

Enter & View Report

Hazelmere Medical Centre

November 2023

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Report details

Details of Visit	
Service Address	58 Lutterworth Road, Blaby, Leicester, Leicestershire, LE8 4DN
Service Provider	Hazelmere Medical Centre
Date and Time	Wednesday 15 November 2023, 10am
Authorised Representatives undertaking the visit	Kim Marshal-Nichols and Howard Marshall

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 Hazelmere Medical Centre.
- To observe the facilities and operation of the service.
- To observe patient access.

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 prior to the visit about using the GP text messaging service. The text message was sent to the patients and we received **55** responses.

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

Summary of the findings

Summary

- The practice is accessible for all patients.
- Hazelmere Medical Centre is a training practice.
- The practice is using a new telephone system that is 'cloud' based.
- The practice has good accessibility facilities for patients.
- Most patients said they phoned in to make an appointment.
- Most people said for urgent appointments, they can normally see a doctor or clinician on the same day.
- Most people said they do not see the doctor or nurse of their choice.
- Most people have rated the quality of medical care and treatment at this surgery as 'very good'.

Results of Visit

The Practice

The practice currently has 7400 patients which we were told is likely to increase with new builds in the practice catchment area.

The practice is a 'training practice', which causes problems with room availability. We were told that the practice does not have an adequate number of rooms but has Section 106 restrictions.

The exterior and interior are clean. All clinical rooms are on one floor and downstairs. The practice has two corridors, the doctor's corridor and the nurse's corridor.

There is adequate parking spaces at the practice. There is good exterior signage, including the opening days and hours.

A cleaning company is used to ensure the cleanliness of the practice.

We were shown around the practice including the reception area. All of the staff we saw seemed happy and looked like they were enjoying their work.

Reception and waiting areas

We observed only three patients waiting before doors opened in the morning. The décor of the practice is good. There is no music played as the practice has removed it.

The waiting area has seating with some seating with armrests.

Patients can request a room if needing some space and privacy. Patients requiring a confidential area can be taken into a room.

At reception, patients are asked what they need and then are given options.

Patients know of the clinician's readiness via a TV screen. There is a Friends and Family Test (F&F) suggestion form and box.

The practice has hand sanitiser available for patients and visitors to use. The reading materials have been removed following the COVID-19 pandemic.

There is a children's play area which is funded by the Patient Participation Group (PPG).

Appointments

The practice is using a new telephone system that is 'cloud' based. The practice has a limit set to eight phone lines.

The practice has alternative methods of booking an appointment for patients; online, in person, telephone with ring back and text message reminders. There is an option on the telephone system to cancel an appointment. We were told that this has reduced did not attend (DNAs) drastically.

Patients can make appointments two weeks ahead. Patients can book 'on the day' if it is an emergency. The procedure for making emergency appointments is to call on the day for an appointment.

The practice policy on home visits is that patients should ring before 10am and the practice GP will visit the patient's home if needed or divert to DHU healthcare home visiting service where appropriate.

We asked if patients are offered a choice on whether they see the doctor or the nurse, we were told usually yes and signposting is a good option.

Accessibility

There is accessible parking spaces at the practice. The signage is visible and clear.

Access to the building is good and there is a ramp for patients who would require to use the ramp to access the practice.

The accessible toilet has space and an alarm cord. The practice has wheelchairs available for patients.

Braille can be requested. There is a hearing loop.

There are screens available for caregivers wanting to feed their children in the waiting room. A separate room can be found if preferred.

Information available to patients

There is a lot of information on notice boards, including 'JOY', a new website set up by Social Prescribers. The Carers board has details provided on Carers, Mental Health and Dementia. All the information displayed is clear.

There is out-of-hours information available for patients.

The complaints procedure form is available from reception. The practice manager sends the patient an acknowledgment letter upon receipt of any complaints. All complaints are discussed monthly.

Data privacy at the surgery is practiced and the use of health records is up to date.

The practice does not use video screens for health messages.

