



# Enter & View Report

The Central Surgery

February 2025

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# Report details

Details of Visit	
Service Address	Brooksby Drive Oadby Leicester LE2 5AA
Service Provider	The Central Surgery
Date and Time	Tuesday 4 February 2025, 10am
Authorised Representatives undertaking the visit	Moraig Yates, Kim Marshall-Nichols and Riyaadh Mussa (staff)

## 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 not representative of the experience of all service users.

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 The Central Surgery.
- 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 but we received 0 responses. We spoke to three patients during the visit.

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

# Summary of the findings

## Summary

- Central Surgery has 8,200 registered patients.
- Limited number of clinic rooms; some office spaces have been converted.
- Building access is restricted due to steep stairs and no lift.
- Paid parking available opposite the building; one disabled parking space outside.
- Two toilets, one accessible; private clinic room available for breastfeeding.
- Confidential space available; accommodations made for patients with phobias or special needs.
- Blood pressure machine available; sign-in and video screens are broken and awaiting repair.
- Mixed seating, but no bariatric chairs.
- No children's play area, magazines or background music.
- Friends and family feedback available online; no suggestion box or forms in the practice.
- Recently transitioned to a cloud-based telephone system; positive patient feedback.
- Pre-bookable appointments available for routine care; same-day GP appointments through triage.
- Emergency cases identified by trained reception staff or escalated to on-call GP/A&E.
- Non-attendance followed up, especially for vulnerable patients and babies.
- Home visits triaged and managed by GPs or Home Visiting Service.
- Weekly ward rounds conducted at two local care homes.

- Social prescribing and carers support leaflets provided.
- Appointment and out-of-hours info posted on the door.
- Complaints procedure visible and available.

## Results of Visit

### The Practice

Central surgery has 8,200 registered patients.

Access to the practice is limited due to steep stairs and the absence of a lift. There is a paid car park located opposite the practice, with disabled parking spaces available.

Cleaning is managed by a contracted cleaner who visits daily, and we were told that a deep clean is carried out once every quarter. All observed rooms were clean and well-maintained. The premises include two toilets, one of which is accessible, and a private clinic room that can be used for breastfeeding.

### Reception and waiting areas

The reception area is welcoming, with a large, airy and warm waiting room that is nicely decorated. To support privacy, there is a spare clinic room kept free where patients can speak confidentially or where people with additional needs, can be seen. In one case, a patient who has a phobia of surgeries is accommodated in his car. The waiting room includes a blood pressure machine that provides private readings. While there is a sign-in screen and a video screen, both were currently out of order and awaiting repair.



Seating in the waiting area varies, with a mix of armchairs and bench seating, although no bariatric chairs were observed. The space overall is adequate, and hand sanitiser is available for patient use. Friends and Family (F&F) feedback can be submitted online, but there are currently no suggestion forms or a feedback box available. There are no magazines or reading materials, and the area lacks background music or sound. Additionally, there is no designated children's play area.

### Appointments

The practice has recently transitioned to a cloud-based telephone system in response to patient feedback. We were told that this new system has improved efficiency, allowing patients to see their position in the queue and receive a call back when it's their turn. Patient feedback on the change has been overwhelmingly positive. Additionally, the practice has now signed up for the GPIP (General Practice Improvement Programme).

Appointments can be booked via telephone, online, in person, or through a call back system. The practice also sends appointment links to patients who require routine services such as flu vaccinations. They use the AQRX platform and offer online consultations. Appointments with nurses, pharmacists and healthcare assistants can be scheduled up to six weeks in advance, while GP appointments are managed on a same-day basis through a triage system. If a patient needs support from a family member, pre-booking is available.

For emergency appointments, reception staff are trained to identify "red flags" and can either refer the patient directly to A&E or consult with the on-call GP to assess whether it constitutes a medical emergency. Patients also have the option to speak directly with an on-call GP.

In cases where an appointment is cancelled or missed, staff check whether the patient is vulnerable: for example, if there are safeguarding concerns and follow up accordingly. Regular non-attenders are sent a

questionnaire to explore whether additional support is needed. If the missed appointment involves a baby, a nurse will call to check on the situation. When patients contact the practice to cancel, efforts are made to reschedule where possible. Appointment reminders are sent out and cancellations can be made either by phone or online.

Home visit requests are initially triaged and, if appropriate, passed on to a GP or the Home Visiting Service, which is funded by the ICB. In some cases, clinicians from the practice may also carry out these visits.

The practice is responsible for two care homes in Oadby: Devonshire Court and Aigburth. A weekly ward round is carried out at each location.

Additional needs are thoughtfully managed within the practice. An accessibility lead is in place to oversee and support inclusive practices. Information is clearly communicated through easy-read notice boards. The premises are equipped with a disabled toilet, a hearing loop system and a ramp for improved physical access.

Deaf patients can communicate via AQRX, and wheelchair users are accommodated in designated rooms to ensure comfort and convenience. Additionally, the team offers flexibility in care delivery, as seen in the case of a patient with additional needs who is regularly seen in his car, in accordance with his personal preference.

Patients typically receive their test results through the NHS App or via a telephone call. They are encouraged to either check the app or contact the practice directly. Occasionally, results may also be shared online or through text messages. If any results are abnormal, the practice team will proactively reach out to the patient.

Issues related to appointments, such as requests for fit notes, sick notes, or medical letters, are managed through specific processes. Fit notes are triaged via AQRX, while medical letters are handled by the scanning team during dedicated administrative time.

