

# GP Enter and View Report

Mark Street Surgery, Rochdale

2 Mark Street, Rochdale OL12 9BE

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## Introduction

Healthwatch Rochdale (HWR) is the independent voice of Heywood, Middleton, and Rochdale residents. We listen, challenge, and shape local health and social care services.

Healthwatch Rochdale representatives conducted an Enter and View visit at Mark Street Surgery on 16/09/2025 as part of a planned Quality Visit conducted by the Primary Care Team, GM Integrated Care HMR (Heywood, Middleton, and Rochdale locality). Mark Street Surgery is a GP practice in Rochdale with a list size of approximately **9,200** patients.

### Purpose of Visit:

The purpose of the visit was to review how patients access GP services, including appointment booking systems, accessibility of information, and the overall patient experience including that of the Patient Participation Group (PPG). We spoke with two patients in the waiting area during the visit plus observations and staff engagement. There was a telephone mystery shopper review done the same week looking at appointments etc. This combined approach highlighted several areas for improvement to services for patients.

### Who was involved:

- Moira Auchterlonie – Project Officer HWR
- Rachel Critchlow, Operations Manager
- Dr Dan Maung, GP Partner and PPG Lead
- Sarah Hulmes, Business Manager
- Hayley Eames, Deputy Office Manager
- Jackie Woodhall – Primary Care Commissioning Team

## Executive Summary

**Quick Wins:** Here are three quick wins which could improve the service and patient experience at the Mark Street Surgery .

1. **Add callback option to telephone system for patients on hold.**
2. **Clock in the waiting room with numbers, not Roman numerals, so accessible.**

### 3. Add other languages to prescription box and toilet door signs, as often patients speak English but don't read it.

**Key recommendations include:** to move the self-check-in screen to main reception and put Friends and Family desk in the waiting room to increase uptake of both, using TV screens for patient information, and create a "you said we did" noticeboard to show the impact of patient feedback.

These findings and recommendations have been shared with the practice, and a formal response has been requested in line with Healthwatch's statutory role. For more information on this please click [here](#).

## Booking system:

### Telephone System

- Phone answered within 30 seconds with menu options available within 90 seconds.
- First pre-recorded message was that there were no available appointments and to hold for the receptionist to find out about other available services. This was the message on two separate days at 9.00 a.m. and 11.50 a.m. respectively.
- There are six different options, and the sixth one was how to cancel an appointment.
- Callback option is not available while waiting to speak to reception.
- For routine appointments, patients are directed to the PATCHS system and NHS App. Patients can also ring the practice and book in person at reception.
- The telephone system has changed so that between 8am and 11am it is for appointments only. All other matters are dealt with afterwards.
- Queue management -two other callers in the queue and a receptionist answered within 4m 23s.

### Appointment Access

- There were no same day appointments available on the day of the visit. The earliest routine appointment was 12 days ahead on 28<sup>th</sup> October 2025.
- Test results were accessed via PATCHS or available by phone after 2pm.
- GP Additional Access Services were offered via reception. Two available that day.
- Interpreters available on patient request, with details on waiting room posters.

### Staffing and Availability

- Two receptionists on duty during the visit. Most patients checked in with the receptionist though some used the self-service check in the waiting room.
- A dedicated receptionist who helps patients with the NHS app. Patients can ask for help, and the staff member confirmed they have time to do that.

## Digital Systems

- Repeat prescriptions are ordered using the NHS App, the GP online system called Patient Access, via request through Patchs or drop off at the surgery.
- The website says test results are available on the NHS App or Patchs or phone after 2pm, but the telephone message says test results are available after 1pm.

## Observations:

- Good transport links with bus stops nearby and a car park. The building was wheelchair accessible with wide automatic doors. The waiting room was clean, tidy and light with plenty of seating.
- There was a prescription box in the entrance hall with notices in English.
- There were two reception areas, one in the entrance foyer and a second, larger one in the waiting room that was not in use on the day of the visit.
- The self-check in screen was in the waiting room not the main reception area in the foyer. It was observed being used by some patients.
- The toilets were very clean, though they were locked. There is a sign in English on the door to request the key from reception.
- The TV screens were not in use on the day of the visit.
- No clocks seen in the waiting room.
- Excellent notice boards which were themed, uncluttered and easy to read. Some posters in different languages.
- Good to learn about the practice's status as a training practice and its quality awards on the achievements' notice board.

