPs are very good” and “never had an issue with this surgery in all the time I have attended here”. Two patients commented “my family are currently thinking of changing surgeries” and “very rarely come but I don’t look forward to coming.”

Patients' Rating of the GP practice



The main positive feedback was that the GPs are good, and the staff are pleasant and helpful whilst the main negative feedback was that Reception staff were rude and it is difficult to get appointments.

Positive patient comments about GPs “the doctors do as best they can”, staff are “always happy to help” and “everyone is very caring and helpful, doctors explain everything, basically I feel I am in good hands.” Patients also commented on the good level of service provided.

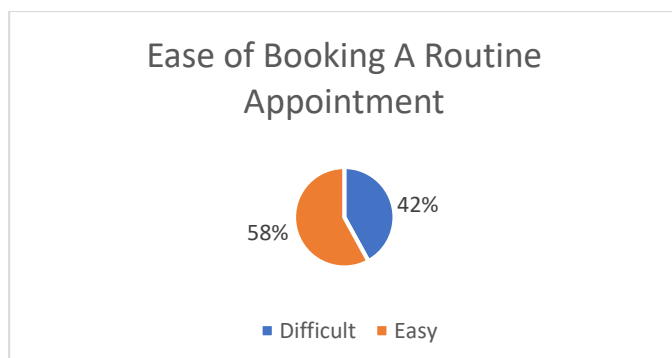
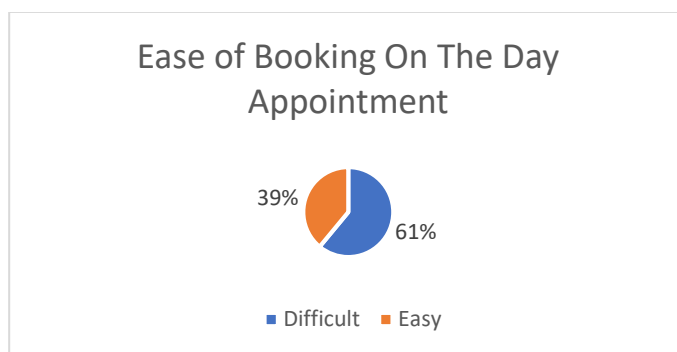
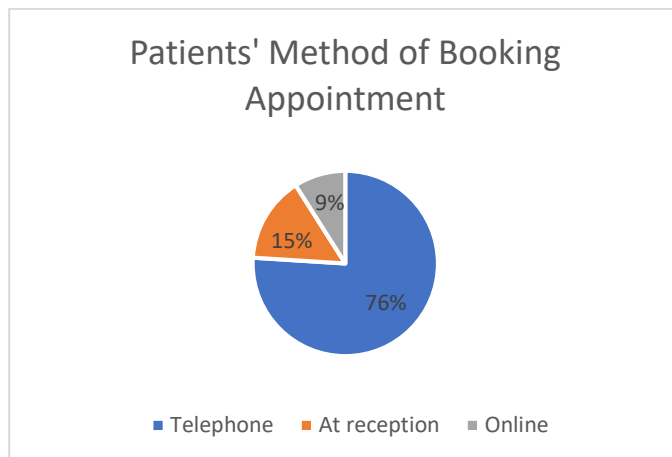
Negative patient comments about Reception staff were “I have been spoken to very rudely by reception staff on many occasions and have been declined appointments even when in a serious condition”, “mainly because of Reception staff, some are quite rude” and “I have had many bad

experiences with staff at this surgery. They have often been very rude and spoken abruptly. My family are thinking of leaving and moving to another surgery.”

Patients also commented about appointments being rushed and there being limited car parking.

