

Enter & View Report

Beaumont Leys Health Centre

August 2023

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Report details

Details of Visit	
Service Address	1 Little Wood Close, Leicester, Leicestershire, LE4 0UZ
Service Provider	Spirit Primary Care Limited
Date and Time	Thursday 31 August 2023, 10am
Authorised Representatives undertaking the visit	Howard Marshall and Kim Marshal-Nichols

Acknowledgements

Healthwatch Leicester and Healthwatch Leicestershire would like to thank the service provider, patients 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 Healthwatch Leicestershire.

Purpose of the visit

- To gather patient views of the service provided at Beaumont Leys Health Centre.
- To observe the facilities and operation of the service.
- To observe patient access.
- To review our recommendations from our previous visit on 16 January 2019.

Methodology

This was an announced Enter and View visit.

We contacted the Practice Management Team in advance and had access to communal areas during our visit.

The visit was observational, involving the Authorised Representatives observing the surroundings to gain an understanding of how patients engaged with reception staff and the facilities.

To reach patients, we spoke to the management team before the visit about using the GP text messaging service. The text message was sent by the provider to the patients, however, we did not receive any responses.

At the end of the visit, we gave our initial findings to the management team.

Review of previous recommendations

1. **Review staffing, specifically GPs, to ensure better continuity of care.**

There are currently 6 salaried GPs, an Associate GP, a Health Care Assistant (HCA), a Practice Nurse, a Social Prescriber, a Wellbeing Coach, 3 Clinical Pharmacists and a Physiotherapist.

2. **Address the number of patients who do not attend (DNAs).**

We were advised that this is still a problem, especially for blood tests.

3. **Provide a variety of seating appropriate to the needs of the patients.**

There are only 8 seats in the waiting area. A lot of seats were disposed of as a result of COVID-19 as they had fabric seats and are still to be replaced.

4. **Redecorate.**

The corridor was repainted before COVID-19. We were told that Leicester Partnership NHS Trust (LPT) has no budget to redecorate the rest of the building.

5. Improve the booking system and promote online booking.

Appointments can be booked via telephone with call back, online; none by email. The practice no longer uses 'Engage Consult'. Bespoke clinics can be booked via text message with a booking link, the practice uses Accurx which is a new system.

The telephone system has been digital (Cloud Based) since 2019/20. It offers unlimited calls with a call-back option.

Summary of the findings

Summary

- The practice has used a mobile unit that takes the practice to the patients, working alongside the Integrated Care Board (ICB).
- There are two reception desks, which can be confusing for visitors. There are small signs suspended from the ceiling used to direct patients to which reception desk to use when visiting the practice.
- Clinicians conduct weekly visits to two care homes and also have one sheltered living accommodation.
- Patients are signposted to the correct clinician based on the presenting illness and offered the choice of whether they see them face to face or via telephone consultation.
- The practice uses a 'cloud-based' telephone system.
- Appointments can be booked via telephone with a callback or online.

Results of Visit

The Practice

Beaumont Leys Health Centre currently has 8,300 patients. (6,700 at the time of the previous visit).

We were told that there were insufficient clinical treatment rooms. We were told the building is owned by Leicester Partnership NHS Trust (LPT) which may reallocate the rooms, so they are not available for the practice to use.

The practice has used a mobile unit so the practice can go to the patients in the community. Patients are encouraged to participate. The mobile unit is owned by the Integrated Care Board (ICB) and it is used to promote childhood vaccinations, smear tests and health checks. Blood tests are also carried out on the vehicle.



Clinicians do weekly visits to two care homes. The Practice continues to offer extended hours on Tuesdays when they are open from 7am to 6.30pm. The Primary Care Network (PCN) as a whole, offers extended hours at Merridale Medical Centre from Monday to Thursday and Fosse Family Care from Friday to Saturday. There are six surgeries in their PCN.

Reception and waiting areas

The reception area is not obvious at first as there are two reception desks, one belongs to the health centre and the other belongs to the practice. We did not see any signs indicating which reception desk is used for the practice. Signs are suspended from the ceiling directing to the main reception however these are small.

Once at the correct reception desk, the practice shares the waiting area. The waiting area is spacious with only a few chairs. LPT is currently addressing this to return to 24 seats (pre-COVID-19 numbers).



Staff

There are currently 6 salaried GPs, an Associate GP, a Health Care Assistant (HCA), a Practice Nurse, a Social Prescriber, a Wellbeing Coach, 3 Clinical Pharmacists and a Physiotherapist.

The management told us that they do not have office space for the Wellbeing Coach and Social Prescriber to be on site weekly however provision is made should the patients wish to meet on site.

Appointments

Appointments can be booked via telephone with call back, online; none by email. The practice no longer uses 'Engage Consult'. Bespoke clinics can be booked via text message with a booking link. The practice uses Accurx which is a new system, which is used by the PCN.

The telephone system has been digital (cloud-based) since 2019/20. It offers unlimited calls with a call-back option.

Emergency appointments are available daily within the GP clinics. Should these be filled, we were told there is a duty of care and the practice will attempt to accommodate further requests by amending admin time to accommodate.

Doctors will do home visits if the patient is too ill to attend the surgery, coded as housebound or end of life care is required.

Patients can request which clinician they would like to speak to or see when making appointments to ensure continuity of care.

Whilst using the mobile vehicle, 115 patients attended Part One of the NHS Health Check in one day. Part Two, then has to be booked in at the surgery.

Once patients have detailed the nature of their illness they are signposted to the most relevant clinician to effectively manage the appointment.

We had asked about the management of medication i.e. reviews. If a review is pending, patients will not be able to request a repeat prescription. They are requested to contact the practice to discuss a review.

Patients receive test results by telephone, where the clinicians have reviewed the results and need an

appointment to discuss these with the patients.

Accessibility

Leading up to the practice there is a steep ramp towards the entrance. We noted it could be difficult for wheelchair users when accessing the practice.

There is a baby changing room with a drop-down changer and chair for breastfeeding. Mothers wishing to breastfeed their babies are directed to this room.

Patient Participation Group (PPG)

The PPG has three members, so not enough to hold quorate meetings. All meetings are held in the LPT meeting room located on the other side of the building. The Practice is liaising with the ICB on how to promote their PPG.

Challenges

From the previous report, the manager felt that there were specific challenges facing the practice that they were looking to address. The main one is room space for the increasing patient population which they are attempting to address with LPT using Section 106 (S106) monies from the developers. In addition, they reported that there are a lot of social and safeguarding issues relating to patient demographics.

The Practice manager said they get patients coming in due to social issues rather than health issues that impact the appointments.

There is a high volume of DNAs, with 650 missed appointments in the last quarter. 316 people DNA during July 2023, which is the monthly average; July's DNAs included 95 GP appointments and 112 for blood tests.

Recommendations

We recommend that Beaumont Leys Health Centre:

1	Look into getting sufficient seating for the waiting area.
2	Continue to address the number of patients who Do Not Attend (DNA).
3	Has clear signs indicating which reception desk is to access the practice, to avoid confusion.
4	Continues to work with the ICB to recruit members to the PPG.

Service provider response

The report was agreed with the Service Provider as factually accurate. They have provided the following response to the report recommendations:

- Look into getting sufficient seating for the waiting area.
LPT currently working on returning it to 24 seats.
- Has clear signs indicating which reception desk is to access the practice, to avoid confusion.
New branding – will suggest larger signage.

Distribution

The report is for distribution to the following:

- Beaumont Leys Health Centre
- LLR Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Leicester City Council (LCC)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network
- Published on www.healthwatchll.com



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