## Patient engagement

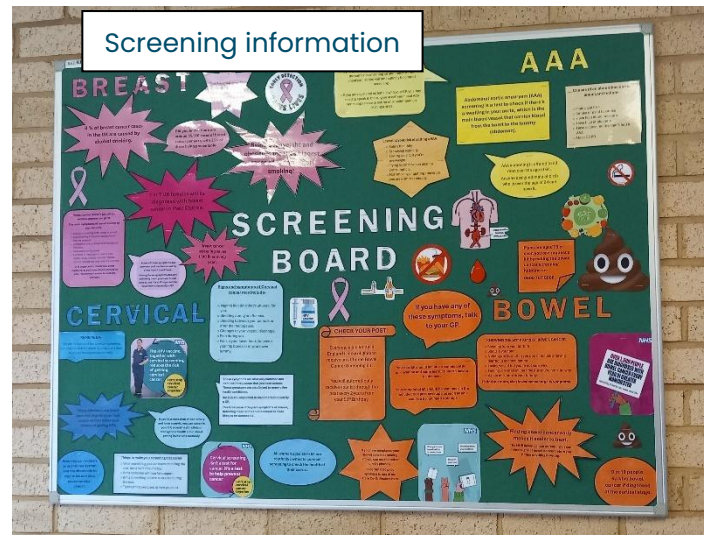
- Overall, the practice demonstrates excellent two-way engagement with the PPG.
- PPG meetings are held quarterly and there are six members who attend regularly, and it is run by an independent chairman.
- New members of staff are Introduced to the PPG as part of their induction.
- Patient feedback is also gathered from a suggestions box.
- PPG plans include trying different ways of contacting people to recruit to the PPG, texts with a Team's invite, and emails.
- The team was open to suggestions around widening the PPG membership and working with patient engagement events e.g. smoking cessation day.
- Changes are on the practice website and the PPG noticeboard.
- The PPG has made positive impact on patient experience at the practice e.g.
  - Good PPG information board which was all up to date
  - Rearranged waiting room chairs so people could see the notice boards
  - Tidied notice boards so it's easier for people to see what's on them
  - Independent chair trying to source additional parking for patients



Prescription box



Patient toilet



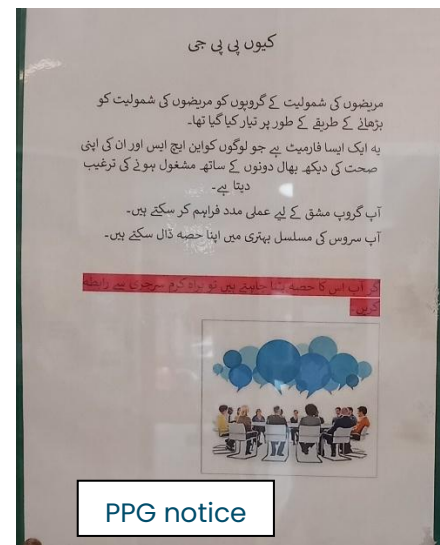
Screening information



Main reception desk



Waiting room



PPG notice



Interpreter Chaperone notices



Mark Street Entrance



Carers' Information



## Recommendations and Practice Response

	<b>Healthwatch Rochdale Recommendation</b> October 2025	<b>Mark Street Surgery</b> Name & position of responder	<b>Update/Actions/Further comments</b> Date: December 2025
<b>1.</b>	Move self-check-in screen to main reception and replace Friends and Family desk.	Rachel Critchlow  Operations manager	Unable to move the check in screen from current location due to data and power supplies.
<b>2.</b>	Add callback option to telephone system for patients on hold.	Rachel Critchlow  Operations manager	Already a service offered. Patients have to be over a certain position in the queue for this to kick in.
<b>3.</b>	Move the cancel appointment option on telephone to higher than sixth option in case it is missed.	Rachel Critchlow  Operations manager	We have signed up to the GPIIP (general practice improvement programme). As part of this we are looking at our telephone system on the 16 <sup>th</sup> December.
<b>4.</b>	Correct time to call for test results, so both the phone message and website are the same.	Rachel Critchlow  Operations manager	Actioned 3/12/2025
<b>5.</b>	Use the waiting area TVs to provide informative patient information.	Rachel Critchlow  Operations manager	Only 1 TV screen is in operation due to licencing, this TV is operational most of the time. It does go into stand by mode and therefore needs to be switched back on. There is a lengthy power point presentation that runs on loop with various patient information.
<b>6.</b>	Add a clock in the waiting room with numbers, not Roman numerals, so accessible.	Rachel Critchlow  Operations manager	Clock is up in the waiting room and is a numbered clock.
<b>7.</b>	Add other languages to prescription box and toilet door signs, as many patients speak English but don't read it	Rachel Critchlow  Operations manager	Complete

<b><u>8.</u></b>	Increase PPG diversity and patient engagement with different groups e.g. cervical smears, immunisations.	Rachel Critchlow Operations manager	There is ongoing recruitment for the PPG.
<b><u>9.</u></b>	Implement “you said we did” noticeboard to show the impact of patient feedback	Rachel Critchlow Operations manager	Await notice board placement. We are in the process of building a new clinical room, so the current notice boards need to be moved around. Once complete ‘you said we did’ notice board will be created.
<b><u>10.</u></b>	Share report and discuss findings at a PPG meeting.	Rachel Critchlow Operations manager	Next PPG not yet scheduled. Info will be shared.



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