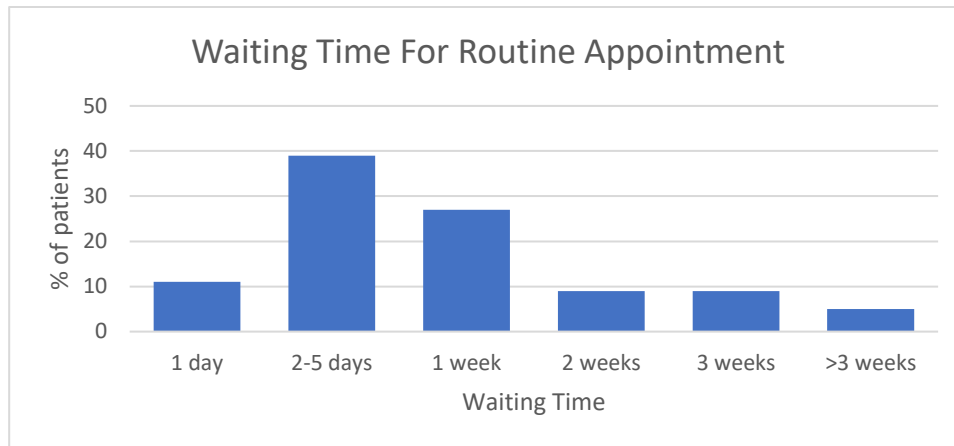
The most common patient feedback on how this could be an excellent GP service were improvements to reception, with patients saying “office staff having a bit more respect when trying to get in to see a doctor” and “if all staff were immediately helpful to all - difficulties arise I feel because of the pressure they are under and so more staff on Reception would be welcome by patients.”

Appointments

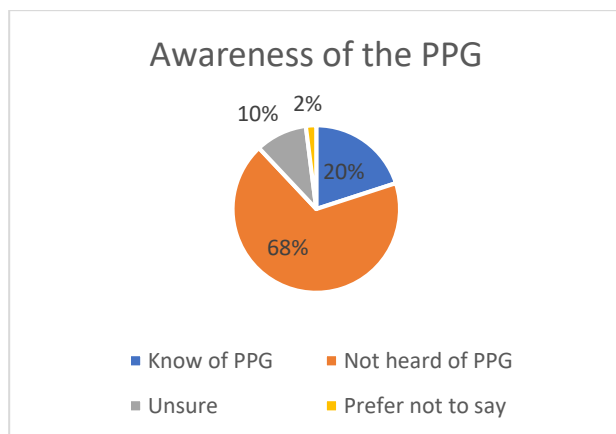


Waiting Times

The responses for the waiting times after making a routine appointment were mixed.



Awareness of Patient Participation Group (PPG)



There needs to be an increase in awareness of the PPG Group beyond the 6 current members of the group. 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

There were mixed responses on patients knowing where to find the complaints procedure with 43% of patients said that they would know how to find the complaints procedure, 43% of patients wouldn't know where to find it and 14% of patients responded unsure. There needs to be an increase in awareness of the complaints procedure.

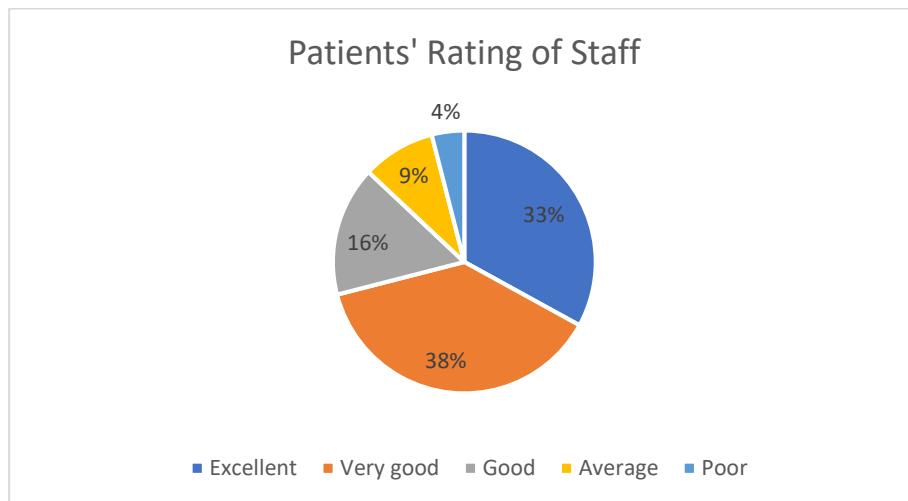
Other Patient Feedback

Other patient comments were “I have been very satisfied, and I thank you for what you have done for me”, “I would prefer to make appointment on line and there do seem to be more appointments

available on line - but because I see the HCA every 3 months for blood tests this counts as my 2 booked appointments and so I am not able to book on line. I feel there may be other people in this situation and it would be helpful if the system could be changed to allow more than 2 online appointments.”

