



# Enter & View Report

Glenfield GP Surgery

26<sup>th</sup> April 2019

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# Report Details

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## Details of visit

<b>Service Address</b>	111 Station Road, Glenfield, Leicester. LE3 8GS
<b>Service Provider</b>	The Glenfield Surgery
<b>Date and Time</b>	26 <sup>th</sup> April - 8.15am
<b>Authorised Representatives undertaking the visit</b>	Chris Bosley Kim Marshall-Nicols

## Acknowledgements

Healthwatch Leicester and Leicestershire would like to thank the service provider, residents and staff for their contribution to the Enter & View Programme.

## Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by volunteer Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicester and Leicestershire.

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## Purpose of visit

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To gain the patient perception of the service and to use evidence (feedback and observation) to determine if there is room for improvement.

The visit was prompted by intelligence from members of the public to Healthwatch Leicester and Healthwatch Leicestershire. Healthwatch decided to make Enter & View visit to the GP practice to talk to patients first hand of their experience.

## Methodology

The visit was an announced visit.

Our Authorised Representatives are volunteers who have undergone specialist training and are DBS checked. During a visit they -

- attend and make observations.
- where possible, talk to patients present at the time of the visit about aspects of their care and how this is delivered and whether they are aware and feel able to report any concerns/ complaints.
- speak to staff about training, turnover, support and staff levels.
- observe interactions between patients, staff and visitors

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## Observations & Findings

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### The Surgery

The surgery is the only GP practice in Glenfield and serves patients in adjacent villages. They currently have 14,000 patients. This number is likely to rise as more houses are expected to be built in the area. Appointment times are 8.30 to 18.00 from Tues to Fri and 8.30 to 20.00 on Mondays. Tuesday and Friday mornings are open access for blood tests.

The surgery is housed in a two 2-storey buildings joined by a covered bridge. An additional storey was in the process of construction on the main building. There was a small car park at the front and a larger one at the rear. 3 disabled spaces in the front car park. Clinicians rooms are on both floors of the main building with GPs on the upper floor accessed by lift or stairs.

A Pharmacy is situated in the same building with a wide access to the waiting room.



## Staff

Glenfield Surgery is the only GP practice in Glenfield. It is a large practice with 14,000 registered patients. New housing development is expected to increase this number. It has 8 GPs (2 partners, 3 salaried GPs and 3 locums). They are assisted by 2 Practice nurses, 2 HCAs and 2 Phlebotomists. Additional part-time services include a Musculoskeletal Practitioner, an Advanced Practice Nurse and a mental health worker. The practice also has a full-time Pharmacist and pharmacy technician.

## Observations

Wheelchair access is available to the front door via a ramp and through the pharmacy. There were two wheelchairs seen next to a rear door for access from the rear carpark.

Inside the front door was a desk and chairs and a box for repeat prescriptions requests. The waiting area had comfortable chairs including some higher ones with arm rests.

Near the front door was an area with a self-service blood-pressure, weight and height measuring facilities. The Patient Participation group noticeboard was next to these.

Chairs in rows filled most of the downstairs waiting room. A noticeable distance was seen between the chairs, the reception desk and a line on the ground to seemly aid in privacy. A counter to the side was also available, which could offer greater privacy. The counter did not have a low section for convenience of wheelchair users.

Upstairs was a small waiting area with a video screen

Rows of chairs blocked access to the sign-in screen. Next to the screen was a hand sanitising gel dispenser and a wallet of complaints forms. Some of the noticeboards displaying a range of health messages and surgery information were also blocked by the chairs.

A rolling text display called patients to the clinicians' room. A video screen displayed adverts and text specific to the surgery. A second screen displayed similar specific messages in larger text.

Upstairs was a small waiting area with rolling text display with a video screen duplicating the downstairs displays.

Signage throughout the premises was clear and easily seen, including to consulting rooms, toilets and fire exits.

