

Lockwood GP Surgery

Date: 4 February 2026

Time: 10:00-12:00



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

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Registered Manager:

Amy Holcroft (Practice Manager)

Date and Time of our Visit:

Date: 4 February 2026

Time: 10:00-12:00

Healthwatch Lancashire Authorised Representatives:

Sue Edwards (Senior Engagement Officer)

Charles Howarth (Healthwatch Lancashire Volunteer)



Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially those that are seldom heard, to give them the opportunity to express how they feel about a service. The aim of an Enter and View visit is to gather views and experiences of patients and staff of a service and observe the environment to assess the quality of the service.

This was an announced Enter and View visit undertaken by authorised representatives who have the authority to enter health and social care premises, announced or unannounced.

The team collate feedback gathered and observations made to compile a report. The report identifies aspects of good practice as well as possible areas of improvement. Healthwatch Lancashire is an independent organisation, therefore 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 manager for their opportunity to respond before being published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk.

Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is available to the Care Quality Commission, Healthwatch England and any other relevant organisations.

General Information

Lockwood GP Surgery has approximately 9400 registered patients, including patients in local nursing/care homes and those who may be housebound.

Services include GPs, GP assistants, nurse practitioners, paramedics, clinical pharmacists and pharmacy technicians, a patient liaison manager, healthcare assistants, and reception and administration staff.

Community care is also provided via mental health, care home, midwifery and social prescribing teams.

Acknowledgements

Healthwatch Lancashire would like to thank management, staff and patients for making us feel welcome and for taking the time to speak to us during the visit.

OUR MISSION AND VISION

At Lockwood GP Surgery we aim to provide the highest quality healthcare for our patients delivered in a professional, compassionate, supportive manner.

We are a longstanding, well established community-based practice, who ensure a safe and holistic approach to our patients. We strive to put our patients at the heart of everything that we do.

What did we do?

The Enter and View Representatives made an announced visit to Lockwood GP Surgery on February 4, 2026 and received feedback from nine patients and two members of staff.



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 surgery manages 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 to discuss the surgery and to view the facilities.

One to one discussions with patients

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

Feedback from members of staff

Healthwatch Lancashire Representatives received feedback from 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 GP Practice.

Observations

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

Summary



Lockwood GP Surgery is located within the Civic Centre on Breck Road in the town of Poulton-le-Fylde, in the borough of Wyre.

The surgery is part of the Wyre Integrated Primary Care Network (PCN) along with Queensway Medical Centre (Poulton-le-Fylde), The Village Practice (Thornton-Cleveleys) and Beechwood Surgery (Thornton-Cleveleys).

An announced visit was carried out at Lockwood GP Surgery on Wednesday February 4, 2026, 10-12am. Healthwatch Lancashire representatives gathered feedback from nine patients and two members of staff.

Services provided at the practice include GPs, GP assistants, nurse practitioners, paramedics, clinical pharmacists and pharmacy technicians, a patient liaison manager, healthcare assistants, and reception and administration staff. Patients also have access to a Mental Health Team and Social Prescribers.

When initially contacting the practice they were welcoming to a proposed visit, and the Healthwatch Lancashire representatives found the surgery staff to be helpful, friendly and approachable.

Overall patients were positive about the quality of care that they received at the practice. Staff were described as caring and helpful, and all patients spoken with were satisfied with the quality of treatment that they were receiving.

The use of a talking radio station to help maintain patient confidentiality was discussed as a positive by two patients, with one adding that this needs to be extended to the reception area in order to maintain confidentiality when talking with the reception staff.

Limited blue badge parking was raised by one patient, and one patient felt that there needs to be more communication around the availability of a quieter waiting space for people with neurological conditions and who may find a busy waiting area overwhelming. Two patients talked about how access to drinking water whilst waiting for their appointment would be beneficial. One patient stated that waiting room temperatures are too high.

Staff feedback was positive with both members of staff stating that they are able to cope well with their workload by working as a team and supporting each other. Both staff members who provided feedback felt that they provide person centred care.

Observations identified that the practice is accessible, nicely presented and well maintained. Staff and patient interactions were seen to be good. It was noted that there is a need some for more dementia friendly features/signage for the accessible toilet, and a routine audit of posters/survey to ensure that they are kept up to date.

Practice Overview



Lockwood GP Surgery is located within the Civic Centre on Breck Road in the town of Poulton-le-Fylde, in the borough of Wyre.

