

Enter and View Report

Bentham Road Health Centre, Blackburn



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1 Introduction

1.1 Details of visit

Details of visit:	
Service Address	Bentham Road Mill Hill Blackburn BB2 4QD
Service Provider	Bentham Road Health Centre
Date and Time	Wednesday 13 June 2018 10:00 - 12:25
Authorised Representatives	Sharon Hardman (Lead) and Eve Chidzungu
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	Katie Stanton - Practice Manager Trudi Jenkinson - Site Manager

1.2 Acknowledgements

Healthwatch Blackburn with Darwen would like to thank the staff, patients and carer/family members of Bentham Road 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 Trudi Jenkinson 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 Wednesday 13 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 Purpose of Visit

 To capture the experiences of patients, carers/family members and staff at Bentham Road Health Centre.

2.2 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 4 weeks. We visited Bentham Road Health Centre on Friday 8 June 2018 to give questionnaires in paper format for patients, carers/family members and staff to the Site Manager for distribution before the Enter and View visit. We also emailed these in an electronic format on Survey Monkey to the Practice Manager and Site Manager on Friday 8 June to distribute before the Enter and View visit. There were external problems with the IT system affecting Bentham Road Health Centre and a few other GP surgeries locally that meant the Survey Monkey questionnaires for patients and carer/family were unable to be put on the Bentham Road Health Centre website before the Enter

and View visit. From Friday 8 June 2018 to Wednesday 13 June 2018 Bentham Road Health Centre collected responses from 8 patients, 13 staff members and 4 Carer/family members.






We approached the Site Manager before we spoke to anyone in Bentham 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 22 patients, 17 patients completed our questionnaire, 5 patients did not want to participate. We also spoke with 1 Site Manager and undertook 2 observations at the Enter and View visit. Our visit was also observational, 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 25 patients, 13 members of staff, 4 carer/family members and 2 observations.






2.3 Executive summary

Healthwatch Blackburn with Darwen Enter and View representatives conducted an unannounced Enter and View visit at Bentham Road Health Centre on Wednesday 13 June 2018 at 10:00 -12:25 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 25 patients, 13 members of staff, 4 carer/family members and we undertook 2 observations.

The key findings are:

-  100% of patients and carers/family members felt that the GP/Nurse they last saw at the surgery was excellent, very good or good in giving them enough time.
-  100% of patients and carer/family members felt that the GP/Nurse that they last saw at the surgery was excellent, very good or good at listening to them.
-  100% of patients and carer/family members felt that the GP/Nurse they last saw at the surgery was excellent, very good or good at explain tests and treatments to them.
-  All carer/family members rated Bentham Road surgery as excellent or very good, felt that their appointments were long enough, felt listened to and that they were treated with dignity and respect.
-  96% of patients felt that they were treated with dignity and respect at Bentham Road Health Centre and 95% of patients found the information that they received in their appointments helpful.

Recommendations are:

-  **Recommendation 1:** To provide information about British Sign Language Support, hearing loops and available translation services in the waiting area.
-  **Recommendation 2:** To relocate a row of three seats near to Reception to a different area of the waiting room to enable privacy for patients at the Reception desk.
-  **Recommendation 3:** To make amendments to the website and keep this updated.
-  **Recommendation 4:** To promote and increase awareness of Patient Participation Groups, reinstate regular meetings and use Healthwatch and NAPP how to guide.
-  **Recommendation 5:** To ensure people know about the complaints procedure.

Bentham Road Health Centre to inform Healthwatch Blackburn with Darwen of actions in regard to all recommendations by 31 December 2018.

2.4 Results of visit

Patients' views on Bentham Road Surgery

70% of patients had been with this GP practice over 5 years, 15% of patients had been with this surgery 1-3 years, 10% of patients had been at Bentham Road Health Centre 3-5 years and 5% of patients had been with this practice less than 12 months. The majority of patients described this experience positively and comments included “excellent”, “a pleasure”, “very good”, “very satisfied”, “good - no problems” and “useful”. Two patients commented about difficulties getting appointments, two patients described a very good experience in the past and a lower experience recently. Other comments were “it is one of the best practices I have seen and I used to work at a good one” and “mixed, but no other doctors around this area.”