A patient survey is sent to patients who have attended the Practice within the last two years, which has a link to the online survey.

There are two care homes on the practice List. A GP calls the Care Homes every Tuesday and will arrange a visit if required.

Pharmacy

The practice pharmacist oversees prescriptions. If a medication review is overdue, this will be carried out by the Pharmacist.

Staffing

The practice has three full time GP partners, two part time salaried GPs, three practice nurses; one full time, two part time, one Healthcare Assistant (HCA), two Physician associates, one pharmacist, one Social Prescriber, one Mental Health Facilitator and one Mental Health Practitioner.

Patient Participation Group (PPG)

There was a virtual group after COVID-19 but since COVID-19, it is no longer active. Before COVID-19, the PPG was very active.

Patient feedback

A survey was sent to the GP patients using the text messaging service, and we received 55 responses. We also gave patients the option to contact us via telephone to share their feedback.

See Appendix 1 for the survey responses. Where we asked for comments, we have themed the responses and provided a selection of patient comments.

Recommendations

We recommend that Hazelmere Medical Centre:

1	Consider all the comments recorded from patients and what the implications are for the operation of the practice.
2	Look to reinstating reading materials/ leaflets for patients.
3	Review the appointment system of ringing up at 8am for appointments. Consider giving patients the flexibility to ring after 8am for appointments.
4	Offer patients the option of seeing a doctor or nurse of their choice.

Service provider response

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

It was a pleasure to welcome the Healthwatch team to Hazelmere Medical Centre and to receive their feedback. We are extremely pleased with the Healthwatch report, we feel it shows that our practice is working hard for our practice population. We are pleased also to see that the new phone system has made a vast difference to patient access, practice DNA reduction and call waiting times.

We have discussed the recommendations as a practice team and have considered all the comments given by patients. We note that there are some factually incorrect comments made by the patients, we feel that we may need to provide some better patient information relating to these to ensure patients fully understand the current operation processes within the practice.

One of these factually incorrect areas is the appointment system of ringing at 8am, patients already have the flexibility of calling any time of the day. We do not make them call at 8am but this is the optimum time to call for an on the day appointment. We cannot guarantee that there will be any appointments available if calling later in the day. We offer a full range of booking options; book on the day, pre booked up to 1 week ahead, online, emergencies etc, to try to cater for all patients.

We note the recommendation to reinstate reading materials, they were removed due to Covid requirements, but we are happy to put out anything we do have. Health/education leaflets were never removed and are readily available.

We already offer patients to option of seeing the doctor or nurse of their choice, however, we will ensure that the reception team undergo further training to ensure they are asking this question at every booking. Choice is dependent however on who is working and the urgency of the request. We are also a training practice, so our GPs do change regularly and need exposure to varied patient demographics. This is also an area of patient education that needs addressing as some have commented about never seeing the same member of staff,

giving the impression that we have a large turnover of regular staff which is not the case.

Hazelmere is happy to take on board the views of our patients and Healthwatch and acknowledge there are areas where we can make improvements. We will strive to continuously develop services and access for our patients.

Distribution

The report is for distribution to the following:

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

Appendix 1: Survey Findings

55 Patients

Q1. How satisfied are you with your GP Practice?

5 - Not at all satisfied

6 - Slightly satisfied

9 - Neutral

16 - Very Satisfied

19 - Completely Satisfied

Q2. What methods do you use to book an appointment? (tick all that apply)

50 - Telephone

13 - Online Booking Services

8 - In Person

2 - Other (please specify): NHS app, online when available

Q3. Is it easy to get through to your surgery on the telephone to make an appointment?

28 - Yes

27 - No

Main theme: Positives and negatives to booking appointments.

