

Enter & View Report

Jubilee Medical Practice

May 2024



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Report details

Details of Visit	
Service Address	1330 Melton Road, Syston, LE7 2EQ
Service Provider	The Jubilee Medical Practice
Date and Time	Monday 13 May 2024, 10am
Authorised Representatives undertaking the visit	Lee Wyatt 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.

All comments included in this report are written verbatim to capture the tone and authenticity of the experience, therefore no editing of comments has taken place.

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 Jubilee Medical Practice.
- 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 before the visit about using the GP text messaging service. The text message was sent to the patients and we received **591** responses.

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

Summary of the findings

Summary

- The practice is modern, clean, spacious and well-maintained.
- Adequate room availability, with a rota in place to manage demand.
- Comfortable seating in the waiting area, with ample room and good lighting.
- GPs and nurses personally call patients from the waiting area.
- No designated breastfeeding area, though accommodations are made when requested.
- The new online booking system has been well-received by some patients, with successful experiences noted, however, some patients have expressed difficulty in navigating the new system.
- Although some difficulty in seeing the same GP consistently, some people had positive experiences when seeing their regular doctor.
- The requirement to book routine appointments online is frustrating for some people, particularly the elderly or less tech-savvy.
- Positive experiences reported during appointments; clinicians listen to concerns.
- Staff are friendly, helpful and willing to assist patients.

591 patients responded to the survey

- 68% of patients said that it is 'very difficult' or 'difficult' to get through to the practice on the telephone.
- 64% of patients said they are 'sometimes' or 'never' given an option of seeing a doctor or the nurse.

- Comments were made on the difficulty of navigating the online system.
- 78% patients were 'happy' with who they had seen at the time of their appointment.
- 46% patients were 'completely satisfied' or 'very satisfied' with their appointments.
- 75% patients said they were 'completely satisfied' or 'slightly satisfied' with the reception service.
- Comments were made staff at the practice are friendly and helpful.
- 73% patients said they were 'completely satisfied' or 'slightly satisfied' with the quality of medical care and treatment at the practice.

Results of Visit

The Practice

Jubilee Medical Practice has 12,000 patients.

The practice is modern, purpose-built, and maintained to a high standard, being clean, spacious and tidy. The practice has adequate room availability, although a rota is in place to manage usage for some rooms due to demand.

All patient access is on the ground floor, so lifts and stairs are not applicable. However, the car park is often crowded, patients could experience queues for parking spaces. The exterior signage, including opening days and hours, is not very prominent, with small notices in small print that can be difficult to read. The signage within the practice uses black font on yellow backgrounds, making it clear and easy to read.

The facility is cleaned daily, though there is no visible notice or checklist to confirm cleaning routines. The men's toilets are clean, but the ventilation system is not working, leading to unpleasant odours.

Reception and waiting areas

The reception area is spacious, offering adequate space for patients. A dedicated confidential area is available if required for more private discussions.

When patients inquire about appointments, they are asked whether they would prefer to see a doctor or nurse, and initial appointment requests are typically triaged.

No queues were observed during the visit.

The seating in the waiting room is generally comfortable, with lightly padded chairs, though most do not have armrests. Only one armchair was observed in the reception area and bariatric seating is available for those who need it.

The space is ample, allowing plenty of room to move around, with good lighting that keeps the area well-lit. Clinicians, such as GPs and nurses, were observed coming to the waiting area to call patients by name.

No Friends and Family suggestion forms or boxes were seen in the reception area. Hand sanitiser is available at both the entrance and reception area. Notice boards with reading materials are located in both the reception and waiting areas, with additional leaflets available at the entrance to the practice.

The décor consists of clean, plain walls painted in warm white or cream, creating a welcoming atmosphere. The noise levels are very low, with background music playing softly. There is no children's play area currently available.

Appointments

The practice recently installed a cloud-based telephony system, which is monitored throughout the day. It operates with a total of six phone lines. There is no email or online booking facility, and appointment requests are taken between 7am-10am. A call back system is available upon request. Advance appointments have a wait time of approximately two weeks to see a GP and six weeks to see a nurse or pharmacist.

For urgent appointments, calls are taken between 8am-10am and 2pm-4pm, allowing patients to book same-day appointments with a GP or paramedic. A total of 60 urgent appointments are scheduled each day. Home visits are primarily for housebound patients, with doctors triaging these requests beforehand.

Medication reviews are conducted annually, and handled by two pharmacists and one pharmacy technician. Patients have the option to choose whether they see a doctor or nurse, with reception staff triaging patients during the initial call. Test results are available online, and patients receive them via text message (SMS). If a result is urgent, the GP will contact the patient directly.