The smaller building mainly housed the administrative staff and two clinician rooms. There was a small waiting area and a reception desk with a lowered section of the counter. The rooms were not in use when we visited.

## Views of Patients

We spoke with 17 patients, some of which were there for blood tests and some for GP consultations. They covered all adult age ranges and most had long term conditions. We used a prepared questionnaire to structure our conversations with patients.

## Ratings

Overall 6 patients rated the practice as 'Very Good', 10 rated the reception service as 'Very Good' and 13 rated the prescription service 'Very Good'. Most of the positive comments relate to the staff. Critical comments were primarily related getting appointments and a feeling that the practice was busy. No views were expressed concerning interactions with healthcare professionals.

## Appointments

Comments on the appointment system were mixed. Some finding it easy particularly online, others had difficulty with long waits.

Although most of the patients we spoke to said they did not mind which GP they saw, a significant number did mind and valued continuity.

The time of their appointment suited most patients as many were flexible with their own time. And most usually saw the clinician at (or reasonably after) the appointment time.

## Prescriptions

All the fourteen patients who used the repeat prescription service were happy with it, although one did not like having to come to the surgery to request a repeat.

## What did the patients say about the practice?



*"Always available; moved with the times over 15 years"*

*"Receptionists/ atmosphere; lovely Doctors"*

*"Urgent appointments difficult to get"*

*"My GP was changed without consulting be (however has been OK)"*



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## Known issues to Patient Services Manager and Partner GP

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During our visit, we feel it is important to speak to members of staff, so they can add their perspective on their service and what they are already aware of from patients.

### **Appointments**

We were told that appointments are mainly made by telephone, which is preferred so that the receptionists can triage the patient to determine which clinician is appropriate and the urgency.

Two slots per GP session are made available for on-line booking. A display screen in the Patient Services Managers office shows the number of phone calls that day and the average queuing time. At the time we were there the average time for 90 calls was just over 1 min. There had been 7 callers who had rung off after waiting an average of over 3 mins. The Manager told us that that number raises concern. We were informed the reason on the day was staff away due to sickness.

### **Concerns and developments**

The manager was aware of patient concerns about the lack of parking, but the location of the surgery prevents the creation of any additional space.

The sign-in screen position was not ideal but there was no other position without removing seating or moving the self-service blood pressure facility. They had plans to restructure the front entrance for direct access by wheelchairs.

### **Information from a partner GP**

The surgery was undertaking a postal survey of patients who had recently used the service to mirror that of the national patient survey. The national survey last year had indicated a lower satisfaction with interactions with healthcare professionals (e.g. time given, listening, concern and patient involvement) than the national and local averages. He hoped their own survey would enable a more detailed and up-to-date analysis of the issues and action needed.

He also stressed that the GPs valued the continuity of seeing the same patients.

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## Recommendations and comments

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Overall, the patient experience that was captured on the day was very positive. With 14 out of the 17 patients spoken to rating the practice either Good or Very Good.

Whilst we observed many steps taken to allow better confidentiality, we would recommend the Practice considers installing a lower counter at the front reception for wheelchair users.

We noted that for many patients access to appointments is considered a problem. This is a common issue for GP practices.

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## Service provider response

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The provider was happy for the report to be published but asked that the following be added to the report.

- Building works have now been completed and we now have an additional room which is being used for training/meetings etc.
- New electronic doors fitted to both Building A and B allowing easier access to the main reception areas.

Deb Bradley - Operations Manager - The Glenfield Surgery

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## Distribution

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The report is to be distributed to the following:

The Glenfield Surgery

Care Quality Commission (CQC)

Leicester City Council

Leicestershire County Council (LCC)

Leicester City Clinical Commissioning Group (LCCCG)

East Leicestershire & Rutland Clinical Commissioning Group (ELRCCG)

West Leicestershire Clinical Commissioning Group (WLCCG)

NHS England (Leicestershire and Lincolnshire) Local Area Team

Healthwatch England and the local Healthwatch Network

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