- "It takes at least 30 minutes if you phone at 8 o'clock then usually all appointments are gone so I book online."
- "It all depends on the time of day, if you need a doctor, you phone at 8 am, and you could still be phoning 20 plus minutes later, if you phone later in the day, for something else, you get through very easily."
- "They are very precise... if it's fully booked they will tell you and give you an option to choose for the next day or if someone cancels the appointment they will fill you in on that time."
- "Asked to ring at 8 am still on phone 20 minutes later and still the same no in line. So give up and try late morning then all appointments for that day have all gone."
- "Very easy and friendly."
- "Appointments can only be made same day, regardless of if it's a routine matter or an urgent one. Appointments are severely limited, invariably unavailable, and usually phone

consultations in any case. When in the phone queue, there is an option to "hold your place" and have the surgery call back. When I used this facility, being 3rd in the queue at 8.05am, they called back after 10am saying that there were no available appointments left."

- "You might experience call waiting, but eventually you will be passed to the right clinician to help and or the best route depending on the nature of the call."
- "Usually can get through with no problem sometimes have to wait in a queue but generally ok."

Q4. How long does it take you (on average) to get through to the practice on the telephone?

34 - 1-15 Minutes

17 - 15-30 Minutes

3 - 1 Hour

1 - Over 1 Hour

Q5. When making your appointment, are you given the option of seeing the doctor or the nurse?

33 - Yes

22 - No

Q6. Do you always see the doctor or nurse of your choice?

16 - Yes

39 - No

Q7. Have you had a telephone or online consultation with your doctor?

44 - Yes

11 - No

Q8. If yes, how satisfied were you with the appointment?

4 - Not at all satisfied

5 - Slightly satisfied

12 - Neutral

15 - Very Satisfied

12 - Completely Satisfied

7 - Unanswered

Q9. For urgent appointments, can you normally see the doctor or nurse on the same day?

35 - Yes

20 - No

Q10. Are you happy with who you have seen at the time of your appointment?

45 - Yes

10 - No

- "Some physicians may not understand my concern."
- "For urgent appointments can't necessarily choose the doctor you want to see or even the gender of said doctor."
- "Very professional. Everything explained in detail and discussed about what steps to take next. Friendly and relaxed environment."
- "GPs are so overworked, I do feel sometimes my issues are looked over."
- "Not always, once had an issue stated by a young female GP as part of my diabetes despite me saying it wasn't, it turned out to be a brain tumour."
- "They always booked me with a training Doctor. Am always told all appointments have gone even when I ring at 8am. Can't even remember the last time I had an appointment with my own Doctor that was a long time ago for sure."
- "Never had a major problem but always got sorted out."
- "Depends on who I see. They have used far too many locums and newly qualified flying solo, who unfortunately are not yet ready to do so at least 3 doctors failed to diagnose or even seek a blood test when I had a serious underlying health issue. I had to ask for one myself and ended up in A&E the same day! If previous doctors had considered my history they may have drawn what is now an obvious conclusion."
- "GP was absolutely terrible. Communication poor, knowledge incredibly poor, I knew more than him from Google, he proceeded to use Google in front of me, absolutely dreadful on the phone. Completely unsatisfactory and will specifically ask to never see him again."
- "Yes always professional and obliging."

Q11. How satisfied are you with the practice opening hours?

3 - Not at all satisfied

8 - Slightly satisfied

15 - Neutral

18 - Very Satisfied

11 - Completely Satisfied

Q12. How do you rate the reception service?

1 - Very Poor

6 - Poor

13 – OK

19 – Good

16 – Very Good

- “I don't like having to tell the receptionist what's wrong – especially if it's personal and the receptionist always being the opposite gender.”
- “Depends who is on the phone.”
- “Could be friendlier, cheerful.”
- “Rude. Unhelpful. When you attend the GP they're all just having a talk ignoring the queue.”
- “Polite friendly and very helpful.”
- “Polite. Wiling to answer your question.”
- “With the exception of one member of their staff, who is very knowledgeable, efficient and helpful, I have experienced a severe lack of competence from most of the remaining reception staff.”
- “Some are better than others.”
- “They are always polite, kind and take time to help me. They often go above and beyond to help.”
- “Receptionist can be very rude.”
- “Very friendly and helpful.”

Q13. How do you rate the prescription service?