The practice has extra staff, so the rota manager allocates rooms as needed. Some staff members work from home when necessary. Additionally, there are three soundproof pods available for online appointments with patients.



Accessibility

Accessible parking spaces are available at the front of the entrance to the practice. While signage is generally visible, some signs, particularly those on notice boards, may not be easily seen by wheelchair users. Access to the building is straightforward, with a level ramp leading to automatic double doors.

The toilets are clean but somewhat small in space, and there is no alarm cord in the men's restroom. A wheelchair is available on-site for patient use. Braille was not observed on the notice boards or signage. There is a hearing loop present at reception, with signage indicating its availability at the front desk.

There is no designated breastfeeding area or room at the practice, but accommodations are made as needed upon request.

Information available to patients

Signs and notices are positioned at eye level, with readable font sizes, and all appear to be up to date. However, no health-related activities or carers' support materials were observed. Information about appointments or out-of-hours services is not clearly displayed and there were no visible leaflets or notices regarding the complaints procedure.

There was no visible information about data privacy or the use of health records. There is a video screen in the waiting area displaying health messages.



The practice features a PPG (Patient Participation Group) information board, along with a board displaying

the names and photos of clinical and administrative staff.

Another board titled "At your GP practice" highlights the individuals available to assist patients. Although complaints information was not visible in the practice, it is available on the practice's website.

A quality report is available at the reception.

Staffing

There is a building manager and caretaker who oversees the daily cleaning of the entire building.

4 GP partners, 4 salaried GPs, 2 nurses, 3 Nursing Care Associates NCAs and 2 Paramedics. Management staff and reception staff.

Patient Participation Group (PPG)

The practice has a Patient Participation Group (PPG) consisting of 12 members and is actively seeking to expand its membership. The group represents a range of ages and ethnicities and meets face to face every 4 to 6 weeks.



Additional Information

The challenges and difficulties mentioned by the manager include room capacity within the building. Meeting high patient expectations and demands, particularly regarding waiting times for consultations, is another significant challenge faced by the practice. Staff retention is also noted, though the practice benefits from a lower-than-average staff turnover. However, an increasing workload is becoming a concern, as new housing developments in the area are adding pressure on the practice to take on more patients.

There is one other medical practice in Syston and one in Thurmaston. Within the area, a support group for carers and families of those living with dementia has been set up. No minor surgeries are carried out at the practice any longer. A clinic is periodically organised for steroid injections, with a waiting list drafted and the clinic set up accordingly.

There is a rota manager for medical students as they are placed at the practice. The single ground floor is used by patients, while Area County practice shares the other half of the ground floor.

The Leicestershire Partnership NHS Trust (LPT) uses offices on the first floor. There are a lot of daily visits by nursing staff and other medical personnel. In the car park, there is a mobile MRI scanner truck, brought in by a member/ physician of LPT.

Patient feedback

A survey was sent out using the GP text messaging service before the visit and we received **591** responses. 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 Jubilee Medical Practice:

1	Consider all the comments recorded from patients and what the implications are for the operation of the practice.
2	Consider updating the opening days and hours' notice to ensure better visibility and clarity - making it more prominent and easy to read.
3	Produce a guide to help patients navigate and make the most of the new online booking system, providing clear instructions on how it works.
4	Ensures the complaints procedure is prominently displayed within the practice for patient awareness and reference.
5	Continue to support staff retention efforts to maintain the current low turnover rate.
6	Repair or replace the ventilation system in the men's toilets to eliminate unpleasant odours.
7	Continue to offer patients the choice of seeing a clinician of their choice.
8	Offer patients appointments with the same clinician whenever possible to ensure continuity of care.
9	Provide the option for patients to book appointments by phone or in person at the practice for those who do not have internet access or find the online system difficult to use.
10	Ensure that the friends and family box is available to allow for patient feedback.

Service provider response

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

We would like to thank Healthwatch for their recent visit to our practice and for the valuable feedback provided. We appreciate the ability to reflect on both our strengths and areas for improvement, as we continually strive to enhance the quality of care for our patients.

We are committed to thoroughly reviewing the key themes identified in the report, with many of the issues highlighted already being addressed since the visit.

