

Central Park Surgery Leyland

Tuesday 23rd June 2026

Time: 10:00am-12:00pm



Disclaimer: This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and patients who met members of the Enter and View team on that date.

Contact Details

Address

Central Park Surgery

Balfour Street

Leyland

PR25 2TD

Registered Manager:

Karen Simm (Practice Manager)

Debbie Scholes (Deputy Practice Manager)

Date and Time of our Visit:

Tuesday 23rd June 2026

10:00am-12:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)

Cora Dixon (Communications, data and research officer)

Introduction

Healthwatch Lancashire is the independent public voice for health and social care in Lancashire and exists to make services work for the people who use them. We believe that the best way to do this is by providing the people of Lancashire with opportunities to share their views and experiences.

Healthwatch Lancashire has statutory powers to listen, act, challenge and gather feedback to improve Local Services and promote excellence throughout the NHS and social care services.

To help achieve this, Healthwatch have a statutory power to 'Enter and View' health and social care services that are publicly funded. The purpose of an enter and view is to listen to people who access those services and observe service delivery.

Following the Enter and View visit, a report is compiled identifying aspects of good practice within the service visited along with any recommendations for any possible areas of improvement.

As we are an independent organisation, we do not make judgements or express personal opinions but rely on feedback received and objective observations of the environment. The report is sent to the service provider providing an opportunity to respond to any recommendations and comments before being published on the Healthwatch Lancashire website at:

www.healthwatchlancashire.co.uk

The report is available to members of the public and can be shared with the Integrated Care Board, Care Quality Commission, Healthwatch England and any other relevant organisations. Where appropriate, Healthwatch Lancashire may arrange a revisit to monitor the progress of improvements and celebrate any further successes.

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Central Park Surgery on Tuesday 23rd June 2026 and received feedback from:



Pre-visit practice survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the Practice Manager to learn about the patient population, services offered and how the practice manage appointments for patients. Information from this questionnaire is included in the summary below.

Introductory meeting with Practice manager

At the beginning of the enter and view visit, Healthwatch Lancashire met with the Practice Manager and Deputy Manager to discuss The Medical Centre and to view the facilities. The manager spoke to us about how many staff were in that day and what jobs they do before being shown around.

One to one discussions with patients and their relatives

Healthwatch spoke with patients and their relatives about their experiences including appointment booking, how they felt about the service and the care and treatment delivered by the staff at the practice.

Discussions with members of staff

Healthwatch Lancashire Representatives spoke with members of staff about their experiences of delivering services to patients. Questions centred around support for patients and any improvements staff felt could be made at the Medical Centre.

Observations

Observations were made throughout the visit. This included patient and staff interactions, accessibility measures in place throughout the Medical Centre and the condition and cleanliness of the facilities.

Visit Summary

Healthwatch Lancashire representatives made an announced visit to Central Park Surgery on Tuesday 23rd June 2026 and spoke with 8 staff members and 9 patients.

Healthwatch Representatives spoke with a range of staff and patients on the day of the visit and spoke about how they feel about the service at the Medical Centre relating to communication, care and accessibility. We also received surveys from staff online after the initial visit.

Healthwatch representatives were shown around the Medical Centre by the Manager and Deputy Manager, who explained more about the services they offer and how patients check into their appointments. The Surgery is on one level with two automated doors on entry. This then leads you straight to the reception area where patients can check in via a member of staff or a check in machine. This is also where the large waiting area is for patients to sit and look at the notice boards that are around the area with multiple support services on. From the waiting area there are clear signs to the clinical rooms with most of these rooms being off the waiting area.

Staff were observed to be courteous and friendly to patients when they entered the Surgery. They were seen supporting patients with check in, medication enquiries and other medical enquiries. All these were dealt with efficiently and with dignity and respect. Staff were also observed supporting with drinks and helping patients to the clinical rooms.

Overall patient feedback was positive with patients talking about how the staff are very friendly and supportive. The patients feel that the staff know their history which helps with noticing signs and symptoms earlier. Patients also spoke about how they can get an appointment easily and really appreciate the new prescription process. Some recommendations brought forward from patients were around the friends and family feedback box being more noticeable and knowing wait times if there is a delay.

Staff feedback was also positive with them mentioning they felt supported with an open-door policy from management. They also spoke about how they feel they have enough training to complete their roles effectively. Staff mentioned how they are happy to work for the Surgery and how a lot of them had been with the Surgery for many years. Some recommendations from staff include more knowledge around accessibility needs, more information for patients to take away with them and continuing to update the notice boards so patients are up to date.



