



Enter & View

Bodriggy Surgery

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1 Introduction

1.1 Details of visit

Service provider	Boddriggy GP surgery
Service Address	60 Queensway, Hayle, TR27 4BP
Date of visit	20 th January 2026
Authorised representatives	Nigel Oakes

1.2 Purpose of visit

This visit was conducted as part of a rolling programme of visits to health and social care providers in Cornwall. Our goal was to observe the service in action, hear directly from patients, and make recommendations for improvement.

1.3 Acknowledgements

Healthwatch Cornwall would like to thank the patients and staff who took time to share their experiences during this visit.'

1.4 Disclaimer

This report relates to findings observed on the specific date above and is not a representative portrayal of the experiences of all patients and staff, only an account of what was observed and contributed at the time of the visit.

1.5 About Healthwatch Cornwall

Healthwatch Cornwall is an independent organisation committed to amplifying the voices of Cornwall's residents in the planning and delivery of health and social care services. Through public engagement, we gather their views and experiences with these services. We ensure these perspectives are represented in decision-making processes both locally and nationally, driven by the belief that community feedback is vital to improving standards of care.

1.6 What is Enter and View?

As a local Healthwatch we are authorised to "Enter and View" health and social care services through the Local Government and Public Involvement in Health Act 2007 and Local Authorities Regulations 2013 (part 4). These services can include hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies.

Enter and View visits are an opportunity to see services in action, listen to and understand the experiences of individuals who use them, and make recommendations where there are areas for improvement. The visits are organised based on feedback received about individual services or in response to themes identified in our research.

2 Visit Summary

Conversations with staff

Healthwatch Cornwall met with the practice manager and five staff members to discuss the service and team and view the facilities.

Conversations with patients

Fourteen patients were asked individually about their experiences with the service including the facilities, the care and the staff.

Observation of facilities

Observations and feedback indicated areas of good practice alongside opportunities to further enhance patient experience and access.'

3 Service Overview

Bodriggy surgery provides primary care GP services in Hayle, it operates from a purpose-built facility near to the town centre and currently cares for approximately 12,500 patients. The surgery was rated "Good" overall by Care Quality Commission (CQC) when last inspected in 2018.

4 Observations

The surgery is signposted from the main road and easy to locate. On arrival the car park was busy but there were several car parking spaces available, including disabled parking bays.

The reception area was clean, well-lit and organised, with healthcare information displayed. Reception staff were observed communicating clearly with patients and managing a busy desk area. When approached by the team, they checked our identification and asked us to sign the visitors book.

The waiting room was clean, warm and light, with comfortable seating which included an area of raised seating reserved for patients with mobility issues. Patient toilets were available and clearly signposted. Staff calling patients from the waiting area greeted patients and offered assistance where required, allowing adequate time for safe mobilisation.'

Staff areas, including offices, toilet/shower room and break room were all clean, tidy and well maintained. Offices and clinical areas were clearly signposted and signage relating to the ongoing building works were relevant and informative.

5 Patient Feedback

Fourteen Patients were asked about their experience of the surgery.

All Fourteen patients said that they were satisfied with the standard of care they received. Nine said the staff were kind and three said they were supportive.

Twelve patients commented positively about seeing the same GP on each visit. One said 'It's so good I see the same Doctor, they know me and my history so well and it means they don't have to spend time on history and know exactly what I need' Another told us 'All 3 of us in the family see the same GP, which was a massive bonus when we had a baby as we all go in together' They added 'We all know and trust him'.

Patients described mixed preferences for accessing appointments, with some valuing the convenience of online booking while others preferred telephone contact, particularly where wait times were shorter.

Seven patients said that they had used the online booking system and found it to be easy and convenient. One told us 'The online system is brilliant, it's simple and straightforward and saves loads of time. I went online yesterday and got an appointment straight away'. Two however said they preferred to phone in and were frustrated at the wait times on occasion. One told us 'Sometimes, you're hanging on the phone for ages, but last time I called I did get the offer of a phone call back'

Four patients said that they would have preferred a quicker appointment. One told us, 'I had to wait a week for my appointment, it wasn't urgent, but I needed to see my own GP so had to wait'. Another said, 'I called a few weeks ago and they said it I needed regular appointments but didn't need them straight away, so I had to wait for this one'. A couple who had come into the surgery for travel vaccinations told us that they had contacted the surgery well in advance but had to wait for some time before they could get an appointment.

