

Enter & View Report

Manor Park Medical Centre – Manor Medical
February 2024

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Report details

Details of Visit	
Service Address	573 Melton Road, Thurmaston, Leicester, LE4 8EA
Service Provider	Highfield Surgery
Date and Time	Wednesday 14 February 2024, 11am
Authorised Representatives undertaking the visit	Chris Bosley, Kim Marshal-Nichols and Dervis Duygun Fethi

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 Manor Park Medical Centre – Manor Medical.
- 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 **39** responses.

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

Summary of the findings

Summary

- The practice is easily accessible.
- The practice uses a cloud-based telephone system.
- Booking appointments can be made by calling the practice, in person or online. A patient can make an appointment up to 2 weeks in advance.
- 12 people said it was 'difficult' to get through to the surgery on the telephone to make an appointment, with 10 people saying it was 'very difficult'.
- 28 people said they were 'happy' with who they had seen at the time of their appointment.
- The practice serves one residential care home, which is for disabled adults.

Results of Visit

The Practice

Manor Medical Practice has two sites one in Thurmaston and one in Parker Drive Leicester. We visited Manor Medical in Thurmaston.

The practice has 13,500 patients across both practices. The two practices are managed jointly with staff moving between sites and they use a joint appointment booking system.

The practices serve two residential homes one of which is for disabled adults.

In Manor Park Medical Centre, there are 12 clinical rooms.

We were told by the practice manager that if there is difficulty in communicating with patients, the practice can obtain an interpreter through the translation service that they use. The practice always offers longer appointments to these patients. Some GP appointments are longer due to the need for interpreters or patients being less proficient in English. However, we did not observe communication problems between the receptionist and the patient whilst at the GP surgery.

There are sufficient parking spaces. There is no notice related to the opening days and hours at the entrance doors of the practice. The exterior signage on the building is large and easy to read.

There is a face mask notice. There is a cleaning routine checklist on display in the practice.

Reception and waiting areas

The lighting is bright in the GP practice.

The main reception included a low section suitable for wheelchair users. The reception was adequately distanced from the seating area for patients to have confidential conversations with the reception staff. We were told other rooms could be used.

At the time of the visit, there were no queues in the reception. Space and privacy are given importance in the practice. Advice on how to book an appointment outside of office hours was illustrated in the reception notice board. The practice is open 8am–6.30pm and they have an on call GP on site each day between these times. There is a confidential area available for patients. There is a repeat prescription box at the entrance.

The seating is comprised of hard chairs. There were no chairs with arms and bariatric chairs.

There is adequate space to move around the waiting room. There is a thorough notification of the clinician's readiness. For instance, patients are informed via a screen to which room they must go and who their doctor is.

There is a suggestion form and box which is available either in paper or electronic format. Hand sanitisers are installed within the waiting area. Most of the reading materials such as posters and leaflets are on the noticeboard. The font and the font colours are very faint which makes it hard to read and understand.

We had observed the painting on the wall was peeling off. There is no background noise such as music. The children's play area is not available as no longer viable.

Appointments

The practice has a cloud-based telephone system. There are 6–7 receptionists available to answer phone calls. Up to 10 patients are held in a telephone queue. We were told that patients can request a call back and not lose their place in the queue.

In addition, extra staff might be called in to assist on the telephones depending on the demand. Booking appointments can be made in person, by telephone or online. A patient can make an appointment up to two weeks in advance.

When appointments are fully booked, the patient will be able to contact an on-call GP which will hear their concerns. The on-call GP will then triage the patient by taking into account their health condition. After 6.30pm, the NHS 111 service and the Willows out-of-hours service are used for emergencies.

The receptionists triage patients to assess urgency and which clinician to see. Patients facing multiple issues are eligible to book longer appointments.

We were told that there is no system for continual feedback on these assessments, however they are discussed at the monthly staff meeting.

For home visits, the patient can book their appointment through reception followed by the receptionist passing the patient's inquiry on to the on-call GP in which they will decide according to the triage policy.

Management of medications

Management of medications is based on reviews that are undertaken by one of the GP partners. An administrator runs a monthly data search to identify which prescriptions need reviewing. Reviews are monthly carried out to check whether medications are suitable or not for the patients. Those patients who have special needs such as any disability or who do not speak English, will have time allocated to them in order to fulfil their requests. This will be managed by offering long appointments that are around 20 minutes.