- **Difficulty navigating the online booking system** – We understand that some patients have found our new online system difficult to navigate. To address this, we have worked closely with our Patient Participation Group (PPG), who have kindly put on a number of in-person sessions to offer direct

support for those struggling. Patients were able to visit the practice and receive hands-on guidance in submitting requests via our website and ask any other questions they may have. This was a huge success and was met with positive feedback from patients. We plan to continue offering these sessions throughout the year. Additionally, we have created a simple 'How to use the online system' guide, available at the front desk for easy reference. We have also since extended our times to be able to submit a form, as we understand this was difficult for some patients to access before 10am. Patients are now able to do this online or via the phone 8am -12pm. Alternatively, patients can fill in a paper copy of the form any time up to 6.30pm and hand it in over reception, which will then be put through the next working day. We aim to respond to all requests within 2 working days, however response times have improved greatly over recent months due to now sending a self-direct booking link to patients.

- **Continuity of care** – We acknowledge that continuity of care is important and is an area of concern for our patients, therefore we are actively reviewing how we can enhance this aspect of our service. We understand the continuity is essential to quality care, but also recognise that it can be challenging to achieve consistently due to various factors in primary care. GP's carry out a significant amount of additional work behind the scenes, including reviewing test results, completing paperwork, managing referrals, providing support to medical students, all of which are essential to the safe and efficient running of the practice. While these tasks may not be visible, they are critical to supporting patient care. We will continue to explore ways to improve continuity while balancing these demands.
- **Offering patients a clinician of their choice** – For routine appointments, patients have the option to request a specific clinician when filling out the online form, or if speaking to a member of the team. We aim to accommodate these preferences whenever possible. However, this may not always be feasible, particularly if a clinician is already fully booked or not in practice. For urgent same-day appointments, patients are assigned to our duty team which includes Paramedics, GP's and Training Doctors. We are also now sending out a self-booking link for patients to choose their preferred date and time of their appointment.
- **Provide option for patients to book appointments by phone or in person for those who do not have internet access** – We have always offered this as an alternative option for those who find using the online system difficult or do not have internet access. Patients are able to call us between 8-12pm to speak to a receptionist, who will put the request through for them. Alternatively, patients can complete a paper form, available at the front desk.
- **Complaints Procedure** – This has now been displayed in the waiting area, along with our complaints leaflet so that is readily accessible for all our patients.
- **Friends and Family box** – Our Friends and Family box is situated in the waiting area, next to our check-in screens. We have forms available from reception. We also have our monthly Friends and Family data displayed in the reception area.
- **Repair ventilation system in men's toilet** – As the building is not owned by the Practice, we will raise this issue with the building manager to look further into this.
- **Waiting times on the phone** – The practice recognises that waiting times on the phone can be frustrating. To help address this, we now have additional team members dedicated to answering calls during peak hours, particularly in the mornings, to help patients get through more quickly. We continue to monitor our phone system to identify further improvement in this area.

Additional Initiatives:

The practice thought it was important to also recognise the exceptional level of clinical care we deliver to our patients on a daily basis, as per the data below:

- Chronic disease care as measured by the Quality and Outcomes Framework (QOF) demonstrates we are above the national average at detecting chronic disease and treating including Heart Disease, COPD, Asthma and Complex Mental Health.
- We are higher than national average at reviewing our patients with cancer.
- Better than national average at referring for cancer assessment and exclusion.

In addition to this, we are offering above the national average (59.3%) of face-to-face appointments with a healthcare professional (JMP 92%).

We are also above the national average (35%) of patients being seen by a GP (JMP 44%).

Thank you again to Healthwatch for their valuable insights and suggestions. We are confident that by addressing these, we will be able to offer an even higher standard of care and a more positive experience for our patients.

Distribution

The report is for distribution to the following:

- Jubilee 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

Patients

Q1. When did you last visit your GP practice?

(90%) 533 - In the last 2 years

(10%) 56 - Over 2 years ago

2 - Unanswered

Q2. How did you book your last appointment? (Percentage exceeds past 100% as patients choose multiple answers.)

(39%) 210 - Telephone

(46%) 245 - Online Booking Services

(12%) 66 - In Person

(8%) 41 - Other (please specify): *"Online request", "a receptionist done it because I don't do anything on line", "Text sent to me", "Letter asking me to attend", "Request from my optician following a recent eye test", "One to one on telephone", "Spoke to reception and they sent me an appointment accordingly".*

57 - Unanswered

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

(7%) 36 - Very Easy

(19%) 102 - Easy

(30%) 160 - Difficult

(38%) 199 - Very Difficult

(6%) 34 - Not sure

60 - Unanswered

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

(2%) 9 - Less than 1 minute

(18%) 93 - 1-5 minutes

(22%) 110 - 6-10 minutes
(18%) 94 - 11-15 minutes
(35%) 180 - 15- 60 minutes
(5%) 27 - Over an hour
78 - Unanswered

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

(11%) 59 - Always
(25%) 131 - Mostly
(42%) 222 - Sometimes
(22%) 115 - Never
64 - Unanswered

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

(5%) 24 - Always
(13%) 71 - Mostly
(38%) 201 - Sometimes
(44%) 230 - Never
65 - Unanswered

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

(78%) 412 - Yes
(22%) 113 - No
66 - Unanswered

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

(73%) 386 - Yes
(27%) 146 - No
59 - Unanswered

Q9. How satisfied were you with the appointment?

