

Parkgate Surgery Ormskirk

Thursday 17th September 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

Parkgate Surgery
28 St Helens Road
Ormskirk
L39 4QR

Registered Manager:

Danielle Liptrot (Practice Business Manager)
Kelly Rix (Operations Manager)

Date and Time of our Visit:

Thursday 17th September
9:45am-12:00pm

Healthwatch Lancashire Authorised Representatives:

Emmy Walmsley (Senior Engagement Officer)
John Moore (Healthwatch Sessional Worker)

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 Parkgate Surgery in Ormskirk on Thursday 17th September 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 Operations Manager to discuss the Surgery and to view the facilities. The manager spoke to us about the Surgery in detail and showed us where the clinician rooms were and who works in them.

One to one discussion 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 Parkgate Surgery on Thursday 17th September 2026 and spoke with 5 staff members and 10 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 Surgery relating to communication, care and accessibility.

Healthwatch representatives were shown around the Surgery by both Managers, who explained more about the services they offer and how patients check into their appointments. The Surgery is on one level with two main doors, one that was open at the time and one that you need to pull to enter. 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 waiting area is for patients to sit and look at the notice boards that are around the area with multiple support services on. The clinical rooms are just off the main waiting area and a monitor screen shows the patient and the room they need to attend at the time of their appointment.

Staff were observed to be courteous and friendly to patients when they entered the Surgery. They were seen supporting patients with appointments, medication enquiries and other medical enquiries. All these were dealt with efficiently and with dignity and respect. Staff were also observed to be greeting patients when it was their time for their appointment.

Overall patient feedback was positive with them talking about how they feel the staff are very helpful and friendly and they find the surgery very good for communication and accessibility. There were some recommendations made by patients including understanding of the GP role and why do certain patients see them and also how to order a prescription in different ways. Patients spoke highly about the reception team supporting them to book appointments and clinics and helping them access alternative locations if needed.

Staff feedback was also very positive with the main theme of conversation around the support they receive from colleagues and the management team. They felt their workload was manageable and they had very up to date training and could ask for more if they felt they needed it. There were no recommendations made by staff as they felt that via the friends and family feedback alongside the patient participation group the management team are very good at implementing feedback and trialling recommendations made.

Surgery Population

Parkgate Surgery serves a varied patient population across Ormskirk and the surrounding areas. They have a relatively high proportion of older patients, including many who are living with one or more long term conditions and therefore require ongoing monitoring and support from the practice.



The practice population also includes patients from the local farming and rural communities, families and working age adults, as well as a smaller proportion of students from Edge Hill University.

There are some differences in demographics across the two practice sites. The County Road branch serves some areas with higher levels of deprivation, while other parts of our practice population are relatively affluent. This means that the health needs, access requirements and levels of digital confidence amongst the patients can vary considerably.

Appointment Management

Parkgate Surgery operates a Total Triage model, which was introduced in 2023, ahead of the national contractual requirements.

Patients contact the practice with their medical request, which is reviewed initially by the Care Navigation Team. The team ensures that the request is linked correctly to the patient's clinical record and then passes it to the Duty GP for clinical assessment.

There are five GP Partners, with one Partner each day having protected time to oversee and clinically triage incoming medical requests. The Duty GP determines the appropriate level of urgency and type of appointment required. We use a RAG-rated system:

Red – appointment required the same day

Amber – appointment required within 5 days

Green – routine appointment, ideally within 2 weeks

Once clinically triaged, the Care Navigation Team arranges the most appropriate appointment or service. This may include an appointment at Parkgate Surgery, use of local extended access appointments, or referral/signposting to another appropriate service such as Community Pharmacy.

Patients who are unable to access or complete a request digitally can telephone or attend the surgery, and our Care Navigation Team will assist them to ensure that digital access is not a barrier to receiving care.

The Total Triage service is managed throughout our core opening hours, Monday to Friday, 8:00am–6:30pm.

Services available

"The Surgery offers a wide range of services within the practice and work closely with the Primary Care Network (PCN) and community teams to provide patients with multidisciplinary care.

Some of the services available include:

- Women's Health Clinic – our Senior GP Partner, Dr Saunders, holds a dedicated weekly women's health clinic, including fitting and removal of contraceptive coils (IUDs) and implants, as well as fitting and management of ring pessaries.
- Joint Injection Clinic – Dr Gregory, GP Partner, provides a dedicated weekly joint injection clinic.
- Baby Clinics – Dr Roper, GP Partner, undertakes our baby clinics and reviews.
- First Contact Physiotherapy – we have access to an in-house physiotherapist, allowing appropriate patients with musculoskeletal problems to be assessed directly.
- Practice Nursing – our two Practice Nurses provide a broad range of nursing services including long-term condition reviews, immunisations, cervical screening and diagnostic investigations such as ECGs, spirometry, FeNO testing and Doppler assessments.
- Healthcare Assistant Services – including phlebotomy, blood pressure monitoring, NHS Health Checks and other routine healthcare monitoring.
- Clinical Pharmacists – our in-house pharmacy team supports patients with medicines management and is currently undertaking Structured Medication Reviews (SMRs), particularly for patients with more complex medication needs.