Two patients commented on the lack of privacy at reception with “other patients are able to hear while waiting at the Reception window”, “more dignity and respect needed - although details of patients are confidential, conversations are easy to hear at reception”.

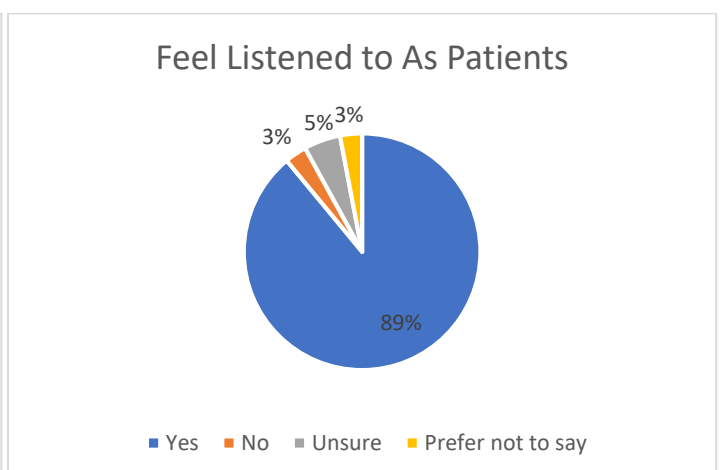
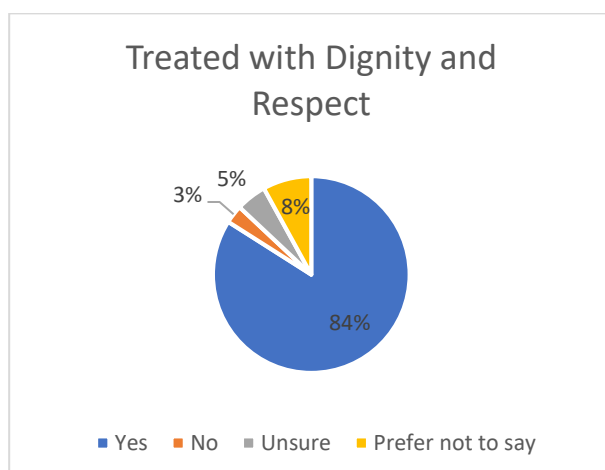
Patients’ views on staff



Positive feedback on the staff was that they were helpful, friendly and approachable staff.