There is not much leniency over patient choice on whether they see the doctor or the nurse. The GP practice, formerly used advanced nurse practitioners, the practice has mostly been adopted using doctors.

The test results are sent to the reception. The receptionist will pass the results on to the patients. The patient will be contacted to book an appointment if needed.

Accessibility

There is an electronic board at the front entrance of the practice, which patients can use to confirm attendance at their appointments. There is a lift in the GP surgery, also followed by stairs and a ramp that is available at the entrance of the building. The entrance doors are automatic.

There are convenient parking spaces for those with disabilities. The signage is visible and at a moderate height which depicts disabled parking spaces.

Both toilets including the disabled toilet, are sanitised and free from clutter. The corridors were also clean. The disabled toilet is wide and the other toilets are small. Wheelchairs are available. There is no braille on site. Hearing loops are provided. Upon request, sign language experts or interpreters are called in to facilitate and meet the needs of the patients.

There isn't a dedicated breastfeeding room. We were told that the conference room and other spare rooms could be used for breastfeeding when requested.

Information available to patients

There is a detailed poster on the notice board in the reception, which shows how patients can make appointments.

There are leaflets for patients to read. The position of the leaflets is even but the font size is not very readable. Only from a very near distance, the leaflets can be read.

We were told that carers are identified on their records and have health reviews annually. There is a Social Prescriber working 2 days a week providing telephone and face-to-face contacts.

There is appointment information within the reception noticeboard, which includes out-of-hours information and what to do if a patient would like to book an appointment out of hours. After 6.30pm, out-of-hours begins and any emergency related issue should be reported to NHS 111.

There is information concerning complaints procedure and the carers charter on the noticeboard. There is a privacy notice on display in reception.

The use of video screens for health messages was not found.

Staffing

There are four partners and six salaried doctors across both practices. Social prescribing takes place two times a week via in person or by calling in the practice. In total, there are between 47 and 50 staff members in two GP practices. There are three on-call doctors situated in the Parker Drive Practice. Whereas, Manor Park Medical Practice has two on-call doctors on site. There was also an on-call GP (from 8am to 6pm) who could be called in for urgent appointments or home visits. Two locums are used to cover for leave.

Patient Participation Group (PPG)

The surgery has a patient participation group. They meet every two months.

Additional information

The Care Quality Commission (CQC) inspection of the GP practice was completed in November 2022. In light of the inspection, their main point of weakness that arose was not having completed patient reviews. We were told that post-inspection, the GP practice will be emphasising completing reviews with patients.

Patient feedback

A survey was sent to the GP patients using the text messaging service, and we received 39 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 Manor Park Medical Practice:

1	Consider all the comments recorded from patients and what the implications are for the operation of the practice.
2	Consider providing a variety of seating appropriate to the needs of patients.
3	Replace old posters and leaflets so that communications are clear for patients.
4	Ensure a clear and visible display of practice opening times at the entrance and/or reception area.
5	Inspect all areas with peeling paint and look to repair or repaint affected surfaces to provide patients with a clean and welcoming environment.
6	Optimise patient access by offering flexible GP appointment slots, including same-day appointments and online booking options.
7	Provide patients with the choice of seeing their preferred doctor or nurse whenever possible.

Service provider response

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

“Reception and waiting times – we are aware of the point in the reception area however as we rent the building, we are in talks with the landlords over this and this is not in our control. We do not have background music as the practice has to pay for licencing which is very costly. Children’s books and toys have been taken away due to infection risks. It is mentioned that the posters are very faint – these have now all been re printed and we have new notice boards and posters up.”

Distribution

The report is for distribution to the following:

- Manor Park Medical Practice
- 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

39 Patients

Q1. When did you last visit your GP practice?

35 - In the last 2 years

4 - Over 2 years ago

Q2. How did you book your last appointment?

Patients chose more than one answer:

25 - Telephone

1 - Online Booking Services

11 - In Person

1 - Other (please specify):

4 - Unanswered

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

3 - Very Easy

10 - Easy

12 - Difficult

10 - Very Difficult

0 - Not sure

4 - Unanswered

Q4. When you last contacted the GP Practice, how long did it take you to get through on the telephone?