We also hold a weekly multidisciplinary team (MDT) meeting within the practice, which has found to be extremely valuable. The Parkgate clinical team meets with a range of community professionals, including Community Matrons, District Nurses, Social Prescribing, the Nursing Home Team, Palliative Care and Heart Failure services. Patients with complex health or social care needs can be discussed collaboratively, helping us to coordinate their care and identify additional support where required.

Alongside our weekly practice MDT, they also participate in the wider monthly PCN multidisciplinary meeting, providing further opportunities for collaborative working across primary care and community services."

(The above page has been provided by Parkgate surgery)



Enter and View observations

Location and External Environment

Parkgate Surgery on St Helens Road is situated in the heart of Ormskirk and is close to amenities such as shops. There is on street parking for patients outside of the surgery but no allocated car park.

Parkgate Surgery has level access with two main doors on entry, one open and one pull door to enter the premises.

Internal Environment and Waiting Area



On entry into the Surgery there were two main doors, one open and one pull door. Directly to the right is the reception area alongside a notice board with different leaflets around ASD and ADHD referrals, extended hours and weekend appointments, talking therapies, food bank, pharmacy first, Jess's rule and family hub drop ins. There is a hearing loop available on reception. To the right of reception is a prescription request box alongside multiple leaflets for patients to take away with them.

As you enter the surgery there is a self check in machine where patients can check in via the screen or they can scan the QR code and check in via their own phone. Many patients were seen to be using the self check in machine during the visit.

To the left of the entrance is the main waiting area which had multiple chairs opposite each other. The radio was playing at the time for patients to listen to. On the main wall were many boards highlighting various topics including social prescribing, missed appointments, nhs app, blood tests, sexual health service, carer support and translation service.

There is also a 'meet the team' board which highlights what staff work within the surgery and which team they are in. Directly below this board is a have your say box with sheets and pens for patients to leave feedback on the day



of their visit. Next to this is a newsletter and some Patient Participation minutes from their last meeting.

Up on the wall was a feedback board which highlighted a 'you said we did', complaints and feedback, how to join the Patient participation Group, family and friends test and a QR code to leave feedback. This board was clear and visual for all patients to clearly see.



There was a monitor screen in the main waiting room which displayed different support services including pharmacy first, lived experiences, videos on how to use the NHS app, vaccines, Jess's rule and mental health support. This screen is used to tell patients when they are ready for their appointment this is a visual screen with the patient name, room number and person they are seeing. There is also an audio cue that says the name of the doctor as well.

Down the corridor from the waiting room were three clinician rooms, one practice nurse room and one accessible bathroom. The Surgery would benefit from some dementia signage on doors and signage from the waiting room through to the clinician rooms. The addition of a dementia clock would also support patients in the waiting area.
(Recommendation 1)

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 Surgery and helped them with their queries.

Staff were observed to be supportive of patients with multiple queries including booking appointments, blood tests and physiotherapy appointments. They were observed to be taking samples from patients, checking their names, date of birth and the reason for the test, where applicable.

One patient was having problems with the check in machine and a member of staff on reception asked if they could help them as they could see they were struggling. They offered to come and support them with the machine or they could check them in if that would be easier. Another patient came into the surgery to book a diabetic review with the nurse and the staff member said a few dates at this surgery but suggested if they would prefer to be seen earlier this could happen at their other site. The patient was very grateful and said they

would rather been seen earlier if that was a possibility and then the staff member then wrote down the date, time and venue of the appointment for the patient.

During the visit a relative came into the surgery a little distressed and needed support for their family member who was awaiting tests. The staff member checked the patient file and also confirmed that the carer was alright and if they needed anything.

Another patient came out of an appointment and went to reception to book a blood test and physiotherapy. The staff member gave them a time for the blood test and the patient said that was too early for them so they said we can do later but it will be at the surgery down the road and checked that they could get to that venue before booking them in. they then moved onto the physiotherapy appointment and the staff member immediately asked if the patient would prefer afternoon again for this session. The patient was very appreciative and said thank you for asking. The staff member then said they would write it all down, including the venues, so the patient would know where they are going

In addition, when patients were making their way down the corridor to their appointment the staff were seen to be opening the clinician doors and greeting the patients before they entered the room. They then invited them to come in and sit down before closing the door for them.