4 – Very Poor

5 – Poor

12 – OK

13 – Good

19 – Very Good

2 – Unanswered

- “Very recently I put in a request, and assumed the Chemist would have it ready for me as usual. My husband went to collect this (on Saturday morning), to be told my request hadn't been received by their pharmacy. Since the chemist shop was closing at noon we had to contact NHS direct to arrange an emergency amount to be made available; an unnecessary stress for us to have to sort out Hazelmere's shortfall of care.”
- “Easy to order online.”
- “Takes a long time. No communication between GP and chemist.”
- “All prescriptions are done on line with Lloyds Direct as the local Lloyd direct pharmacist has been abusive to both me and my wife, tried to charge £60 a year for deliveries and has told us to go back to the doctor (Northfield surgery) when they have not had my usual blood pressure tablets in stock.”

- “Always there on time.”
- “For my last prescription it took 4 attempts to get the prescription to my nominated pharmacy. I tried twice online thinking it was processed, then called and spoke to receptionist she put it through again. Still not processed. Told to reset my password. 4th attempt by receptionist worked. No confidence that the issue has been investigated meaning I will have to take time off work to go into the surgery.”

Q14. How do you rate the quality of medical care and treatment at this surgery?

1 - Very Poor

3 - Poor

14 - OK

16 - Good

21 - Very Good

- “Generally good but all my family have suffered the consequences of misdiagnosis and all due to a failure to refer for an x-ray.”
- “Excellent and very professional.”
- “Don’t always get the care by my own Doctor 'cause I don’t get to see him it’s always been through a training Doctor.”
- “GP extremely poor. Unsatisfactory and potentially dangerous actually if the patient wasn’t educated themselves on what to ask for or what they were asking for because he didn’t seem to have a clue.”
- “Always been well looked after.”
- “I don’t think I can trust them anymore now after my spinal operation.”

People were asked for any other comments including what they like and dislike the most about the GP practice.

“Obtaining an appointment makes bit difficult sometimes. We need to wait longer period of time to obtain right amount of treatment from good doctor. Other than that no much problem with this surgery.”

“I don’t like that you can’t book ahead of the day unless they want you to.”

“I have no complaints what so ever, never had a problem with their services, they are actually good in their work.”

“Pleasant reception staff always ready to advise.”

"Dislike having a telephone conversation, would prefer to see a doctor in person."

"Dislikes: Having to phone from 8am same day, and hanging on, no matter what (as I've said earlier, the phone back service is ineffective). Having the practice "close" on Thursday afternoons. Never being able to speak to the Practice Manager; even for the few hours that she actually "works" there, the staff say that since she's in meetings, they're unable to contact her. If the Practice is open, there should be someone to run it at all times. They do not have a Deputy Manager. Not having On-Line: historically they did have this, but the facility hasn't been returned to use since Covid. Being given an 8.30am appointment (thinking that you'll be seen promptly and scheduling work around this assumption), only to find out that the rest of the waiting room also has that very 8.30am appointment."

Likes: Location."

"Professional practice with hands on personnel."

"I don't like the fact that you can only book either same day or the same day on the next week as the day of booking appointment. If that isn't available you have to try again the next day and so on. I like the fact that most of the doctors take note of your concerns."

"What I dislike you can't ring any time of day for an appointment it's always has to be 8am and can't get an appointment when I want."

"Friendly and always very helpful team."

"Can only get appointments same day by calling at 8am and then it's a struggle otherwise you have to wait weeks. It means having time off work to make the call when you are not guaranteed an appointment."

"Reception staff seem great. I have only had one in person appointment and one telephone appointment at this practice, unfortunately with the same doctor."

"The GP practice is really friendly, helpful and seems to know me as an individual rather than just a name."

"High turnover of GPs. Lack of continuity. Relying too much on online systems which are apparently unreliable. The receptionists are very pleasant and one, in particular, is very kind and helpful. I understand the pressure during the pandemic and I think a lack of investment is the issue."



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