The building has been developed, refurbished and extended over a period of approximately 100 years. From the original front façade which

dates from the 1920s when it was the Joseph Cross Convalescent Home for Textile Workers through to modern extensions when the building became a Teacher Training College, and consequently a council building in the 1980s.

There is good road access to the surgery, as well as links from the M55 via the A585 and newly built Fleetwood By-Pass. Fleetwood and Blackpool are both an approximate fifteen minute journey by car. Buses run regularly to/from surrounding towns and villages including Carleton, Skippool and Singleton; and Poulton-le-Fylde Railway Station is a five minute walk away.



Wyre Council is also based within the Civic Centre and therefore the majority of amenities are shared by both the council and GP practice. This includes a large car park, which has both blue badge bays and electric car charging ports.

Lockwood GP Surgery is based on two floors within the Civic Centre, and services are provided on both levels, with offices also based on the first floor. The reception desk is located on the ground floor. A lift travels between the ground and first floor, and there are several stairways connecting both levels

Lockwood GP Surgery is part of the Wyre Integrated Primary Care Network (PCN) along with Queensway Medical Centre (Poulton-le-Fylde), The Village Practice (Thornton-Cleveleys) and Beechwood Surgery (Thornton-Cleveleys). This allows for the sharing of resources such as Social Prescribers.

Surgery Population



Poulton-le-Fylde has a predominate white British demographic with some Eastern European, African and Asian communities around the Wyre borough. The majority of residents are of 18-64 years old (City Population), with a rapidly rising number older people 65+: *'Wyre is projected to reach 48,665 [older people], the largest number of any Lancashire authority, with an increase exceeding 50% from 2022'* (Lancashire County Council).

Appointment Management



Appointments can be made in person at reception, by telephone or online via Patches or the NHS app.

Lockwood GP Practice has up to three call-handlers who take appointment bookings, and patients have the option for face-to-face, telephone or online appointments dependant on their needs and preferences.

Patients are triaged at point of contact and will be directed to the most appropriate clinician such as GP, practice nurse, nurse practitioner or pharmacist, although patients are still able to request a GP appointment if preferable.

Lockwood GP Surgery has access to interpreter services which includes British Sign Language (BSL), and hearing loops are in use for those with hearing impairments.

For more urgent care patients can access the Accident and Emergency (A&E) Departments at Blackpool Victoria Hospital or Royal Preston Hospital.

Patients can access out-of-hours appointments through the four practices within the Wyre Integrated Network PCN who provide services on a rota basis. It was noted that there is no information around out-of-hours appointments on the Lockwood website and it would be helpful to patients to be able to access this information in order to make informed decisions (Recommendation 1).

On arrival patients can self-check-in or check in with reception. As there are several waiting areas patients are directed to the most appropriate waiting room upon check-in.

Enter and View observations

External Environment

The Civic Centre was easy to find with good roadside signage. The carpark was seen to be busy with people accessing both the GP practice and Wyre Council, as well as local amenities.

The building and carpark appear well maintained and pleasantly presented, with established planting creating a rural feel to the site.



The main entrance into the centre is via the carpark and is accessible by way of a ramp. There is a second entrance on Breck Road although members of the public are directed to the carpark entrance as this leads directly to reception areas and is accessible.

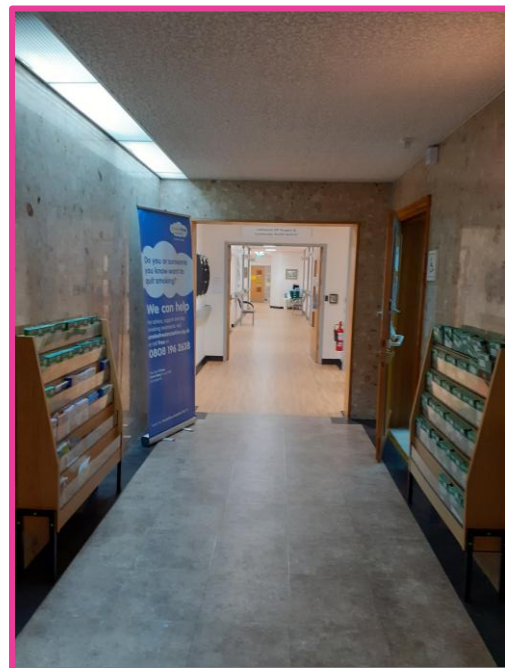
The main doors are automatic and sufficiently wide enough for wheelchair access.



