

Service in Higher Folds, Leigh

You Said, We Listened

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You Said	We Listened
<p>1. The telephone lines at Leigh Family Practice need improving. It is difficult to get through.</p>	<p>A new addition to improve the telephone system has been installed and is working well. The practice has been asking patients for feedback on this and no recent concerns have been reported. There is a welcome message on the telephone advising the times to call to allow for prioritising of incoming calls.</p>
<p>2. Support more patients to use Patient Online services as another option to book appointments.</p>	<p>The practice is actively promoting Patient Online service and have promotional materials up in the practice. They are also promoting Patient Online services on the telephone welcome message as an alternative way to book appointments for those who can. The practice has made sure that appointments are made available to book online.</p>
<p>3. A new provider recently took over Leigh Family Practice and patients need up to date information on the following areas:</p> <ul style="list-style-type: none"> • The website – needs to be up to date • Change of services at the practice • Different doctors in the practice • Opening hours of the Higher Folds practice and when the doctor will be seeing people 	<p>The practice has worked to improve the information available to patients. The opening times are now clearly advertised on the door of the Higher Folds Surgery. (Open Monday to Friday 8am to 4 pm) A GP is available at Higher Folds 4 days a week. The practice has also updated the website to reflect opening hours for all 3 sites (Higher Folds, Bridgewater Medical Centre and Wigan Road sites).</p>

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<p>4. The CCG should review how many people who live in Higher Folds are being given appointments at that practice, or how many are being asked to travel to Bridgewater Medical Centre or Wigan Road</p>	<p>The amount of clinics at Higher Folds Surgery has doubled and we believe patients are getting better access to local appointments. The CCG will be doing more engagement work around September 2019 and this will be one of the areas we will be asking people about.</p>
<p>5. We should review how long people are waiting for an appointment at the GP practice and if this is an acceptable waiting time?</p>	<p>The number of available appointments for “routine” and “urgent” cases are reviewed and monitored everyday. If the practice is unable to offer a routine appointment more than a week in advance this is flagged within the practice.</p>
<p>6. There have been some issues between the practice and pharmacy around electronic prescriptions and this needs to be resolved.</p>	<p>The practice and local Pharmacy have worked together to resolve the issue now.</p>
<p>7. A concern was raised with regards to the building that the GP practice is in. A patient reported concerned about privacy and believes that conversations can be heard through the walls next door.</p>	<p>An assessment of the current building has been carried out to ensure that patient confidentiality and privacy is maintained.</p> <p>The building is only small, which means that the waiting area and consulting rooms are in very close proximity. It was noted that the practice wall is adjacent to a stairway, however internally due to layout it was noted that the proximity of rooms resulted in sound travelling.</p> <p>The practice have taken an initial step of introducing background music in the waiting area and a separate building contractor has been engaged to review soundproofing above ceilings and around doors with a view to minimising sound travelling.</p>

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<p>8. Residents would like an update with regards to the expected new building for the GP practice</p>	<p>The CCG remains committed to ensuring that the new build in Higher Folds is completed as soon as possible.</p> <p>The land owner and developer have been working with surveyors and planners over a number of months due to complications and changes that have had to be made to take into account results from land surveys.</p> <p>These updated plans are expected imminently which will allow for final approval and building works to commence.</p>
<p>9. There are a number of services that people felt they should get better access to on the estate – are these things we can action?</p>	<p>Leigh Family Practice has increased the number of services available at the Higher Folds practice.</p> <ul style="list-style-type: none"> • Smears are now available at Higher Folds with an Advanced Nurse Practitioner • Clinicians will sign post to family planning and sexual health clinics when required • Patients have access to male and female clinicians • Flu clinics will be held at Higher Folds
<p>10. There were a number of suggestions about what physical activities people would like to be able to access on the estate.</p>	<p>A Family Fun Day took place at Higher Folds Community Centre on 11th May 2019 where we asked residents more questions about physical activity. All the feedback is currently being evaluated and it will help inform what happens.</p>