Surgery Population

Central Park Surgery has an approximate population of 5803 patients. The majority of patients that attend the Medical Centre are between the ages of 15 and 44 years old. The practice is situated in the centre of Leyland and has transport accessibility.



Appointment Management

Patients can request appointments by phone, in person by coming into the Surgery. Central Park Surgery are transitioning to the total triage system in the next week.

Central Park Surgery is also part of Leyland Primary Care Network (PCN) which allows patients to be seen at different surgeries that are part of the PCN to allow for out of hours appointments where necessary.



Services available

Many services are offered at Central Park Surgery including:

- Gp appointments
- Nurse Practitioner appointments
- Blood pressure tests
- Bowle and breast screening
- Diabetic screening
- Family planning services
- Minor surgery clinic
- NHS Health checks
- Immunisations
- Social prescriber

Enter and View observations

Location and External Environment

Central Park Surgery is situated in the heart of Leyland near to Leyland Market. There is car parking for patients at the front of the Surgery and allocated disabled parking bays for patients to use.

Central Park Surgery has level access with two automatic doors on entry and a sign on the building which is clear for patients to see.

Internal Environment and Waiting Area



On entry into Central park Surgery there are two automatic doors. The first door opens into a small entrance area which houses toilets and a window to drop off samples that patients need to bring into the Surgery. The second automatic door leads into the main waiting area and reception area. There is a self check in

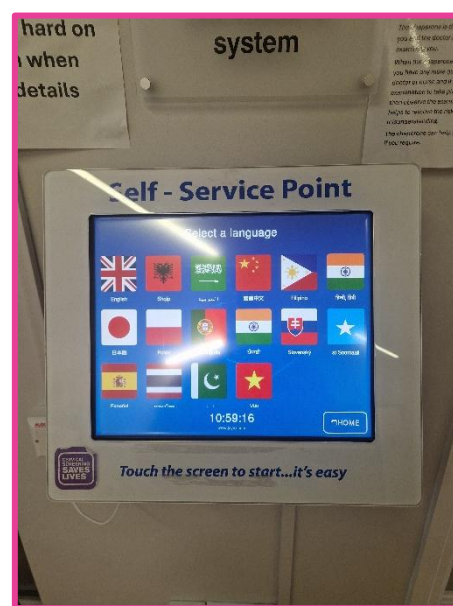
machine to the right of the entrance and this also had different languages and changed colour for people with a visual impairment.

The reception area was accessible from the waiting area but could do with a sign from the main entrance so patients know where they are going. The waiting area consisted of sixteen separate seats all facing the television screen which calls patients to their appointment. There were multiple boards up in the waiting area including a cancer board, a carers board and a patient participation group (PPG) board. The carers board and the PPG board could do with more information displayed (Recommendation 1)

There were leaflet stands and wall holders with multiple leaflets for patients to take away information and support. The waiting area was open plan and left enough



room for patients to safely manouver around the area to get to appointments. The signage within the Practice was clear and showed where each room was and how to get to it. All the clinical rooms were off the waiting area and accessible to all patients. On the table in front of the television was a family and friends feedback box, this was quite small and would benefit from being bigger so patients can see this. (Recommendation 2)



There were a lot of posters up displaying the new total triage system that is coming into force next week. This poster explained what total triage is, how it works and where to get help and advice from within the Surgery. There were also smaller versions of these out for patients to take away with them. Next to reception is the community notice board which shows different items such as the one stop shop, coffee mornings, change of contact details and details of the Primary Care Network (PCN) opening times and numbers of the other surgeries involved.

There were two patient toilets available at the front of the Surgery and one of those included an accessible toilet. Both toilets were clean and accessible for all patients. There was also a sign in the main waiting area letting patients know that they can ask for water at any point at the reception desk.

There was a clock in the waiting area at the time of the visit, but this would benefit from being a dementia clock that shows the day, date, time and month. (Recommendation 3) The screen in the waiting area showed a visual and an audio description of the patient's name and what room to attend when it was time for their appointment.

Patient Interactions and involvement



Observations of staff and patients were taken at the time of the visit and interactions between them both.

Staff on reception were observed to be kind and courteous to patients coming into the Centre and helped them with their queries.