80% of patients rated Bentham Road Health Centre as excellent, very good or good, 12% of patients rated this surgery as average and 8% of patients rated this GP service as poor. The main themes for this rating were mixed feedback about getting appointments and positive comments on helpful service. Patients comments about getting appointments included, “although the service can be very good, trying to get an appointment can on occasions be very frustrating” and “the staff are nice and friendly, I always get an appointment.” Patients comments about helpful service included, “I love the ease and friendliness of the staff and relaxed atmosphere,” “very efficient, friendly and helpful”, “reception very helpful” and “good doctors, helpful.” Other reasons for patient ratings were life threatening illness being well managed, staff welcoming and good waiting room. The most popular patient expectations about an excellent GP service were availability of appointments followed by

more phone lines, more GPs, more established doctors and opportunity to develop a relationship and not taking on too many patients.

65% of patients booked their appointments by telephone, 26% of patients booked their appointments at Reception and 9% of patients booked their appointments online. There were mixed responses about getting an appointment on the day with 56% of patients finding it very easy or easy and 44% of patients finding it very difficult or difficult. 82% of patients found getting a routine appointment easy or very easy and 18% of patients found this difficult or very difficult. The responses for the waiting times after making a routine appointment were mixed as 13% of patients waited more than 3 weeks, 22% of patients waited 2 weeks, 17% of patients waited 1 week, 26% of patients waited 2-5 days and 22% of patients waited one day.

52% of patients had not heard of the Patient Participation Group (PPG), 29% of patients knew about the PPG and 19% patients were unsure. 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. 57% of patients said that they would know how to find the complaints procedure, 19% of patients wouldn’t know where to find it, 14% of patients responded unsure and 10% of patients preferred to not say.

Other patient comments were “Dr Parry is lovely, has all the time you need, explains very well. My only problem is with the waiting times on the phone trying for an appointment to be made but I do not think of this as the fault of the surgery”, “Great surgery with great doctors and friendly receptionists too”, “Practice good overall except for appointments for doctor and nurse,” “The nurse and doctor was excellent but not reception” and one patient said, “I rely on the surgery as my treatment will be life long.” One patient mentioned not being able to see at doctor on Saturdays and accessing evening appointments as works full-time. Another patient disclosed that his wife had a poor experience 2 years ago with a doctor who did not engage with him and his wife during the appointment and did not follow up on a nurse’s previous comments about her having an irregular heartbeat.

Patients’ views on staff

58% of patients said that the staff were excellent, 23% of patients rated them as very good and 19% of patients said that the staff were good or average. The majority of patients said that they rated the staff this way due to them being friendly and helpful with patients saying, “very efficient, friendly and helpful”, “they are very friendly - I always feel they care” and “staff will go the extra

mile for you.” Other reasons for this rating were staff being caring and patient comments included, “they are extremely helpful, caring, polite and attentive”, “polite, understanding and caring of my welfare” and “because they are very welcoming and caring.” One patient felt “Receptionists want to know too much” and another patient said, “staff rushed and impatient to get you off the phone.” When we asked patients what would make you give staff an excellent rating the responses were mixed and included more appointments, consistency in staffing, answering the phone, “not so nosey” and “given options or suggestions on how to book an appointment when the phone system was broken.”

96% of patients felt that they were treated with dignity and respect and 91% of patients felt listened to at Bentham Road Health Centre. 61% of patients felt that the GP/Nurse they last saw at the surgery was excellent in giving them enough time, 39% of patients felt they were very good or good at giving them enough time. 68% of patients felt that the GP/Nurse that they last saw at the surgery was excellent at listening to them, 32% of patients felt that they were very good or good at listening to them. 62% of patients felt that the GP/Nurse they last saw at the surgery was excellent at explaining tests and treatments to them, 38% felt they were very good or good at explaining tests and treatments. 95% of patients found the information that they received in their appointments helpful. Two patients commented, “doctors need the time to get to know their patients instead of spending the time ticking off targets and pushing preventative drugs” and “difficult to access mental health for teens.”

Patients’ views on the environment

All of the patients said that they felt safe at Bentham Road Health Centre, found it easy to navigate, said that this surgery was clean with suitable lighting and that Bentham Road Surgery was well maintained and decorated to an acceptable standard. 95% of patients said that this GP practice was at the correct temperature, 5% of patients were unsure. 83% of patients said that there was enough space for prams, children’s buggies, wheelchairs and mobility aids, 17% of patients were unsure. 95% of patients said that the seating in the waiting area was comfortable, 5% of patients did not feel that the seating was comfortable.