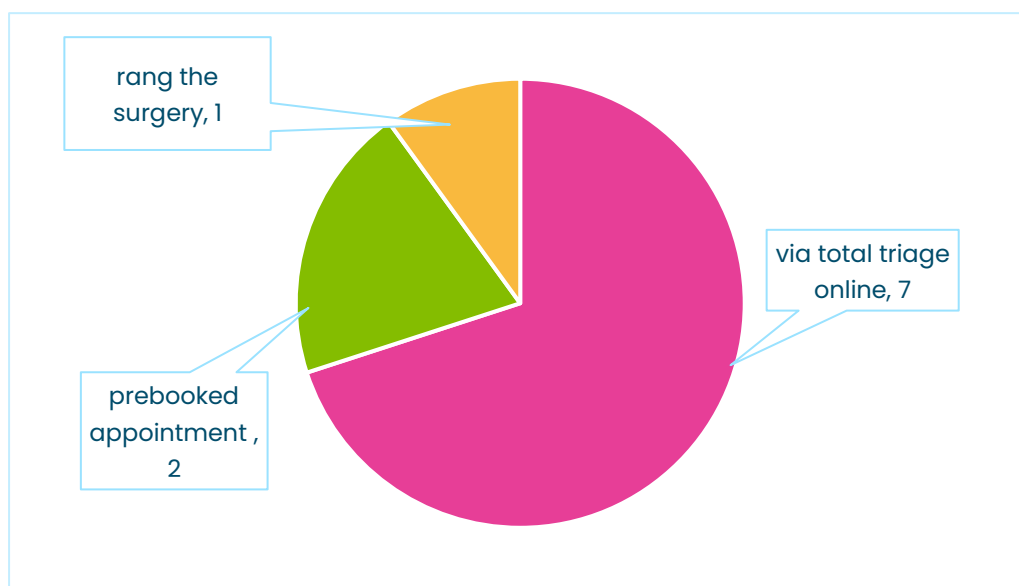
On the notice board in the waiting room was a full board dedicated to feedback. This board included information about the Patient Participation Group, what this is and how to join the group. There was also family and friends feedback and a 'you said we did' section off the back of feedback. This indicates what the surgery have heard and what they have done on the back of the feedback. This was displayed on large pieces of paper and clear wording for patients to see.

On this board was also a clear poster on how patients or relatives can make a complaint to surgery and how they can leave feedback. There was also a poster with a QR code on to leave feedback if they wished to do so. The Healthwatch Lancashire poster was also displayed in many areas of the surgery for patients and staff to view ahead of the visit.

Patient feedback

Healthwatch Representatives spoke with 10 patients at the visit.

How did you make your appointment today?



What works well at this surgery?

During conversations with patients there was a lot of positive feedback regarding the triage system and how patients feel this is very supportive now and very quick and easy to use.

"I think the triage system works really well at this surgery, it saves the 8am rush like we used to do."

"staff are very good and get back to you quickly via the triage system and will support you into another surgery if that is needed."

Other comments were around the staffing within the surgery and how kind and supportive they can be. This also included support with booking appointments within the surgery.

"the nurse is really lovely but I think all staff here are nice, the staff are always kind and helpful."

"What I do like is the staff will support me to book appointments when I come into the surgery, I was here for an appointment today but I also need a diabetic review so I asked at reception and they were more than happy to help me."

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

When speaking with patients a few suggestions were made on how they feel the surgery could improve their support to patients. One of these suggestions was around the prescription phone line and alternative options being available to order a prescription via the surgery. (Recommendation 2)

“I feel the prescription line is hard at times to use as its only open between certain times and I have ADHD myself so I sometimes forget.”

Some conversations were around communication within the surgery around prebooked appointments and understanding what GP appointments involve and their capacity.



“I think communication is a real concern for me, I came two weeks ago for an appointment, and the doctor told me to do a follow up appointment so I've come today and they told me I don't have an appointment even though I have it written down. But they did say they would see me in the end.” (recommendation 3)

“More understanding of what the GP does and their capacity, I've seen a doctor today but I've had to wait 3 weeks and I'm not sure why that is.” (recommendation 4)

Do you know what a Patient Participation Group is?

When speaking with patients on the day of the visit nine out of ten patients knew what the patient participation group was and the one who didn't was reading the information board at the time. Patients mentioned that they do know what the group is and what it is for but they don't have time to attend and other patients mentioned they cant attend but know they can give feedback for the surgery in different ways.

“Yes, I know what a PPG is, but I don't have the time to attend unfortunately.”

“I know what the group is and it's not something I want to get involved with but I know the box is out in case I have any feedback.”

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?

They spoke highly of management when talking about workload and support. They spoke about how they feel the workload is manageable and achievable and if support is needed this is offered.

“Our work is very clearly defined so I feel it is easy to manage.”

“Everyone is made clear of their roles and responsibilities, and we can ask for support if we feel we need any.”