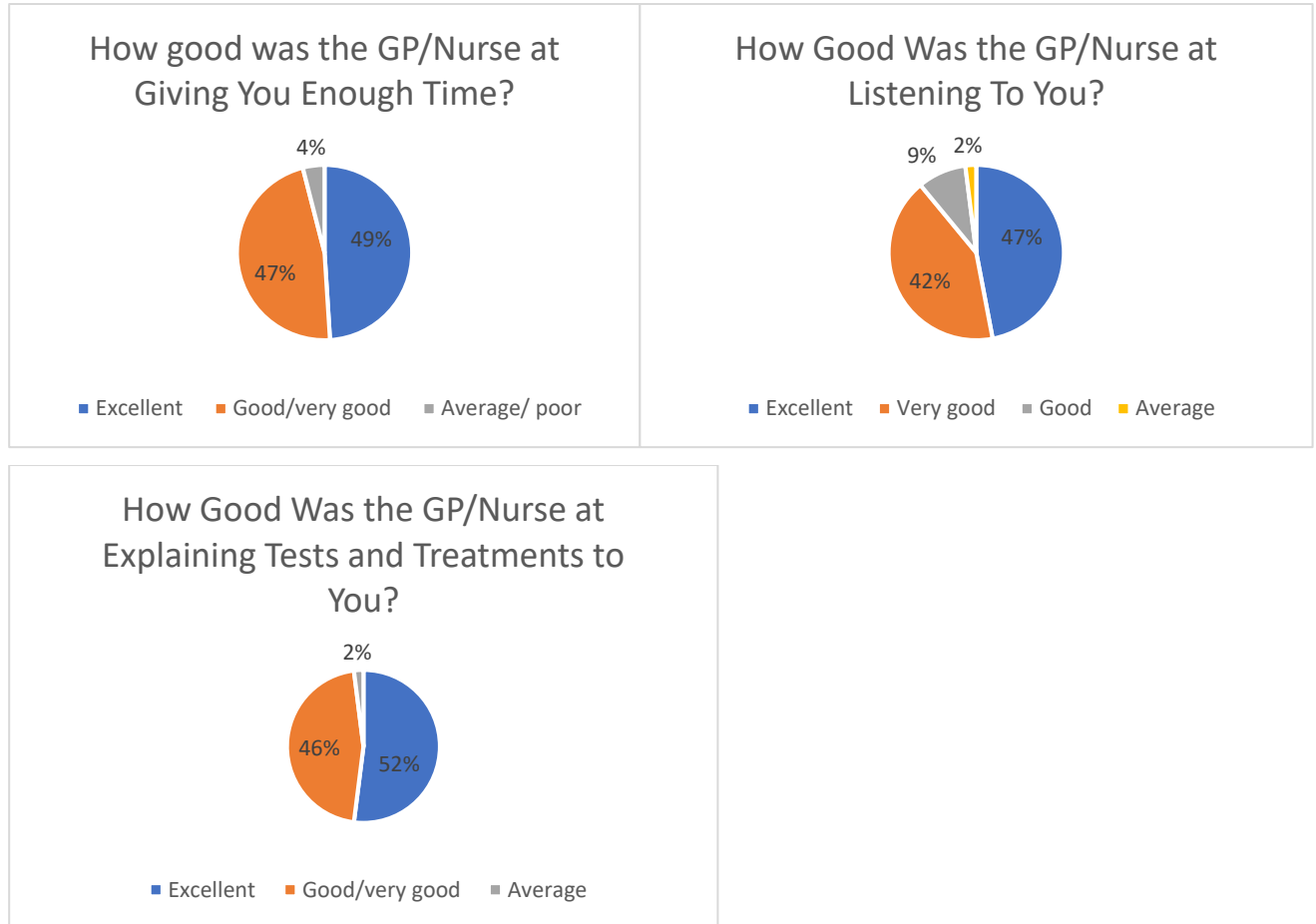
The majority of issues raised were with the Reception staff as patients said “staff usually professional although reception sometimes blunt and appointments difficult to get”, “our GP Dr Masters is excellent, however the admin team can let the surgery down in the manner they respond to requests for appointments or queries” and telephone calls can take a long time to be answered.

Treatment of and Communication with Patients



Feedback on Treatment of Patients At Their Last Appointment

93% of patients found the information that they received in their appointments helpful.



Patients' views on the environment

All the patients said that the seating was comfortable and that the lighting was suitable at Little Harwood Health Centre. 98% of patients felt safe, said that this GP surgery was clean and that the GP surgery was well maintained and decorated to an acceptable standard. 93% of patients felt that the temperature was appropriate and that it was easy to find their way round. 68% of patients said that there was enough space for prams, children's buggies, wheelchairs and mobility aids.

Carer/family members' views on Little Harwood Health Centre

All carer/family members had been attending this GP surgery for over 5 years. All carer/family members rated Little Harwood Health Centre as excellent or very good due to "excellent standard of care" and "doctors are helpful and listen." One carer/family member said, "I am not sure whether I receive all necessary information regarding the caring of my wife and feel I may be lacking support." Better receptionists, more support and "aware of son's difficulties and help to make the visit stress free" would give it an excellent rating. All carer/family members booked their appointments by telephone.

There were mixed views on getting an appointment with a GP of their choice with carer/family members saying it was very easy, easy or difficult. Two carer/family members said it was easy getting an appointment on the same day, one carer/family member said this was difficult. All carer/family members said it was very easy or easy to get a routine appointment and felt that the appointments were long enough.

Two thirds of carer/family members were unsure if they were recorded as a Carer on their medical records, one third of carer/family members said that they were recorded on their medical records as a Carer.

Two thirds of carer/family members said that Little Harwood Health Centre 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, one third of carer/family members said that they had not had this from Little Harwood Health Centre.

There were mixed responses from carer/family members being provided with information about the person they care for with, those who received this information found it helpful. Two thirds of carer/family members had a home visit to themselves or to the person they care and repeat prescriptions delivered by the local pharmacy, one third of carer/family members said that they did not have this.

There were mixed responses to an awareness of the PPG from carer/family members. There needs to be an increase in awareness of the PPG Group and regular meetings reinstated. Two carer/family members knew how to find the complaints procedure, one carer/family member did not know. When asked what changes they would like to see in this GP Surgery one response was “better communication with carers.”