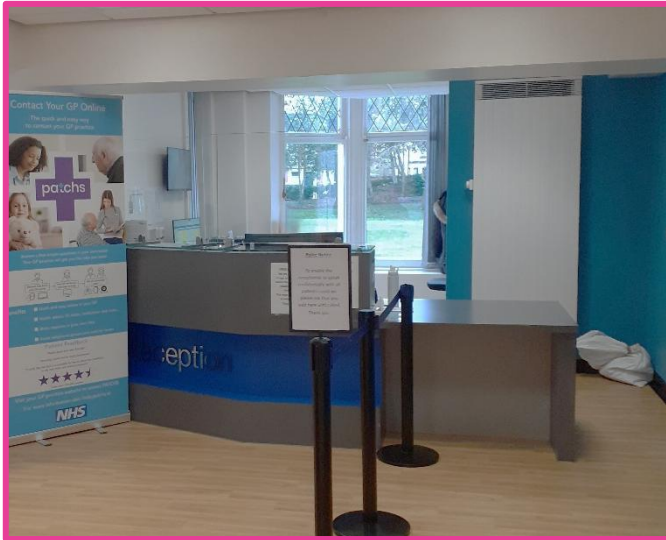
Internal Environment and Waiting Areas

On entry there is a reception area for Wyre Council, with the GP practice leading off from this. Signs leading to the GP practice are clear and easy to follow, and changes in flooring helps identify the GP practice area.

Internal observation of the building in general showed it to be light, spacious and nicely presented with use of seating areas and artwork. The building appears well maintained.



On entering the GP practice there is a reception desk which is clear and easily identifiable. The reception desk includes a lower section for good inclusivity. Patients have the option to check-in with reception staff or via an electronic check-in device available close to the reception desk. There are also prescription and correspondence post boxes close to the reception desk.



There is a waiting area adjacent to the reception area as well as a second waiting area on the first floor, and patients are directed to the appropriate waiting area upon check-in. Treatment rooms are located on both floors with stairs and a lift connecting the two levels. It was explained to the Healthwatch Lancashire representatives that the lift can be unreliable so any patients with mobility needs will be seen on the ground floor. In order to accommodate this patients are asked when making their appointment as to whether they have further needs in order to ensure that patients are treated in the most appropriate space. The issues with the lift were in the process of being addressed so this can be taken as a temporary problem which will be resolved within the foreseeable future.

Effort has been taken to create a vibrant setting for patients with the use of colours on the walls and floors which offers a less clinical setting and a more inviting feel to the practice. Waiting spaces included quieter areas and some informal seating layout. It was noted that the majority of seating was of the same type and height, and it is therefore recommended that more varied types of chairs are introduced to meet individual needs and requirements (Recommendation 2).



There are accessible toilets and baby changing facilities available within the Civic Centre, and these were seen to be clean and with good accessibility.

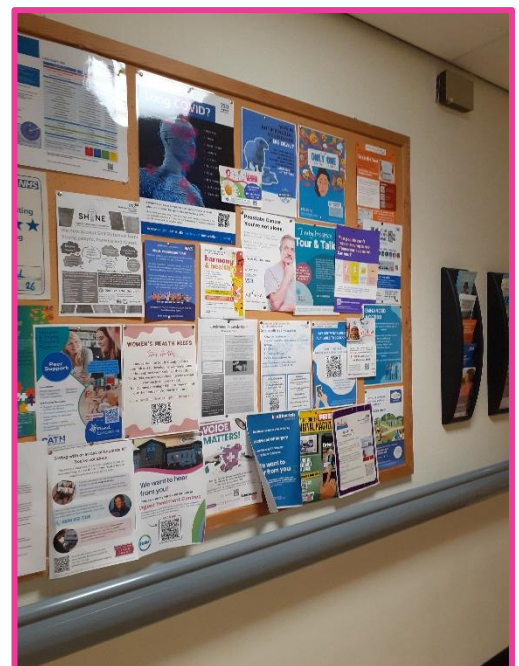
It was felt by the Healthwatch Lancashire representatives that the use of dementia friendly signage for the toilets would be beneficial for patients who have Alzheimer's/dementia or other neurological conditions and those who may require quick access to a toilet (Recommendation 3).



Patients are called into their appointments via electronic screens with both audio and visual notifications. These monitors are also being used to share practice and general health and wellbeing advice and information.