“The work targets are made clear, challenging but achievable. If any difficulties arise the management team look at solutions rather than blame.”

Staff mentioned management and the staff team throughout the conversations and said that everyone will go above and beyond to help and support each other with workload and support.

“We are very supported here and the management team are exceptionally supportive of the staff.”

“I feel the support here is great and I feel staff go above and beyond to help you.”

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

Staff members mentioned that they feel they get enough training to support their roles, these are varied and relevant to their roles. They also mention that they can do extra training if they feel they need it.

“We are given great training, and I feel this is better than ones I have personally encountered in other practices.”

“I have all the relevant training needed and I feel I can ask for additional if there was something I wanted to do.”

“Training is provided on a regular basis and I feel the refreshers help to keep us constantly improving.”

“Training is also provided if we move into new roles or we need a refresher on anything.”

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

When speaking with staff it was clear that there are provisions in place but they weren't all fully aware of what is in place for all abilities. It would be recommended that all staff have an updated training session on accessibility and what is in place for people with additional support and communication needs. (recommendation 5)



“There is good level access to the surgery, and we can give additional time slots to patients who require longer appointments.”

“We have access to language line for any patients with English as a second language.”

What is your experience of working here?

Staff spoke highly of the surgery and said they feel it was the best practice they have encountered. This was also supported by staff recognising the surgery is recognised on local group chats praising the surgery.

“This is the best practice that I have ever encountered.”

“I would highly recommend this practice and it's great to see local chat groups speaking highly of the practice.”

“it's a great practice; I would definitely recommend this surgery.”

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

Staff members didn't think there was anything needed to improve the service offered to patients. They felt that when recommendations come into the surgery management are very good at implementing and supporting patients.



“The practice is always looking for ways to improve and it's great to receive feedback where we can improve.”

“I don't think there is anything we can improve on, the staff and management are proactive in making changes to support patients.”

Recommendations

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

1. Ensure the Surgery has appropriate dementia signage and clock in the main waiting area.
2. Ensure patients know all the routes to ordering prescriptions.
3. Ensure text reminders go out to patients who book their appointments in advance.
4. Look into the possibility of doing a GP advert/campaign to highlight the role of a GP and what you would see them for such as urgent appointment.
5. Ensure a session around additional support needs is added to the training programme so all staff are aware what is available to patients who require additional support or adaptations.

Provider response

Recommendation	Action from provider	Timeframe
Ensure the Surgery has appropriate dementia signage and clock in the main waiting area.	Appropriate dementia signage is now in place. Dementia-friendly clocks have been purchased and installed in the waiting areas at both sites.	Complete
Ensure patients know all the routes to ordering prescriptions.	Patient communications have been updated to explain the available ways to order repeat prescriptions. An NHS App promotion is planned during the flu clinic on Saturday 3 October 2026.	Communications complete; NHS App promotion on 3 October 2026
Ensure text reminders go out to patients who book their appointments in advance.	Appointment reminders are sent automatically by text seven days and 24 hours before the appointment. Reception staff have been reminded to check that patients' contact numbers are correct so they can receive these reminders.	Complete
Look into the possibility of doing a GP advert/campaign to highlight the role of a GP and what you would see them for such as urgent appointment.	We will develop patient communications explaining the role of a GP, the types of concerns they can help with and when an urgent appointment may be appropriate. We will also update the staff noticeboard with further information about each GP's role.	Within three months
Ensure a session around additional support needs is added to the training programme so all staff are aware what is available to patients who require additional support or adaptations.	Clinical staff and management are currently undertaking Oliver McGowan training. Learning from this training will inform a session for all staff on supporting patients with additional needs and the adjustments available. We are also reviewing how reasonable adjustment needs are coded in patient records to support appropriate information sharing with other services involved in their care.	Within three months

Additional Questions

1. Is the report factually accurate? If not please state what.

The report is factually accurate overall. The only point we would like to clarify is that appointment text reminders are already sent automatically. However, patients may not receive them if we do not hold their current mobile number. Following this feedback, we have reminded reception staff to check patients' contact details when booking appointments. This has been a helpful opportunity to reinforce the importance of keeping this information up to date.

2. Did you learn anything new about residents' views and experiences, or anything else, as a result of the Enter and View undertaken by Healthwatch Lancashire?

It was reassuring to hear that patients are generally happy with the care and service they receive. The visit also provided a valuable external perspective, highlighting improvements we had not previously considered, particularly dementia friendly signage and clearer directions for patients visiting the surgery for the first time. This feedback has helped us understand how we can make the practice more welcoming and easier to navigate.

3. Any other comments?

Thank you for your time, support and constructive feedback. We found the visit a positive and useful experience and appreciate the opportunity to hear directly about patients' experiences. We look forward to sharing our progress with you at the follow-up meeting.



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