Staff were observed to be coming out to collect patients and then taking them to the clinical rooms for their appointments if they hadn't seen the screen. Staff were friendly and engaged in conversation with the patients they were seeing.

Patients were observed coming out of their appointments and booking blood tests in at reception. The receptionist was polite and offered different times to cater to the patients needs. A patient was observed coming into the Surgery with a query about medication, the reception team spoke with the patient and looked into the query for them and managed to solve this and give the patient a solution.

Staff were observed to be noticeably happy, laughing with each other and knew each other well. When a member of staff walked past, they greeted them and sparked a conversation. Patients noticed this and turned around to smile in their direction. Multiple phone calls were observed to be taken during the visit, and staff were seen to be supporting queries and helping patients.

On the day of the visit, it was very warm and patients were observed going up to reception and asking for water. Staff members were seen to be getting water and reassuring patients that if they need more, they can come back up to get this.

During the visit a patient was observed going up to reception to ask about wait times as they had been waiting a while after arriving. The team on reception apologised and looked at the patient log and reassured the patient that they are next in and it shouldn't be a long wait now.

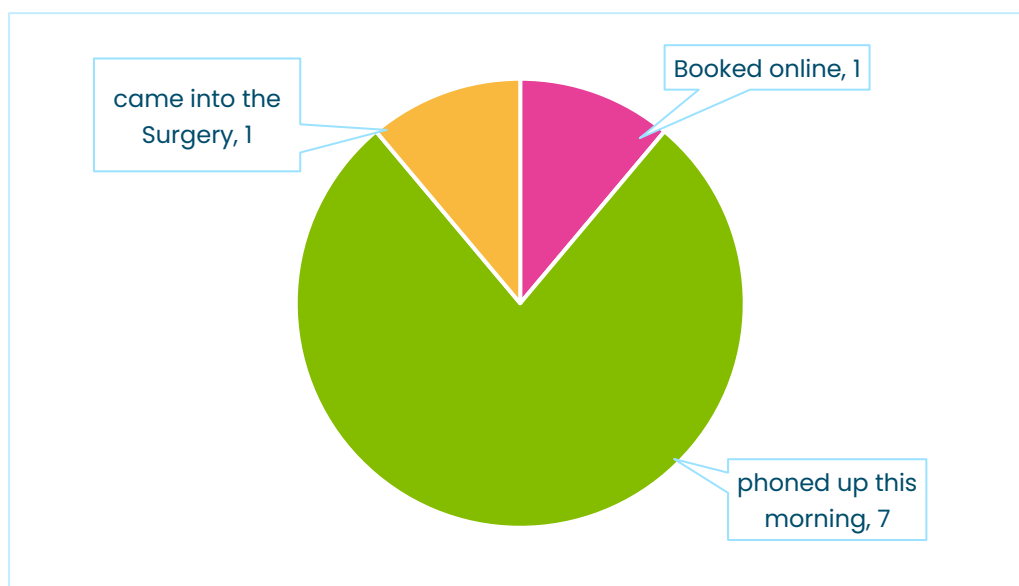


When speaking with the management team they explained that there is currently a patient participation group (PPG) up and running with some patients attending and these are bi-monthly. Out of 10 patients spoken with, only one knew what the PPG was as they had previously asked for information about this. At the moment the PPG bboard is undergoing a transformation, and it would be good to include meeting minutes, what the PPG is and how patients can get involved. (Recommendation 1)

Patient feedback

Healthwatch Representatives spoke with 9 patients at the visit.

How did you make your appointment today?



What works well at this surgery?

When speaking with patients the main trend was around the friendliness and support of the staff within the Surgery.

"I like it here, the staff are friendly and I feel they always follow things through."

"I only have positive things to say, I rang up for an appointment last week and I was straight in, I got a referral that day and now I'm back for a check-up."

Some patients spoke about the new prescription process and how they find this much easier now.

"The new prescription process is good; I used to ring every month but now I can go on to the app which saves so much time."

Patients also spoke about how they feel comfortable in this Surgery as they know their history and know all about them.

"I can only recommend this GP, they know my history and they've looked after my whole family. They know if certain symptoms need checking and because of the family history, they know what to look out for."

Is there anything that can be changed to meet your needs?

When speaking with patients, seven patients said they couldn't think of anything to improve the service. One Patient mentioned that they feel the friends and family test box could be bigger with some slips to complete these in person. (Recommendation 2)

"I didn't even notice the friends and family box on the table, its quite small and would be better bigger so patients know it's there."