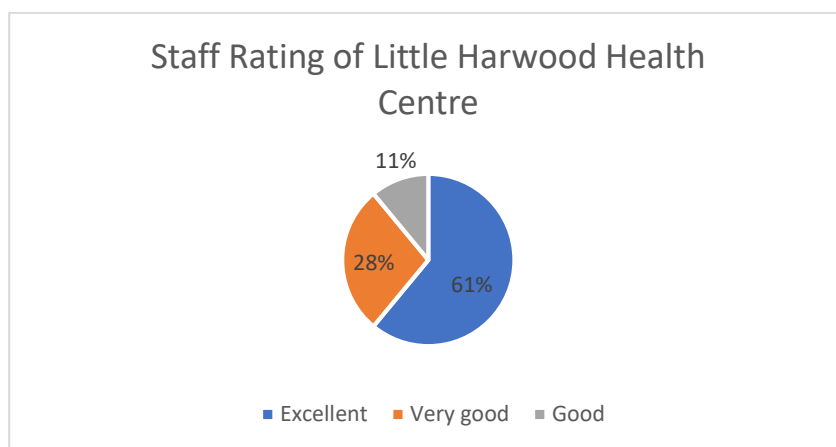
Carer/family members' views on staff

All carer/family members rated the staff as excellent or very good. Reasons for this were “doctors and nurses helpful”, “consideration of needs” and “not had any reason to complain.” When asked what would improve staff rating carer/family members said, “staff cannot do much better” and “receptionists are sometimes blunt and unhelpful.” All carer/family members felt that they were treated with dignity, respect and felt listened to at Little Harwood Health Centre. Carer/family members felt that the GP/Nurse that they last saw was excellent or good in giving them enough time, excellent or very good at listening to them and excellent at explaining tests and treatments.

Carer/family members' views on the environment

All carer/family members felt safe at Little Harwood Health Centre, 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. Two thirds of carer/family felt that the seating in the waiting area was comfortable and that there was enough space for prams, children's buggies, wheelchairs and mobility aids and one third of carer/family members felt that there wasn't enough space in the waiting area and that the seating was uncomfortable in the waiting area.

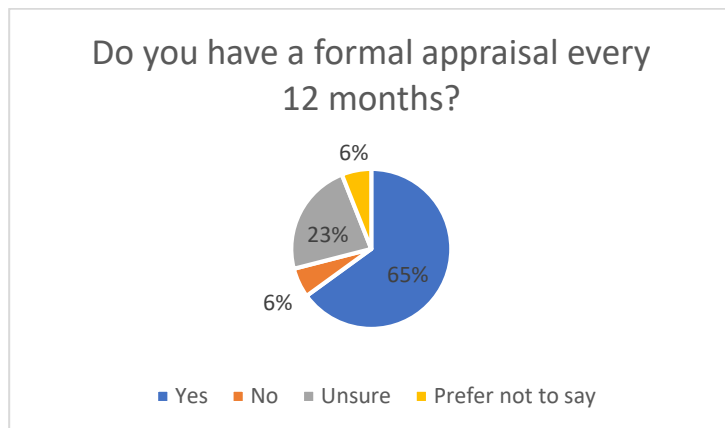
Staff Views



The most frequent reasons for these positive ratings were about the staff for example "all staff are very committed to helping patients", "I think most of the staff work to the best of their ability to meet all patient's needs" and "well trained and long serving receptionists, good continuity of care." There were responses on the topics of service, team work, quality and effective and efficient processes. All staff felt that the referral system works effectively.

62% of staff said they had enough time to spend with patients and suggestions to improve the time with patients were "employ more reception staff" and "more catch ups in clinics." The two most frequent ways of communicating with patients were in person and 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, verbal communication and websites.

Training and Development



The most frequently reported date for the last training and development opportunities for staff was June 2018 and May 2018. Members of staff said that they had undertaken training and development in 2WR e-referrals, Introduction to Care Navigation, Medicine Management, Prescriptions, Re-call training and Spirometry.

- 86% of staff said that this recent training was helpful to their job.
- 94% of staff felt comfortable asking for help with a case, however 6% of staff felt that they would not feel comfortable asking for help.
- 94% of staff 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 around better communication and more appointments with doctors. Comments on communication included “better communication between reception staff upstairs and reception staff downstairs”, “communication definitely needs to be improved. Staff upstairs need to be included more” and “to be spoken to rather than emails/screen messages.”