One patient reported receiving incorrect administrative information relating to referral options, which they later clarified independently. Although this did not affect care, it highlights the importance of consistent information. 'They told us 'I was given the wrong information about the choose and book service when I needed an operation. I wanted to go to the Duchy hospital but was told that wasn't possible but in the end, it turned out that I could go there'. They added, 'It was a misunderstanding and didn't affect my care, but I felt I had to find out the information myself'.

One patient described difficulties obtaining a prescribed medication from the on-site pharmacy, which is independently operated. They said, 'I was told it was too expensive and so I had to go to another chemist in town'.

A patient who was also a member of the practices patient participation group (PPG) reported that patients were telling the group that they were 'very happy' with the surgery and the care they received. The group reported that patients valued the continuity of care that seeing the same GP gave them and that most patients could get an appointment quickly. They also reported that the surgery were very responsive to suggestions and keen to engage with environmental initiatives such as waste reduction and green energy.

6 Staff Feedback

Three staff members were asked about their experience of working at the surgery. Staff described a supportive working environment and positive team culture, alongside challenges relating to funding constraints in some service areas.'

A member of the nursing team told us, 'They really look after you here, management are so supportive, it's a great place to work'. Speaking about the medical staff they said 'You couldn't wish for a more committed bunch, when we had a power cut after the recent storm, they all turned up with torches and carried on seeing patients'. They expressed frustration at some of the funding constraints experienced by the social prescribing team, as they thought it would be of benefit to patients if they could fund initiatives such as the vegetable box healthy eating schemes that operate in other parts of the county.

A member of the administration team spoke in positive terms about working at the surgery and told us, 'It's lovely, it feels like a family' They reported that management were, 'Efficient and supportive, they really look out for us and encourage us to do our best for the patients'

Another administrative team member said 'You get the occasional patient who doesn't like to use the e-booking system, but we try and encourage them where possible'. They went on to say 'We man the phones all day and always make sure the patients get the very best we can offer'.

7 Management Feedback

The practice manager met with us and explained the surgery booking and triage systems. They told us, 'All appointments are triaged by GP's and patients can contact us either via the e-booking system or by phone' They explained that when phone lines were busy, patients were offered the option of a call back. They reported that continuity through GP-managed lists was beneficial for patient care. describing this approach as 'Hugely positive for the patients'. Speaking about the challenges that the surgery faced they reported that space and capacity were the major issues as patient numbers rose. The current building works were an attempt to address capacity issues but that little could be done to increase the overall surgery footprint. They also told us that the on-site pharmacy, which was independent of the surgery, was the source of some patient dissatisfaction at times. They told us some patients did seem to think that the pharmacy was the responsibility of the surgery. The practice manager told us that staffing was stable and that they were able to fill vacancies without issue as they arose.

8 Recommendations

Healthwatch Cornwall have offered some recommendations based on observations and feedback from patients to improve patient experiences at the practice.

- 1) Exploring wider funding routes to support social prescribing initiatives may have benefit to some patient groups.
- 2) Some patients expressed concerns about the length of wait for routine appointments. The practice may wish to review access to routine appointments to ensure an appropriate balance between continuity of care and waiting times.'
- 3) Supporting increased use of the electronic booking system would be of benefit to both patients and the practice. Consideration should be given to encouraging use where possible and allocation of resource to assist those patients experiencing digital isolation.
- 4) Continuing dialogue with the on-site pharmacy may avoid delays in obtaining prescribed medication.
- 5) Consideration may be given to reviewing administrative procedures and information sharing processes to ensure all information given to patients is correct and up to date.

9 Provider Response

- 1) We recognise the value that social prescribing brings to many of our patients; we are always looking out for wider funding opportunities to strengthen and expand these initiatives where possible.
- 2) We understand the concerns raised about waiting times for routine appointments. We consistently review our current appointment system to ensure we maintain an appropriate balance between continuity of care and timely access.
- 3) We agree that increasing the use of the electronic booking system could benefit both patients and the practice. Once our building works are finished, we hope to hold several sessions for patients run by staff digital experts and invite patients into the practice with their devices- ie ipads/mobile phones, so we can help set them up and demonstrate how to use the electronic system. However, we recognise that not all patients find using technology beneficial, and would not discriminate anyone who was unable to use it.

4) We recognise that ongoing communication with our on-site pharmacy is important, and we will continue working closely with them to help minimise any delays in patients receiving their prescribed medication.

5) Ensuring that all information provided to patients is accurate and up to date is a priority, and we will take this forward as part of our continuous improvement work.

Contact us:

Healthwatch Cornwall, Suite 1, Calenick House, Heron Way, Newham, Truro, Cornwall, TR1 2XN

☎ 0800 038 1281

✉ enquires@healthwatchcornwall.co.uk