It was noted that the volume on the first floor monitor was of a low volume and therefore difficult to hear. This was fed back at the time of the visit with management stating that they would turn the volume up following the visit.

There are lots of notice boards and posters around the practice offering a wide range of information and advice. It was noted that several posters were out of date and with links to surveys that are no longer live. It is therefore recommended that a regular audit of all posters and leaflets is carried out to ensure that all information shared is up to date and relevant (Recommendation 4).



Accessibility was seen to be good, with the use of hand rails in corridors, contrasting colours for those with Alzheimer's/dementia and/or visual impairments, and hearing loops in use throughout the surgery.

Patient Interactions



At the time of the visit the practice was seen to be busy, but staff appeared calm and coping well. Reception staff were observed being friendly and helpful, with the reception desk consistently manned throughout the visit.

All staff were observed interacting well with patients throughout the visit.

Patient Involvement



The practice has a Patient Participation Group (PPG) but are struggling to recruit into this. They are currently looking to appoint a Chair Person who can then help promote the group (Recommendation 5).

Patient feedback

Healthwatch representatives spoke with six patients during the visit. Three patients were unable to be present at the time of the visit and provided written feedback. Several patients were seen quickly so some conversations were short and with patients preferring not to return to the conversation following their appointment.

How did you make your appointment?

Out of the six patients who provided feedback to this question two had made their appointment online, three had phoned and one had received a letter from the surgery. All six patients stated that they had found it easy to make an appointment, with one stating that they had been given an emergency slot which they appreciated.

“Patches app, I find it better as you can put lots of info down whereas on the phone you can feel like you’ve been cut short”

“Telephone, ok once you get through; you’re usually in a queue...”

Waiting times to see the clinician varied with some being seen quickly and others having a short wait. None of the patients spoken with had waited longer than 10 minutes at the time of the conversation.

“Last time was a long time, mornings are better than evenings, but it does say on the screen if running late”

“It varies depending on who you’re seeing, but I’ve never had to wait long”

Do you feel that you receive care and treatment that meets your needs?

All patients who provided feedback felt that their care and treatment was good, with staff being mentioned as caring and helpful.

“Staff are amazing”

“Personally my treatment has been fantastic”

“The service from everyone is outstanding”

Environment

All patients spoken with were satisfied with the environment including the waiting areas ***“waiting rooms are fine, always clean”***.

Is there anything that could be changed/added to meet your needs?

One patient discussed parking as an issue, and in particular insufficient blue badge bays ***“parking is an issue, the new electric charging takes away from blue badge bays...”***

One patient commented on the challenge of phoning at 8am on a Monday morning in order to make an appointment and the fact that it can take a while to get through ***“the system of calling at 8am Monday morning...”***. With the current drive towards the use of technology within the NHS it is recommended that there is some promotion and support around the use of Patches in relation to appointment booking which will help reduce the need for the 8am Monday morning phone calls (recommendation 6).

One patient stated the fact that the surgery has a radio playing a talk radio station rather than music is a ***“...massive plus, some practices just have songs which doesn’t block conversations”***, and another patient added to this by adding that a second radio is needed close to the reception desk as ***“I can clearly hear conversations between patients/staff etc...”***. It is therefore recommended that some research is carried out by the practice to determine if this is something the majority of patients would like or whether there’s an alternative in ensuring

conversations between reception and patients remains private/confidential whilst ensuring those with hearing impairments are not excluded (Recommendation 7).

One patient stated *“I have only just learned that there is private room if someone needs one, such as if they're stressed, autistic... I feel this should be made aware to patients”* (Recommendation 8).

Two patients felt that having water available either by way of a dispenser or the ability to buy a bottle would be of benefit *“If water bottles were sold at reception it would keep people hydrated and any anxious patients would be calmer...”* (Recommendation 9).

One patient commented *“Temperature is too high... I get overheated in [the] waiting area, especially in the upstairs waiting area”*.

How do you rate the communication between yourself and the surgery?

All patients who provided feedback are satisfied with communication from the surgery with emails, texts and phone calls all being discussed. One patient also spoke about how Patches is used by the surgery as a communication method. One patient commented that they had needed to check with the practice about their appointment as they hadn't received a reminder, but that this was unusual and wasn't a problem.

“Yes, but didn't get one [notification] for this [appointment] and had to check...”

Do you know what the PPG (Patient Participation Group) is?