Other comments were “currently well-staffed with long serving colleagues & provides a great personalised service. Hope we can continue to recruit” and “this practice has a fantastic on the day Urgent Appointment where they can walk in or ring.”

Practice Manager’s Views

The current staffing structure at Little Harwood Health Centre is:

- 7 x GP Partners
- 1 x Nurse Practitioner
- 2 x Practice Nurses
- 2 x Healthcare Assistants
- 2 x Secretaries
- 1 x Medicines Manager
- 1 x Workflow Administrator
- 1 x QOF/QOEST Administrator

1x General Administrator
1 x Summariser

9 x Reception Team

1 x Practice Manager
1 x Deputy Practice Manager

At the time of our visit there were 20 staff members working. There are currently 11,614 patients registered with this practice.

When we asked what training is provided to staff to support patients with 'at risk' additional needs all staff do mandatory e-learning and there are modules which cover physical, learning disabilities and mental health conditions. Little Harwood Health Centre has a Dementia Champion who can signpost to appropriate services.

Most patients make appointments by phone and the average time for waiting for a routine appointment is one to two weeks. Emergency appointments are available on the same day and are defined as "Acute, cannot wait, chronic disease that symptoms get worse." The criteria for patients to have these appointments are "booked with duty doctor on a same day appointment." Normal communication methods with patients are telephone, letter and text. Different communication needs are recorded and addressed by "coded" and "via Patient Alert". The translation service most used by the GPs is Google Translate.

Little Harwood Health Centre has 6 patients who regularly attend the Patient Participation Group, and this is currently open to new members. This GP surgery promotes the involvement of patients in this group on the website and posters in the waiting room however from the responses received from patients interviewed there seems to be a lack of awareness of this Group.

The Practice Manager and Deputy Practice Manager reported that the strengths of Little Harwood Health Centre were structure, organisation, innovatively working to find new ways to overcome demands and excellent supportive team. Patient feedback is gathered from friends and family feedback, annual survey, PPG meetings/feedback and internal management of process adherence. Barriers to having the most effective and caring service are time and government initiatives which take up valuable consultation time. Further comments from the Practice Manager were "General Practice is bursting at the seams due to lack of information for patients on self-care and the use of appropriate services. Blackburn with Darwen are hopefully addressing this with the Introduction of Care Navigation. All staff are now trained so hopefully will be able to reduce wasted doctors' appointments and increase patient satisfaction by them seeing the most appropriate person."

2.5 Additional Findings

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

The signage on approach to Little Harwood Health Centre is clearly labelled and there is clear signage on the outside of the building. The external environment is pleasant and well maintained. There is a bus stop nearby and car parking is available with an additional separate car park nearby and disabled car parking spaces marked. There is a disabled ramp with a handrail. We were asked to sign in on entry to Little Harwood Health Centre. Sanitising hand gel was not available on entry. This GP surgery is clean and well maintained.

Observations from Enter and View authorised representatives on reception area

The signage around the Reception desk was clear with three Reception sections for patients to access, two were closed and one was open during our visit. There seemed to be a long queue for Reception and this surgery would benefit from opening additional Reception sections during busy periods. There was a prescription box available. The latest CQC report was not displayed which needs to be on display. There was an electronic signing in point at this GP surgery. The reception area did allow for privacy for patients on the telephone when the glass shutters were closed. For patients at the Reception desk there was no privacy or confidentiality as everything could be overheard in the waiting room. Little Harwood Health Centre need to implement ways to provide privacy and confidentiality at the Reception area for patients.

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

There was plenty of space for prams, children's buggies, wheelchairs and mobility aids in the waiting area. There was a variety of seats with arms available in the waiting area however seats were all at the same level thus not catering effectively for elderly patients. There was a wide variety of wall displays for example information about Smear Tests, Carers Week and Travel vaccinations. 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 60 seconds to Health, Healthy Food swaps, alternatives to white bread and making time for breast screening. Patients were called for their appointments in person or electronically. Little Harwood Health Centre has an informative website and some sections needed updating. The most recent Patient Participation Group information on the website was dated July 2017. The Data Protection section on the website needs to be updated in line with new GDPR regulations.