## Accessibility

The practice has made several provisions for patients with disabilities. There is one designated disabled parking space available directly outside the building. Signage is visible and appropriately positioned for accessibility. Entry to the building is supported by both a ramp and steps, with clear notices displaying the practice's opening days and times.

Disabled toilets are available, although they do not have an alarm cord. A wheelchair is available for patient use, and a hearing loop system is also in place to assist those with hearing impairments.

## Information available to patients

The practice provides a range of health related leaflets, along with a hand sanitiser for patient use. Notices are displayed at an accessible height and in a clear, readable font. Information about activities, such as social prescribing and carers support, is available through leaflets.

Details about appointments and out-of-hours services are clearly displayed on the front door. The complaints procedure is posted on a noticeboard, with copies readily available. While a Carers Charter is not currently in place, data privacy and the use of health records are addressed through easy-read materials. Although there is a video screen, it was not currently in use during the visit.



## Patient feedback

We spoke to a group of patients in the waiting room, and two patients expressed that they had been sitting in the waiting area so long that they were now late for work.

One patient expressed about appointments by telephone were another problem.

Another patient mentioned that the receptionists were rude.

**Additional information**

The practice is planning to host IT sessions to guide people through online services. Extended hours are available from 6.30pm to 8.00pm. As part of the Oadby and Wigston Primary Care Network (PCN), patients can book evening and Saturday appointments. We were told that the main challenge identified is a lack of sufficient funding. With more emphasis placed on GPs, the effort to reduce hospital wait times is adding additional pressure on GP services.

The practice does not have an adequate number of rooms and the staff would like to have more rooms. They've transformed offices into clinic spaces. All patients can be seen on the ground floor.

**Staffing**

The practice has 30 members of staff. The pharmacy team consists of three independent pharmacists. Patients are invited to see them after tests, such as blood work. The pharmacists offer both same-day and pre-bookable appointments.

**Patient Participation Group (PPG)**

During the COVID-19 pandemic a lot of members had left the PPG. We were told the practice are in the process of setting up a PPG and have a meeting lined up.

**Patient feedback**

A survey was completed on the visit, where we asked if patients would like to take part in the survey and we received 3 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 Central Surgery:	
1	Consider all the comments recorded from patients and what the implications are for the operation of the practice.
2	Practice to consider proceeding with planning the IT sessions, as they will provide valuable support to patients in navigating online services and improving digital access.
3	Install an alarm cord in the disabled toilet to meet safety standards for patients with mobility challenges.
4	Consider providing paper suggestion forms and a feedback box in the waiting area to complement online feedback options.
5	Re-establish the PPG. Encourage patient sign-up by placing posters and leaflets in the waiting room and promoting it through text messages and the website.

# Service provider response

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

"We are happy with the report."

## Distribution

### **The report is for distribution to the following:**

- The Central Surgery
- 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](http://www.healthwatchll.com)



# Appendix 1: Survey Findings

## 3 Patients

Q1. When did you last visit your GP practice?

3 - In the last 2 years

0 - Over 2 years ago

Q2. How did you book your last appointment?

3 - Telephone

0 - Online Booking Services

0 - In Person

0 - Other (please specify):

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

0 - Very Easy

1 - Easy

0 - Difficult

2 - Very Difficult

0 - Not sure

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

0 - 1-5 minutes

0 - 6-10 minutes

0 - 11-15 minutes

2 - 15- 60 minutes

1 - Over an hour

**Q5. Are you happy with who you have seen at the time of your appointment?**

2 – Yes

1 – No

**Q6. In the last 2 years have you had a telephone or online consultation with a practitioner?**

3 – Yes

0 – No

**Q7. How satisfied were you with the appointment?**

0 – Completely Satisfied

0 – Very Satisfied

1 – Neutral

2 – Slightly satisfied.

0 – Not at all satisfied

**Q8. In the last 2 years have you had to book an urgent appointment?**

0 – Yes

3 – No

**Q9. Were you able to see a doctor or clinician on the same day for urgent appointments?**

0 – Yes

0 – No

3 – Unanswered

**Q10. How satisfied or dissatisfied are you with the practice opening hours?**

1 – Completely Satisfied

0 – Very Satisfied

2 – Neutral

0 – Slightly satisfied

0 – Not at all satisfied

**Q11. How satisfied or dissatisfied are you with the reception service?**

0 – Completely Satisfied

- 1 – Slightly Satisfied
- 2 – Slightly Dissatisfied
- 0 – Completely Dissatisfied

**Q12. How satisfied or dissatisfied are you with the prescription service?**

- 1 – Completely Satisfied
- 2 – Slightly Satisfied
- 0 – Slightly Dissatisfied
- 0 – Completely Dissatisfied
- 0 – Not used it

**Q13. How satisfied or dissatisfied are you with the quality of medical care and treatment at this surgery?**

- 1 – Completely Satisfied
- 2 – Slightly Satisfied
- 0 – Slightly Dissatisfied
- 0 – Completely Dissatisfied

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

“Receptionists are hit or miss whether they're helpful or not. Doctors do not know the answers to mine or my daughter's questions on either appointments.”

“I recently asked to be referred for a coil change. I was told to call a specific provider. I was given the wrong number to call and the wrong information about booking my appointment by the surgery reception during multiple phone calls.”



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