0 - Less than 1 minute

6 - 1-5 minutes

10 - 6-10 minutes

7 - 11-15 minutes

11 - 15- 60 minutes

1 - Over an hour

4 – Unanswered

Q5. How often are you given an option of seeing a doctor or the nurse?

1 – Always

12 – Mostly

15 – Sometimes

7 – Never

4 – Unanswered

Q6. How often do you see the doctor or nurse of your choice?

2 – Always

8 – Mostly

10 – Sometimes

15 – Never

4 – Unanswered

Q7. Are you happy with who you have seen at the time of your appointment?

28 – Yes

7 – No

4 – Unanswered

Q8. In the last 2 years have you had a telephone or online consultation with a practitioner?

30 – Yes

5 – No

4 – Unanswered

Q9. How satisfied were you with the appointment?

5 – Completely Satisfied

10 – Very Satisfied

6 – Neutral

5 – Slightly satisfied.

3 – Not at all satisfied

10 – Unanswered

Q10. In the last 2 years have you had to book an urgent appointment?

20 - Yes

14 - No

5 - Unanswered

Q11. Were you able to see a doctor or clinician on the same day for urgent appointments?

11 - Yes

8 - No

20 - Unanswered

Q12. How satisfied or dissatisfied are you with the practice opening hours?

4 - Completely Satisfied

10 - Very Satisfied

9 - Neutral

5 - Slightly satisfied

4 - Not at all satisfied

7 - Unanswered

Q13. How satisfied or dissatisfied are you with the reception service?

12 - Completely Satisfied

10 - Slightly Satisfied

7 - Slightly Dissatisfied

3 - Completely Dissatisfied

7 - Unanswered

Q14. How satisfied or dissatisfied are you with the prescription service? 1 - Very Poor

12 - Completely Satisfied

12 - Slightly Satisfied

4 - Slightly Dissatisfied

2 - Completely Dissatisfied

2 - Not used it

7 - Unanswered

Q15. How satisfied or dissatisfied are you with the quality of medical care and treatment at this surgery?

12 - Completely Satisfied

10 - Slightly Satisfied

9 - Slightly Dissatisfied

1 - Completely Dissatisfied

7 - Unanswered

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

Likes:

"It's getting better."

"I really enjoy going to the GP knowing that I would be greeted by amazing people and would be taken cared of also knowing that I would be respected."

"The service has improved out of all recognition since the new regime has been introduced. I feel sure that whoever is in charge at the surgery is doing an excellent job under difficult circumstances."

Dislikes:

"Some of the doctors are not very good at customer relations as it seems like that they speak a bit disrespectful to people."

"Reception reluctant to give appointments. Difficult to understand doctor as English not my first language, would help if Gujrati speaking doctors are available like before."

"Prescriptions are not forwarded to chemists quickly. Have had to wait over the weekend if script handed in on Wednesday."

"Appointments are hard to get. They want you to book an individual appointment for each thing. Sometimes it's just a quick question. Doctor refuses to look at this. You then have to book another appointment. I believe this to be counterproductive. It should be a 10 minute slot. And discuss what you can in that 10 minutes."

"I have been with this surgery since I was born in 1965. Doctor appointment hard to get, you see any doctor. Doctor not very friendly they are always rushing. Don't give you time to explain. Doctors we had before covid were brilliant. Got to see which Doctor you wanted to see. They took their time listen to you. You can ask them about any illness you got. Now it's one illness can be sorted when you go to the doctor. If you have another illness appointments have to book for the other illness. You can't get appointment easily or the same doctors."

"There is no consistency in seeing a doctor. Most times it seems to be different doctor some of

whom I have never heard of before. Apart from urgent appointments there are often none available to book for weeks.”

“My appointments over the last 2 years have been by telephone and only with a pharmacist and not a doctor.”

“First can't get an appointment straight away. I have rang all week to see a doctor who wanted me to see them and still not got an appointment with. There is an option about prescriptions when you press that option there is an automated message and it gets cut off. I am supposed to have a medication review but not had an appointment so this will be my second week I have not had my medication.”

“Can't get appointments for a little child, when the doctors who you saw themselves have said bring the child back a week after if not better, if you have a long term illness this is not taken into consideration when trying to make an appointment, especially when a hospital consultant has referred us back to our doctors. Hospital letters and diagnosis are just uploaded and not paid attention to - a doctor had said wish they be notified so they can keep on top of it.”



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