

Dr Mackenzie & Partners Haslingden Health Centre

Thursday 11th December 2025

1pm – 3pm



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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<https://www.haslingdenmedicalgrouppractice.co.uk/>

Surgery contact:

Emma Plant (Practice Manager)

Date and time of our visit:

Thursday 11th December 2025
1pm – 3pm

Healthwatch Lancashire Authorised Representatives:

Steve Walmsley (Operations Manager)
Cora Dixon (Research and Data 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 surgery 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:

<https://wearepeoplefirst.co.uk/healthwatch-lancashire/>

The report is available to members of the public along with the Care Quality Commission (CQC), 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.

General information

The Dr Mackenze & Partners are based at the Haslingden Medical Centre and serves patients in from Haslingden and surrounding areas. There are approximately 6,900 patients registered at the practice.

Acknowledgements

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

Glossary

PCN – Primary Care Network

What did we do?

Healthwatch Lancashire Enter and View Representatives made an announced visit to Dr Mackenze and partners on the 11th December and received feedback from:



Pre-visit surgery survey

Healthwatch Lancashire emailed a pre-visit questionnaire to the practice to learn about the patient population, services offered and how the surgery 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's management team to discuss the background of the surgery and view the facilities. The appointment system was explained, along with support offered to patients who are accessing services within the Primary Care Network (PCN).

One to one discussions with patients and their relatives

Healthwatch Lancashire 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 surgery.

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 surgery.

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



Healthwatch Lancashire representatives viewed facilities that were also available at Haslingden Medical Centre, but focussed primarily on the areas that patients using the Dr Mackenzie practice use. This included the waiting area, external facilities and the reception area.

Overall, the feedback received from patients was positive with several patient responses describing satisfaction with the quality of care and the attitude of staff. Patients also praised the communication between the surgery and themselves, commenting on how staff would provide support with different queries that they needed. The care delivered by the practice was a highlight of the comments received. Three patients commented that they had been long-term patients at the practice and had travelled to their appointment from nearby Helmshore to use the services at Dr Mackenzie because of their satisfaction with patient care.

However, some patients raised concerns about delays in the appointment-making process, commenting on how it can take some time to get through on the phone at certain times during the day with one patient reporting that they only made appointments in person.

Throughout the visit staff members were observed to be kind, courteous and considerate towards the needs of patients with some complex enquiries being handled in a sensitive manner.

Surgery overview

Location and public access



The practice is located in the Haslingden Health Centre in the town of Haslingden in Rossendale. It offers a range of local health services such as physiotherapy, out of hours appointments and family planning clinics. Frequent local bus services can be accessed from a bus stop close to the centre. There is a drop off point directly outside the front of the centre which allows patients using taxis to gain direct access to the centre.

Surgery population

The practice serves a mixed-age patient population of 10,760 people. There is a high proportion of children/young people, a large working-age adult population, and a substantial older adult population who are over 65. Patients live in the town of Haslingden and some travelled from nearby Helmshore and Rawtenstall, although they lived within the catchment area of the centre.

Services available

The centre offers face to face appointments with GPs and nursing staff along with a range of additional services such as podiatrists, a clinical pharmacist. Physician associate appointments are available for patients with low non-urgent medical conditions. The centre is also host to a pharmacy which handles a large proportion of medication requests for patients at the surgery.

Appointment management



Appointments can be made by patients either on the phone, online or by visiting the centre.

Phone calls are handled by a team of care co-ordinators at the practice with four dedicated staff available to provide further assistance to patients.

Online enquiries are triaged and patients are given appointments with relevant members of staff. It was explained that this was to help make sure that there was suitable triage in place before appointments were allocated to patients.

Enter and View observations



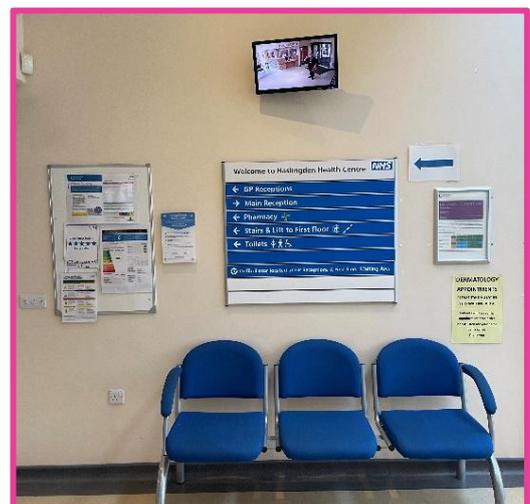
External environment

A car park is located outside the centre, there were five marked accessible parking bays for patients to use. There is level access from the car park to the centre and a short ramp from the roadside.

Signage outside the building is clear and visible, helping patients find where they need to go.

Internal Environment and waiting area

The centre has one main shared waiting area, with two dedicated, large reception desks for patients to make enquiries and book appointments at the Dr Mackenzie practice and the Rossendale Valley practice. Two self check machines are present in the reception area but there it was not clear which machine served which practice. A sign was present but it was obscured by a pillar. It is suggested that it is moved to make it more prominent, one patient was observed attempting to sign in on the wrong machine and becoming visibly frustrated (recommendation 1).



Signage for the services available at the centre is displayed in a prominent position in the entrance, and was observed throughout the centre. It had a consistent style to aid patients living with dementia and other conditions.