Carer/family members’ views on Bentham Road Surgery

50% of carer/family members had been attending this GP surgery for 1-3 years and 50% said 5 years+. All carer/family members rated Bentham Road surgery as excellent or very good due to “the service offered by doctors and staff”, “friendly, efficient doctors and staff” and “friendly staff, easy booking systems and clean environment.” Reducing waiting times slightly and the ability to see nurse at the weekends would give it an excellent rating. Appointments were usually booked by telephone and at

reception. There were mixed views on getting an appointment with a GP of their choice with 50% of carers/family members saying it was easy and 50% saying it was difficult. 75% of carers/family members said it was easy or very easy to get an appointment on the same day and getting a routine appointment, 25% said that this was very difficult. All carer/family members felt that the appointments were long enough. 75% of carer/family members were recorded on their medical records as a Carer and 25% responded unsure. There were mixed responses around Bentham Road Health Centre providing 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. The majority of carer/family members had been provided with information about the person they care for verbally in person and found this helpful. The majority of carer/family members had never had a home visit to themselves or to the person they care for and had repeat prescriptions delivered by the local pharmacy for the person they care for. Half of carer/family members had not heard of the PPG group. There needs to be an increase in awareness of the PPG Group and regular meetings reinstated. Two carer/family members did not know how to find the complaints procedure, one carer/family member did know and one carer/family member commented “not needed.” When asked what changes they would like to see in this GP Surgery responses were “maybe one or two more doctors. Access to treatment room at weekends” and “none.”

Carer/family members’ views on staff

All carer/family members rated the staff as excellent or very good. Reasons for this were “always helpful and friendly”, “always polite and helpful” and “always pleasant to deal with, very polite and helpful.” Ordering prescriptions over the phone would improve staff rating. All carer/family members felt that they were treated with dignity, respect and felt listened to at Bentham Road Health Centre. All carer/family members felt that the GP/Nurse that they last saw was excellent (75%) or very good (25%) at giving enough time, listening and explaining tests and treatments.

Carer/family members’ views on the environment

All carer/family members felt safe at Bentham Road Health Centre, felt that there was enough space for prams, children’s buggies, wheelchairs and mobility aids and found it easy to find their way round this GP Practice. All carer/family members said that the seating was comfortable in the waiting area, this GP surgery was clean, with suitable lighting, at the appropriate temperature, with floors and carpets in good condition and well maintained and decorated to an acceptable standard.

Staff Views

All of the staff (7 non clinical staff, 6 clinical staff) rated Bentham Road Health Centre as very good or excellent. The most popular reasons for this rating were about the service for example “friendly, caring, good service, up to date with latest practice” and “we always strive to give an excellent service and to learn and improve.” Other reasons for this rating were mixed covering patient centred team, skill mix of caring professionals, experience of working, patient needs met, “providing a lot”, “happy, efficient and supportive”, “do very best we can” and “this surgery is very good at what it does but always room for improvement.” The main expectations of an excellent service were patients not struggling to get appointments. 78% of staff said they had enough time to spend with patients and comments included, “some patients with chronic conditions may need longer time - especially if elderly” and “recent merger of 2 practices increased workload, do not free up staff to give quality time as I would like.” One suggested idea to improve the time with patients was, “allow extra time for elderly patients and not book patients with chronic disease back to back as it is easy to get behind with other patients.” 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 and websites.

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 training, Diabetic Foot training, GDPR, GP update course, Interpreting Blood Results training, Resuscitation training, 2WW paperless E-Referrals and Tutorial. 100% of staff who answered said that this recent training was helpful to their job; one member of staff couldn't answer this question and said, “not come in yet.” 100% of staff felt comfortable asking for help with a case although one member of staff felt that admin staff would not feel comfortable asking for help. 100% of people who answered said that the referral system works effectively. 75% of staff said that they had an appraisal every 12 months, 16% of staff said that they did not have an appraisal annually and 9% of staff were unsure. One member of staff who said they didn't have an appraisal every 12 months commented, “more mini-appraisals on a more regular basis.” 82% of staff would feel comfortable raising concerns about the service to their line manager. One member of staff commented, “can raise concerns - not listened to effectively to change practice.”