(18%) 70 - Completely Satisfied
(28%) 110 - Very Satisfied
(31%) 121 - Neutral

(10%) 37 - Slightly satisfied
(13%) 49 - Not at all satisfied
204 - Unanswered

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

(48%) 256 - Yes
(52%) 275 - No
60 - Unanswered

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

(74%) 187 - Yes
(26%) 67 - No
337 - Unanswered

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

(16%) 86 - Completely Satisfied
(24%) 128 - Very Satisfied
(38%) 203 - Neutral
(11%) 59 - Slightly satisfied
(11%) 56 - Not at all satisfied
59 - Unanswered

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

(43%) 226 - Completely Satisfied
(32%) 172 - Slightly Satisfied
(16%) 86 - Slightly Dissatisfied
(9%) 49 - Completely Dissatisfied
58 - Unanswered

Q14. How satisfied or dissatisfied are you with the prescription service?

(53%) 282 - Completely Satisfied
(26%) 141 - Slightly Satisfied
(8%) 41 - Slightly Dissatisfied
(7%) 35 - Completely Dissatisfied

(6%) 33 – Not used it

59 – Unanswered

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

(42%) 226 – Completely Satisfied

(31%) 164 – Slightly Satisfied

(18%) 94 – Slightly Dissatisfied

(9%) 48 – Completely Dissatisfied

59 – Unanswered

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

Likes:

“Any of the doctors that I have visited have always been very good.”

“Excellent staff who are always willing to help. ”

“Not too sure about the new routine appointment booking but I think I need to get used to it. Always very friendly and helpful at reception. The doctors and practitioners I have seen have always been very professional and listened to my concerns and enables me to make informed decisions about my medical care.”

“The receptionists are always extremely helpful and friendly, I have found all doctors and nurses easy to talk to and they listen to my concerns.”

“Pleasant receptionists and nurses. Doctors have always been helpful.”

“Always able to get an appointment when needed and reception staff are very helpful with admin matters.”

“I always find the service to be of a very high standard.”

“Easy to get to.”

“I've been very happy with any appointments that I've attended staff are friendly and very helpful.”

"Friendly, helpful staff. Will always try their best to help with any issues I may have. Excellent group of GPs."

"Always a friendly caring helpful manner by telephone & appointments."

"Very friendly and helpful on reception. Always been seen when needed. Clinicians are very friendly and knowledgeable. I am very happy with Jubilee thank you team. A very good medical practice."

"All the doctors I have seen have really good, empathetic and supportive/helpful."

"All members of staff at practice are very professional and friendly."

"Friendly helpful reception staff. Doctor was very knowledgeable & did exactly what he said he'd do. Great experience."

"Brilliant service. Friendly reception staff, management and clinical staff. Can't fault it. I love the new online booking system. Used it 3/4 times and every time it's worked perfectly."

"Friendly staff, helpful, considerate and understanding."

Mixed:

"Clean and tidy, reception staff helpful, I didn't really feel like the doctor I saw took my symptoms seriously though."

"Having to book on line for routine appointments. If you need an urgent appointment you can be seen the same day. Routine appointments are at least 2 weeks wait. The last time I wanted to see a Doctor I didn't consider it to be urgent but would have liked an appointment within a few days. As it happens, I was better before my appointment day arrived."

"Not always getting an appointment with the GP that knows me. Been very good with my last appointment as seen by my regular GP which has made a difference."

"I like the staff very friendly and professional. I don't like you can't make telephone appointments only on-line appointments."

"I am elderly and not very tech savvy so I still prefer to book my appointments at Reception rather than going through the online booking system in place."

Dislikes:

"Hardly ever get to see a doctor and telephone consultations are always late. The service is appalling."

"Can be difficult to see a doctor face to face."

"The practice has started over the past 12 months to use an online booking system and it's horrendous. You can never get an appointment and the staff are rude when you ask with help. "

"It is almost impossible for me to see a GP and sometimes takes months to even get an appointment. It's hard to say what I like when I can't even get an appointment to see my GP when I need it."