One other recommendation was around the wait times for their appointments. (Recommendation 4)

"I think it would be good if you could see current wait times, its not often but if we are waiting it would be nice to know if there is a delay and for how long."



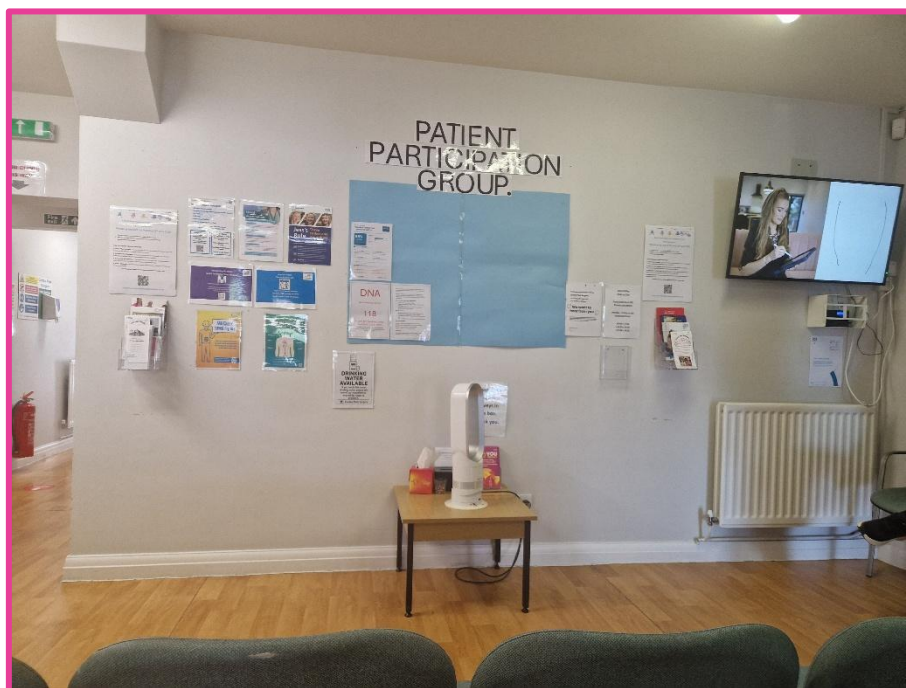
Do you know what a Patient Participation Group is?

When speaking with patients eight out of nine patients were not aware of what a PPG was and how to get involved.

"I don't know what a PPG is but I would like to know more."

One patient mentioned that they had noticed the new patient Participation Board up in the waiting area. But at the time of the visit this was not complete and the patient didn't know what it was and how to get involved. (Recommendation 1)

"I have seen the new board this morning and it looks good, it just needs completing, I presume they are waiting to hear feedback today, so they know what to put on it."



Staff feedback

Healthwatch received feedback from 8 staff members on the day of the visit

How do you manage your workload, and do you feel supported to carry out a person-centred experience?

Staff members spoke about how they find their workload manageable and how they feel they have the support they need and an open-door policy.

“Workload is manageable, I have support – more than my previous role. The staff are easier to talk to and always open to helping.”

“Absolutely fine, if I am struggling, I talk to management it’s an open-door policy.”

Staff members spoke about how it can be more difficult when staff are on holiday or off sick and this can add to the workload.

“Sometimes it is difficult but lots of staff into help. When staff are off sick or on holiday its noticeable. We share tasks equally.”

Do you feel you have enough training to carry out your duties well?

Staff members spoke about how they feel supported and how regular meeting help with support and updates. Staff also mentioned that they have protected time to do training as well.

“Yes, we have team meetings, reception meetings all monthly. Training has been given on things like triage support and life support.”

“Yes, training is provided via e learning, reception has meetings monthly. We have PEPs once a month when the surgery shuts to do things like training.”

Staff also spoke about how they have external partners who come in to train staff on different topics, so they are up to date to support each other and the patients within the surgery.

“So much training, always something new to learn. New triage needs going through and a training day is planned. Sometimes external partners come in or we train online (blues). I am a cancer champion and have done training with Macmillan.”

What measures are in place for people with additional communication needs?

When speaking with staff members it was clear that they weren't fully aware of what was in place for people with additional needs. Some comments were around the use of language line and how they have dedicated champions to support people.



“Language line, interpreters, if someone is hard of hearing we are notified. Unsure on BSL.”