When we asked staff what they felt could be improved in the GP practice the most popular comments were around protocols and more staff. Comments on protocols included “Clear guidelines re zero tolerance that is clear for staff, visitors and patients and clear protocols that are actually adhered to” and “Protocols being adhered to by everyone, managers supporting the staff.” Comments on more staff included more doctors and more staff for Reception, however staff recognised that this is limited by the current contract and suggested “more money injected back into GP Practices.” Other

comments were “We do not have enough resources to meet patient expectations and demand and this causes a lot of stress at all levels of the organisation but especially for reception staff” and “less of a reliance on ‘book on the day’ GP appointments for patients (although this does require a change in patient mentality) and we do constantly work at and monitor this.”

Further comments from staff were, “When patients don't get what they want, they complain and these complaints take a lot of time to deal with, compounding the problem. There appears to be no “right to reply” for NHS staff who just have to take the slack for unrealistic expectations of a massively stretched service.” Another staff member commented, “I think we should concentrate on patients - lots of non-medical gets priority. Everybody should be treated the same.” Other comments were, “The clinical staff here are amazing and work tirelessly for all our patients. The majority of our patients appreciate our systems and understand the rationale behind all protocols”, “overall, I feel this is a very caring and well-managed surgery. I feel supported as a member of staff and I think we deliver a very high level of service to our patients” and “I think that overall this Practice delivers a very good and compassionate service to all of our patients.”

Practice Manager's Views

The current staffing structure at Bentham Road Health Centre is 5 Doctors (2 Partner GPs), 1 Advanced Nurse Practitioner, 2 x Practice Nurses, 1 Health Care Assistant, 1 Site Manager, 1 Secretary, 1 Summariser, 5 Receptionists, 1 Chaplain/Community Development and a 4 monthly rotation of foundation Year 2 doctor. At the time of our visit 12 staff were working. On the two days before this Enter and View visit the telephone system was not working due to an external problem that was affecting several GPs in the area. The day of the Enter and View visit was the first day the telephone system was working normally. There are currently 7300 patients registered with this practice, including 196 patients with additional needs.

Customer Care training encourages empathetic understanding of disabilities. During Induction periods staff are made aware of surgery assistance/facilities eg. Reception low desk, disabled toilets. Nurses are trained to carry out regular Health Checks for patients on the Learning Disability register and Mental Health reviews. The whole team undertake safeguarding and mental capacity training. Bentham Road Health Centre was the first GP Practice in Blackburn with Darwen to champion Dementia Friends and workshops are run by Lynette Bannister on site.

Patients make appointments by phone, on-line and in person. The average time to wait for a routine appointment is 3-4 days, although this is slightly longer at present due to Ramadan as 2 Doctors are working reduced hours. There are 2 dedicated slots per day for emergency appointments. Normal communication methods with patients are in person, telephone, email and written. Dependent on

the type of communication need and how it is expressed, it is recorded on the EMIS system and GP TeamNet is also used. Language Line translation service is used as and when needed.

Bentham Road Health Centre is in the process of gathering new people to add to their Patient Participation Group (PPG) group after a recent contract change/merger. Meetings have been on hold during this time. 6-8 patients regularly attend PPG meetings when held.

Good communication links with all staff, shared care personnel and the general public goes well. Patient satisfaction comes from listening to patient comments, responding, giving feedback and acting where appropriate. Barriers to having the most effective and caring service are practice resources including practice stability, temporary contracts, bidding, re-bidding for new contracts. Change is also an issue with a recent practice merger resulting in patient expectations, unrealistic demands, patient understanding and diversity of needs. This surgery has a new contract (GMC standard), new tariff and has recently merged with Waterside Surgery in April 2018. For the first month the clinical systems couldn't be joined together so they were working on two systems under one roof. This has been a challenging period and a time of change for patients and staff. Bentham Road Health Centre have a new patient dynamic and are looking forward to working with/responding to their new patients who they are just getting to know.

2.5 Additional Findings

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

The signage on approach to Bentham Road 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 disabled car parking spaces. We were asked to sign in on entry to Bentham Road Health Centre. Sanitising hand gel was available on entry. This GP surgery is clean, well maintained and is very friendly.