"I find it ridiculous you have to wait for sometimes over two weeks to see a GP given the amount of GPs in service at the centre. Wait times for even simple blood tests are over two weeks. Having to wait several days or over a week for a telephone appointment to then be told to be a further appointment means at times, waiting for a GP appointment is over 4 weeks. Working full time is incredibly frustrating when waiting for call or having to call for an appointment. Recently I was given a 5 hour window to expect a phone call - this is incredibly hard to manage while working in an SEN school."

"It is so difficult to navigate all the rules for online, phone etc with different times depending on what you want. People don't fit in to set slots to ring/go online and it is so confusing and annoying not being able to do what you need or speak to someone unless it is the acceptable time slot to be allowed to speak to someone."

"Difficult to book appointments via online request times as I often work during these hours. Outside of those hours system is closed and reception will not book appointments via phone unless for urgent cases. Access to GP booking should be fully open online during surgery opening hours to allow patients to request routine appointments. Very difficult to book with regular GP, always seems to be a different doctor."

"For 7 months I had been trying to book an appointment to obtain the results for a blood test. I tried in person, they told me ring in the morning between 08:00-10:00. I tried to book it online, they then sent me a text message with the same instructions.

I called approximately twice a week for 7 months and they couldn't offer an appointment as they were all fully booked for the day. I advised I'm happy to have a booking for the future, not the same day. On my last phone call, the receptionist told me "better luck next time" to get an appointment.

Very disappointing behaviour and extremely frustrating. I can't even ask for a repeat prescription as they aren't able to book an appointment for me."

"Having to book on line is a nuisance."

"Trying to book an appointment at this surgery is not a pleasant experience. There are so many hoops to jump through, you have to tell non-medical staff what your medical problem is and why you need to see a doctor. Sometimes reception staff will decide for you whether you need to be seen or not. You can only ring at certain times for certain queries. To book a routine appointment you have to submit all your details on line including your medical issue and then wait up to 24 hours for a receptionist to text you back with an appointment which may not be convenient."

"The appointment system is diabolical. It was bad with the telephone, but this system is worse. Just dreading the time I have an emergency."

"It is very difficult to get an appointment, virtually all the receptionists are very unhelpful. You can never get to see the doctor of your choice and when you already have mental health issues it just makes it worse. I am very disappointed in our surgery now."

"It's really difficult to get through on the phone, there never seem to be enough appointments and when you need an urgent one you are told to go to A&E. it's shocking."

"Won't accept appointment at the surgery only online."

"I keep missing the time to book an appointment online."

"Not being able to get an appointment easily. I only use doctors when absolutely necessary but still find it time consuming to book an appointment."

"Unable to get an appointment after 4 attempts. In the end went to an online GP for a referral. I have requested repeat prescription which hasn't been completed despite text messaging Telmex it has."

"We do not get a choice of doctor. Seeing different doctors every time makes it difficult for us to begin. "

"Trying to get an appointment is hard work confusing and sometimes impossible they have different times for different things online is hard work waiting time can be 15 to 20 minutes on a phone line being number 12 in the queue and trying to actually get an appointment as always three weeks away or call back tomorrow because we haven't got any appointments for the next three weeks

sometimes.”

“I do not even know who my allocated GP is, all the good GP's have left the surgery. I hate booking appointments because of the ridiculous pre-recorded message and annoying music. It is annoying to find you have only moved up 3 places after you have hung on for almost an hour.”

“The increasing reduction in face to face interaction and heavier reliance upon on-line solutions will only continue to alienate and isolate patients from accessing care when they need it. In particular the elderly and the non-computer literate will suffer.”

“Appointment system bit hard to understand.”

“The new online booking system is time consuming and wasteful.”

“Don't like the new system, too hard for the elderly to manage why can't you book an appointment at the desk. When you have a follow up appointment you see someone different County practice seems much easier.”

“They diagnosed me with tonsillitis over the phone. Didn't even look at my tonsils. Just listened to my voice over the phone.”

“I do not like the online booking service accurx. I cannot make routine appointments over the phone and cannot request a specific GP. I have an ongoing issue and see a different GP every time.”

“The Jubilee Medical Centre should make it easier for elderly people to access appointments with doctors without having to fill in an online form. Not all elderly people have access to computers and the Internet and this puts them at an unfair disadvantage. Elderly people should have the choice of seeing the same GP each time they see the doctor rather than different ones each time so that their care takes priority.”

“No continuity always seeing different GPs.”

“Interrogated in public hearing by reception. No idea who my doctor is. Never seen the same doctor if it's a doctor I see.”

“The doctors is a complete shambles and doctors are sparse too, you never see a doctor who you know or recognise and getting an appointment without going through a number of obstacles first is a nightmare.”



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