There is ample seating in the waiting area of a standard design and size with some chairs fitted with armrests. The seating is well-spaced to allow for the movement of wheelchairs and pushchairs.

Patients are called to their appointments by a large display that communicates the name of the patient, the clinician they are seeing and the room they are attending.

The waiting room has multiple large noticeboards displaying information about the local social prescribing services, community services, veteran support, and information about common conditions. Whilst there was a range of information, some materials were out of date with adverts for some local charity activities that are no longer in operation. (Recommendation 2)



Patient interactions

Healthwatch Lancashire observed several interactions with patients who were at different stages of their appointment making journey. One patient attended to make an appointment for a follow up to a prior visit and they were concerned about availability of appointments and wanted to resolve the issue in person. Staff provided them with reassurance and made the appointment for the next day.

Staff also explained the appointment making process to patients who rang on the phone. Patients commented that staff made them aware about why there were asking for details about their conditions when they phoned so that they felt reassured they were being seen by the right professional.

Throughout the visit there were was a steady flow of patients attending appointments. Staff were observed to quickly respond to any enquiries whether they were on the phone or in person.

Patient feedback

Healthwatch representatives spoke with **eight** patients during the visit.

How did you make your appointment today?

Four patients had reported that their appointments were made in advance by staff at the practice because they were a follow up. They commented that the process for making these appointments was straightforward because the staff did everything for them.

“It’s a lot easier because the dr asked me to speak with them on the desk when I had finished and they made it for me when I needed it. They offered me a couple of days and I could choose.”

One patient said that they liked the fact that they received messages from the practice about their appointments to keep them informed and help them remember appointment times.

Three patients made their appointments over the phone and gave mixed feedback on their experience.

“I had to wait 15-20 minutes which I didn’t mind because I usually use the callback. I wasn’t on my own phone this morning which meant that I ended up being late for work because I couldn’t request a callback on my own phone.”

One patient said that they had experienced a wait of 10 minutes for an answer and explained that it was ok as they understood that the staff at the practice were busy. One patient explained that they had tried to make an appointment over the phone the day before and was unable to make an appointment so attended the practice on the morning of the visit to make an appointment in person and was able to be allocated a slot in the afternoon.

What works well at this surgery?



Seven of the patients, spoken with at the visit, complimented the care and attitude of staff members at the practice, highlighting how they felt that staff listened to them and assisted them. One patient drew on their positive experiences with continuity of care (recommendation 3).

“They try and get me to see the same person each time as a follow up just because of the condition that I have.”

One patient complimented the care and attentiveness of the staff. They explained that they needed help with an urgent medication enquiry and staff ensured that what they needed was ordered in a timely manner. .

“I think they are lovely here. They give you time to explain what you need and they try and help you out. The nurse I have seen was really kind and caring.

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

One patient, who had arrived for a pre-booked appointment said that they had experienced a delay over ten minutes with their appointment they were unsure why there was a delay because, at the time of speaking with Healthwatch, they were the only patient in the waiting room. (recommendation 4)

“I would just like to be told when I book in if there are any delays that mean I will be waiting. I knew I had an appointment but I’ve been here a while now what happens when they’re late? They are quick to tell me off when I am late.”

On patient explained that they were told who they would be seeing but felt that they wanted more choice over the member of staff that they saw at appointments.

“I have previously been seen by one of the nurses and it would be good to see her again but I don’t think that I can ask for one person specifically.”

Three patients felt that the staff at the practice were doing enough to work with the systems available they commented that they had always received a good level of care and service at the practice and the issues they had experienced where just a result of an overburdened NHS system.



Staff feedback



Healthwatch Lancashire representatives spoke with four members of staff about their experiences working at the practice and delivering their service.

All four members of staff commented that they enjoyed working at the practice and were able to work well as a team to meet patient demand.

“We work together so that there is a balance with tasks being shared out which means that the demand from patients can be met.”

One element of the staff team that was praised was the training and development offer that was available to staff at the practice. This consists of peer to peer work, overviewing and a good training offer.

Staff were able to explain some of the processes that they had in place for providing interpreters for the Deaf community and people who use English as an additional language although they commented that it was not a straightforward process if they needed someone urgently.

“If we get someone in on an emergency appointment it can be challenging to get an interpreter.”

Staff praised the management team and felt that they were able to deliver a good level of service to patients at the practice. They discussed some of the challenges they had experienced with over 300 calls being made to the practice on the morning of the visit.

“We get a lot of calls at the 8am rush but we work through it and try and accommodate where we can so people are seen as quickly as possible.”



Recommendations

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

1. Move the sign above the self-check in machine to a more prominent position to make it clearer to patients where they need to check in at the Dr Mackenzie practice specifically.
2. Review content of noticeboards to ensure that out of date information is removed.
3. Celebrate successes and build on good practice highlighted within this report by sharing online, through the patient participation group and in staff meetings.
4. Ensure that patients are kept aware of any delays they may experience with their appointments.

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Provider response

Recommendation	Action from provider	Timeframe
Move the sign above the self-check in machine to a more prominent position to make it clearer to patients where they need to check in at the Dr Mackenzie practice specifically.		
Review content of noticeboards to ensure that out of date information is removed.		
Celebrate successes and build on good practice highlighted within this report by sharing online, through the patient participation group and in staff meetings.		
Ensure that patients are kept aware of any delays they may experience with their appointments.		

Questions

Is the report factually accurate?

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?

Any other comments?



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