Three patients responded to this question with one stating that they are aware of the PPG and two stating that they were unaware of the PPG and its role within the practice. All three patients stated that had no interest in joining the PPG (Recommendation 5).

Do you know who to speak to if you are not happy with the service or wish to make a complaint?

Several of the patients spoken with had been called into their appointments at this point, so four patients answered this question. One patient stated that they were aware of how to raise a complaint or concern, One said that they weren't aware and two stated that they were unsure but would ask reception or look online.

There is clear guidance on how to pass on a compliment or complaint on the surgery website, along with a link to the Friends and Family Test (FFT) survey.



...absolutely wonderful surgery, can't do enough for people, can see a doctor quickly, everything works like clockwork...



Staff feedback

Healthwatch received written feedback from two members of the staff team during the visit.

Do you have enough staff when on duty and able to manage your workload?

Both members of staff spoke about being able to manage their workload effectively, with working as a team and supporting each other being discussed *“we work as a team..”*.

Do you feel supported to carry out a person-centred experience?

Both staff who provided feedback felt supported in order to carry out person-centred care.



“...there's always somebody to support you”

What measures are there in place for people with disabilities such as people with physical impairments or who are Deaf?

Both staff who provided feedback spoke about Relay UK which enables people with hearing and speech difficulties to communicate over the phone, as well as accessible toilets and the lift for those who may have mobility needs.

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

Both staff who provided feedback felt sufficiently trained in order to carry out their duties, although one felt that they needed to double check things occasionally when picking up different duties.

“Sometimes have to double check things”

What is your experience of working here?

Both members of staff who provided feedback were positive about their experience of working at Lockwood GP Surgery.

“It is a lovely place to work; the team work really well together...”

“Enjoy working here, I would recommend the surgery to others”

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

One member of staff stated *“more appointments”*.



Recommendations

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

1. Include out-of-hours information on the website for better patient access
2. Include more varied types of seating for individual needs and requirements
3. Add dementia friendly signage for the accessible toilets in order to help orientate a person living with dementia/neurological condition and help enable them to maintain their independence
4. Carry out regular audits of posters and leaflets to ensure that all information provided is kept up to date and relevant
5. Continue to raise awareness of the PPG and look at actively recruiting more members, with further diversity where possible. Existing PPG members could support with this
6. Investigate ways to support and encourage more patients to utilise the online appointment booking system in order to help reduce the demand on 8am phone calls
7. Investigate methods of maintaining patient privacy/confidentiality whilst conversing with the reception team, keeping in mind inclusivity for those with hearing impairments
8. Ensure that patients are aware that they can request a quiet space whilst waiting if they find a busy waiting area overwhelming, such as those with autism, dementia etc
9. Consider providing drinking water in the waiting areas

Provider response

Recommendation	Action from provider	Timeframe	Comments
Patient Involvement & Experience			
Raise awareness of the PPG and look at actively recruiting more members, with further diversity where possible	We are going to make posters for reception and advertise again on social media	July 26	Always been difficult to recruit a chair person which is really needed for a successful PPG.
Investigate ways to support and encourage more patients to utilise the online appointment booking system	We advertise the NHS app on our Facebook page and have several posters around the surgery, we will continue to do this on more regular intervals	May 26	
Investigate methods of maintaining patient privacy/confidentiality whilst conversing with the reception team	This has been an ongoing issue with such an open reception area, we are looking at redesigning the reception area but this is ongoing with builders etc, we can offer a private space if the patient wishes to discuss something confidentially	Ongoing	
Accessibility & Inclusion			
Include out-of-hours information on the website for better patient access	Will update	May 26	
Include more varied types of seating for individual needs and requirements	We currently have 3 different types of seating in reception but will look at adding an additional large chair with handles	July 26	
Add dementia friendly signage for the accessible toilets in order to help orientate a person living with a dementia/neurological condition	We have some staff dementia training booked for 21 st may so will ask her advise on signage etc	21 st May 26	
Environment			
Carry out regular audits of posters and leaflets to ensure that all information provided is kept up to date and relevant	This has now been given to a member of staff as an additional role to do a monthly audit	April 26	

Ensure that patients are aware that they can request a quiet space whilst waiting if they find a busy waiting area overwhelming	Make a poster on reception to ensure patients are aware.	May 26	
Consider providing drinking water in the waiting areas	Available on request		



healthwatch
Lancashire

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