“Not too sure, we do have some dedicated champions who support people with additional needs.”

Staff mentioned that they do have some asylum seekers who attend the surgery and they are supported via language line. There was little understanding around British Sign Language and what would be available to patients. (Recommendation 5)

“For hearing, we write notes, we have a spare wheelchair. We work with a lot of asylum seekers language line and google translate. Unsure on British Sign Language.”

“Reception knows about appointments for those with disabilities, adjustment letters are sent out, and specific people are known to be more looked after. BSL training unsure.”

What is your experience of working here?

All members of staff spoken with mentioned they were happy working within the Surgery and felt they were well supported.

“I'd recommend, best place worked, feel supported, its friendly.”

“I would recommend, worked private and at other surgeries and this is a lot better. The staff and patients are both nice.”

Some members of staff mentioned they had worked within the surgery for many years and have family registered at the Surgery.

“I've been here 7 years, family are registered and I would come as a patient.”

Are there any changes that can be made to improve the patient experience?

Staff came up with a few recommendations that could potentially help both staff and patients. Staff members mentioned how they have painted the drop-down curb to stop people parking there but maybe a sign would help. (Recommendation 6)



“Previously we have painted a curb dip to stop people parking on it.”

More information for patients to take away with them for further reading and support. (Recommendation 7)

“More on patient education, they sometimes just expect things as naturally there is a knowledge gap. 15 minutes sometimes is not enough for them to understand why certain stuff and medication won’t be right for them. This could be a leaflet of sorts or updating a link online we send them – but a lot of our patients don’t use internet.”

Staff mentioned how they have had an influx of patients recently and the building doesn’t seem big enough to support with that. They also spoke about how patients can now hear calls coming into reception. (Recommendation 8)

“Extending the building, there’s not enough consultant rooms, maybe a lick of paint everywhere also.”

“Bigger building, we’ve expanded patient wise and on reception people in the waiting areas can hear our calls.”

Staff also spoke about the boards being updated by staff regularly so that patients have the most up to date information available to them. (Recommendation 1)

“Regular updates on the board monthly – individuals have these responsibilities and will be working on these.”

Recommendations

The following recommendations have been formulated based on observations of the environment and feedback gathered from patients and staff.

1. Update the Patient Participation Board and the Carers board so patients can clearly see where they can find more information.
2. Ensure the family and friends feedback box is larger so that all patients can clearly see this.
3. Ensure a dementia clock is added to reception to help support all patients attending. (see appendix 1)
4. Look into the possibility of displaying wait times for patients when clinics are running behind.
5. Update your policy around additional support and reasonable adjustments and send this out to all staff so they are fully aware what is available to patients with additional support needs. Healthwatch Lancashire will also provide information regarding British Sign Language (BSL) to the Surgery.
6. Look into getting a sign outside to prevent people parking over the drop-down curb to support accessibility.
7. Look at what staff are giving out to patients and ensure they have all the relevant information leaflets available to hand out to patients where necessary.
8. Look into how privacy is managed on reception when taking patient phone calls.

Appendix

1. [Memory aids and tools | Alzheimer's Society](#)

Provider response

Recommendation	Action from provider	Timeframe
Update the Patient Participation Board and the Carers board so patients can clearly see where they can find more information.	Have updated with last meeting and will also place a copy of the minutes when those are done.	21.07.2026
Ensure the family and friends feedback box is larger so that all patients can clearly see this.	We have installed a post box so it is clearly visible	18.07.2026
Ensure a dementia clock is added to reception to help support all patients attending. (see appendix 1)	We have purchased a dementia clock.	18.07.2026
Look into the possibility of displaying wait times for patients when clinics are running behind.	Our screen is set to show delayed clinicians.	06/07.2026
Update your policy around additional support and reasonable adjustments and send this out to all staff so they are fully aware what is available to patients with additional support needs. Healthwatch Lancashire will also provide information regarding British Sign Language (BSL) to the Surgery.	A new policy has been drafted and is on teams net and in the policy folder.	21.07.2026
Look into getting a sign outside to prevent people parking over the drop-down curb to support accessibility.	The sign is now visible to all patients on the wall.	18.07.2026
Look at what staff are giving out to patients and ensure they have all the relevant information leaflets available to hand out to patients where necessary.	All patient leaflets are up to date.	
Look into how privacy is managed on reception when taking patient phone calls.	We are getting quotes for privacy screening and potentially moving the office around.	ongoing



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