Observations from Enter and View authorised representatives on reception area

There was no sign saying 'Reception' however it was obvious that the area was Reception and everyone entering the building found Reception easily. There was a prescription box that was utilised several times by patients during our visit and the CQC report was displayed. There was no electronic signing in point at this GP surgery.

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 and during our visit the Community Room was used as an additional waiting area for parents/families and their children. There was not a variety of seats at different levels with arms available in the waiting area as all the seats were at the same level without arm supports. A row of 3 seats with their backs to Reception was too close to the Reception desk which affected the privacy for patients. These seats need removing from this area and relocating in another position in the large waiting area. This was discussed with the Site Manager during the visit and there were plans in place to rearrange these seats quickly. There was a wide variety of wall displays for example information about the role of the Advanced Nurse Practitioner and available services at Bentham Road Health Centre, cervical screening wall display, staff team noticeboard, Blackburn with Darwen Carers Service noticeboard and a Community noticeboard. There was a wide variety of over 32 leaflets available on display about relevant health issues including Healthwatch Blackburn with Darwen leaflets.

There was a private area in the waiting room for the 'Surgery Pod' where a touch screen computer was available to give information about lifestyle ie smoking, alcohol, exercise and diet in over 19 different languages and one patient was using these facilities during our visit. The 'Surgery Pod' included equipment for patients to take their own blood pressure readings, weight and height measurements independently without clinical supervision and for this to be uploaded onto their medical records. Patients were called for their appointments by a bleep sound and their name was displayed on an electronic display screen with the name of doctor/nurse and the room number. The electronic display also provided rolling information including, "Welcome to Bentham Road Health Centre", "Please let Reception know your next of kin for our records", "Minor illness can be treated by visiting the pharmacy" and "You can now book your appointment via internet, please ask about this at Reception."

Bentham Road Health Centre has a very friendly and informative website including a video on Summary Care Records. There are some amendments needed where information about Bentham Surgery is repeated, information about flu vaccinations is outdated and this needs removing. The last PPG report was dated over 3 years ago in March 2015 so more current information is needed about the PPG and how patients can join this. Enter and View representatives are aware that there were problems with the IT systems currently affecting Bentham Road Health Centre and a few other GP surgeries locally.

Observations from Enter and View authorised representatives on staffing

At Bentham Road Health Centre the atmosphere of the service was calm, friendly, caring and professional. Throughout this Enter and View visit all the staff talked to patients respectfully, were very friendly, caring and helpful. The Reception staff appeared to be friendly and caring addressing patients using their name and offering to write information down for patients.

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 Support facilities or hearing loops and this needs to be addressed. There was no poster about translation services in the waiting area of this GP Surgery. We asked the Site Manager about this during our visit and she explained that Language Line posters are in the consultation rooms and that posters would be put up in the waiting area. Bentham Road 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: To provide information about British Language Support, hearing loops and translation services in the waiting area. Bentham Road Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

Recommendation 2: To relocate the row of 3 seats near Reception to a different area of the waiting room to enable privacy for patients at the Reception desk. Bentham Road Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

Recommendation 3: To make amendments to the website and keep this updated. Bentham Road Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

Recommendation 4: 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. Bentham Road Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

Recommendation 5: To ensure people know about the complaints procedure. Bentham Road Health Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 December 2018.

2.7 Service Provider Response

Comments received from Trudi Jenkinson, Site Manager at Bentham Road Health Centre received on 18 July 2018 are:

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

“We are happy with our Enter and View Report and its content although a little surprised by recommendation 5 as this wasn’t highlighted at the time of the visit. We have a poster in reception advising how to make a complaint, a prayer/comments box on the reception desk and each member of staff is fully aware of the complaints procedure and can inform patients of it when required. The Site Manager often responds to not only complaints but “grumbles” mis-understandings to improve patient education/expectation.”

Is this a fair report? “Yes”

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

“There were no surprises in our report, we are thankful that our patients took time with the Healthwatch team to give their views and comments.”

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

“The Healthwatch team were friendly, engaging and professional during their visit to Bentham Road.”

What actions are you going to take as a response to this Enter and View report?

“The recommendations made by the Healthwatch team have either been completed or are in process of being actioned as this report is being published.”

By what date do you intend to have completed these actions?

“As answered above, latest 31st December 2018.”

Who is responsible for implementing and reviewing these actions?

“Trudi Jenkinson (Site Manager) and Katie Stanton (Practice Manager)”

2.8 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

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