Observations from Enter and View authorised representatives on staffing

During our visit it was observed that the Reception staff do not always talk to patients respectfully and patients were spoken to very bluntly in face to face interactions at the Reception desk. All the other staff spoke to patients respectfully in a calm and professional manner during our visit. Two reception staff were having a heated discussion during our visit which could be overheard in the Reception area. One patient came to the Reception desk and he was struggling with English. The receptionist said to the patient, “We are an English-speaking GP Practice” in a humiliating manner which was overheard by everyone in the waiting area. The receptionist then went on to ask for this gentleman’s passport and said, “You need to bring someone to translate or an English speaker to book an appointment.” This patient left Little Harwood Health Centre unable to access GP health services and was not treated with respect, dignity, compassion and care. All Reception staff need to have customer care training to demonstrate NHS values of compassion, respect and dignity when interacting with all patients and to ensure that all patients are treated equally and professionally in a friendly manner.

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 evidence of hearing loops, but no evidence of British Sign Language Support facilities was seen which needs to be displayed. There was no poster about translation services in the waiting area of this GP Surgery. Little Harwood Health Centre is dementia friendly with different coloured flooring and furniture, on one level and a clock in the waiting area.

2.6 Recommendations

Recommendation 1: All Reception staff to have customer care training to demonstrate NHS values of compassion, respect and dignity when interacting with all patients and to ensure that patients are treated equally and professionally in a friendly manner. Little Harwood Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider response:

We do feel that our reception team would benefit from some Customer care/Patient relationship training, however it is really difficult to judge a one-sided conversation/snapshot of a day without having any insight to what the receptionist is dealing with and possibly other contributing circumstances that may be affecting the workings at that point in time.

Unfortunately, due to patient expectations our reception team deal regularly with bad manners, abrupt and abusive behaviour not only on the phone but face to face. There is no defence on our side to reciprocating with this kind of behaviour however an insight to what the team deal with is essential to have an informed opinion. Hopefully further training will equip the team with a little more resilience to deal with difficult situations.

A recommendation to Healthwatch may be to have team members spend some time with various teams in General Practice to get an understanding of the pressures and the workings of these teams.

Recommendation 2: Little Harwood Health Centre needs to provide an offer that is available to all and that non-English speakers do not face barriers to accessing services, particularly when booking appointments at Reception. Little Harwood Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider response:

We have both Doctors and Staff members who speak various languages which accommodates a large percentage of our population. We have just recruited a new receptionist who is also multi lingual.

Recommendation 3: Findings indicate that everything can be overhead in the waiting area when patients are interacting with Reception staff. Little Harwood Health Centre to implement ways to provide privacy and confidentiality at Reception area for patients and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider response:

Unfortunately, due to the building's layout it is very difficult to offer total confidentiality at the reception check in window, however if a patient wanted to talk to us confidentially or in private we do have a separate room to facilitate this.

Recommendation 4: To increase awareness of Patient Participation Groups beyond its existing members and utilise the "How to Guide" produced by Healthwatch England and National Association for Patient Participation Groups to work together with local Healthwatch. Little Harwood Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider response:

As a practice we do promote our PPG via posters and our website. Previous members of our PPG have also spent time speaking to patients in the waiting area to promote this group. For a PPG to work efficiently and effectively it does require representation from all areas of our population and sadly this is not the case.

Recommendation 5: To open extra Reception sections when there are large queues for Reception. Little Harwood Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider response:

We totally agree that during busy periods it would be beneficial to open more reception windows, however this is not always possible due to staff numbers and the other important duties which the receptionists carry out.

Recommendation 6: To display the most current CQC report from December 2016 in the waiting area and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider response:

This has been sorted.

Recommendation 7: To make amendments to the website and keep this updated. Little Harwood Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider response:

The website is in need of a major overhaul/update which will take some time to sort. We do try to keep the important information up to date but this could be improved.

Recommendation 8: To provide information about British Sign Language Support in the waiting area. Little Harwood Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider response:

We are happy to look at this and source information.

Recommendation 9: To ensure people know about the complaints procedure. Little Harwood Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 January 2019.

Provider response:

Our complaints procedure policy is on our notice board and if patients require information we are able to give them information at the reception desk. Both our Managers are also happy to speak to patients if they have any issues or problems.

2.7 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

2.8 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

Website: www.healthwatchblackburnwithdarwen.co.uk