



Enter & View Report

Clarendon Park Medical Centre

November 2025

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Report details

Details of Visit	
Service Address	Clarendon Park Medical Centre, 296 Clarendon Park Road, Leicester, LE2 3AG
Service Provider	Willows Group LTD
Date and Time	Monday 24th November 2025, 10am
Authorised Representatives undertaking the visit	Dulna Shahid (Staff) 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 staff members who are trained Enter and View Authorised Representatives who carried out the visit on behalf of Healthwatch Leicester and Leicestershire.

Purpose of the visit

- To gather patient views of the service provided at Clarendon Park 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 team 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 **310** responses.

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

Summary of the findings

Summary

- Clarendon Park Medical Centre has approximately 5,000 patients.
- Step-free access is available at front and rear entrances.
- There is a small parking area at the back of the practice.
- A small foyer leads to the reception and main waiting area; 3 waiting areas and 7 consultation rooms.
- Bright, clean interior with clear signage; opening days and hours displayed.
- Staff observed interacting well with patients; support offered for NHS App queries.
- Breastfeeding-friendly; accessible toilet and baby changing facilities with handrails and alarm cord.
- Noticeboards display health information, CQC report, complaints procedure, chaperone info, data privacy, and out-of-hours info.
- Right Care, Right Place survey and leaflets available.
- Reception poster explains phone handling by staff from other sites.
- Both in-person and telephone appointments offered; patients informed which clinician is available.

310 patients responded to the survey

- 70 patients (23%) said that it took them **1-5 minutes** to get through to the practice by telephone, however 64 (21%) of patients said that it took them **16-60 minutes** to get through to the practice by telephone.
- Comments were made about 'difficulty' with booking appointments and not being able to book appointments.
207 (67%) of patients have said they were offered a same day appointment at the practice with a doctor.
- The last time a patient requested an urgent-same day appointment, 43 (21%) of patients said they were

offered a same day appointment at the practice with a doctor, however 64 (31%) of patients said they were asked to call back later or the following day and (37) 18% were not offered an appointment or any of the alternatives listed.

- 150 (49%) patients have rated the practice opening hours as 'Excellent' or Good'.
- 172 (55%) patients have rated the Reception Service as 'Excellent' or Good'.
- 193 (63%) patients have rated the quality of medical care and treatment as 'Excellent' or Good'.
- Comments were made about staff being accommodating and helpful.

Results of Visit

The Practice

Clarendon Park Medical practice has approximately 5000 patients. The practice is a large purpose-built building. The practice is clearly signposted from the outside. Access to the entrance of the practice is available via steps or a step-free ramp, there is also a step-free ramp around the back of the practice.

There is a small parking area available around the back of the practice.

Upon entry there is a small foyer which leads to the reception and main waiting area; there are 3 waiting areas and 7 consultation rooms. There is a lift, however it is not in use as due to funding the practice is unable to get the parts needed. We were told that patients who are wheelchair users or have mobility issues are supported, as there are multiple step-free access points to the practice, and a consultation room is made available on the main floor. The internal décor of the practice is bright and clean. The practice has clear signage and has opening days and hours clearly displayed.

Reception and waiting areas

During the visit, we observed patients coming in and being directed to the appropriate waiting area they needed to go to. Located on the reception desk and in waiting room 3 is the Friends and Family box and forms. Hand sanitisers are available throughout the practice. There are reading materials such leaflets and posters available in all waiting areas. Background music is played in two of the waiting areas.



The main waiting area is slightly bigger with ample seating; there is a self-check in screen but in the day of our visit it was out of order. Patients were checking in at the reception desk, we observed staff interacting well with patients, at one point the reception staff had come out of the reception area to help support a patient regarding the NHS App.

We were told if a patient required a confidential area, the manager's office and common room is available to use.

Waiting room 2 is a little smaller, it has 5 chairs, comfortable, some with armrests. Waiting room 3 is located on the first floor, it is similar in size to waiting room 2, there are soft chairs available.

We observed clinicians coming out to call patients in. There are two tv screens, both were not in use. In the small foyer there is a prescription request box.

Appointments

Patients can book appointments using the online system, in person, and telephone. There is a call back system available. We were told patients can also write in to the practice. We were told there are 48 hours appointment booking slots and a week in advance booking slots for patients wanting to book appointment in advance. There are emergency appointment slots available for patients however patients will also get directed to

appropriate place if required.

We were told patients do get text message reminders to inform them of their appointment. Cancelled appointments are managed by patients calling into the practice to cancel, staff will try to rebook the appointment if appropriate. We were told when a patient is cancelling an appointment, depending on the reason, the patient is offered a call back appointment if the patient is unable to come in.

Queries that arise regarding appointments—such as when someone is requesting a fit note, sick note, or medical letter—are resolved by using separate slots for medical notes and sick notes and a doctor will contact the patient regarding those.

When asked, “Are you offering patient choice on which clinician they see at the time of the appointment? Are they in-person or telephone appointments?” we were told both in-person and telephone appointments are offered, and they will let patients know which clinician/ doctor is available.

There is a dedicated pharmacy team who work across the Willows group, they will review and manage patient medication. The process for a home visit is that the patient would call in, and it will be put to the GP who will then decide whether it is a home visit or if it can be a telephone appointment. Also, it can be outsourced, and the practice will use DHU Healthcare.

When asked, “How are patients with additional needs managed? For example, learning disabilities or mental health,” we were told patients are reviewed every year. The staff know them very well and they have regular talks with the patients. When booking in, staff will try to get them in with a GP that they are familiar with.

Translation service is available for patients who require it. When asked, “How do patients receive test results? What is the system in place?” we were told that patients can call in and ask about their test results. Results can also be viewed in the NHS App. Doctors will arrange call backs if required.

Accessibility

The practice encourages breastfeeding as there are ‘Breastfeeding welcome here’ notices around the practice: There is an accessible toilet/ baby changing, it is spacious, clean, free of odour, it has handrails and alarm cord.

We were told wheelchairs can be arranged if patient requests, most patients come in with their own. Access to the other waiting rooms is via the stairs. When asked how patients who are unable to use the stairs are accommodated, we were told a room would be made available for the patient on the main floor near the reception area. If a patient is a wheelchair user, they would use the step-free access and would be accommodated accordingly.

Information available to patients

Around the reception and 3 waiting areas there were multiple notice boards with information available for patients. There is health related information displayed such as mental health support, managing referrals online, diabetes information, Active Leicester, breast cancer poster, maternity support etc. The CQC report and the complaints procedure is displayed. There is a poster with information about getting a chaperone.

There is an information poster on data privacy and how the practice uses health records. Out of hours information is displayed. On a table in the main waiting area there was the right care, right place survey and leaflets.



There is an information poster displayed at the reception window indicating that reception will close at 5pm, the phone lines will remain open till 6.30pm alongside information about the telephone calls being answered by staff from different practice sites to alleviate pressure for the site staff.

Patient Participation Group (PPG)

We were told there are 40 PPG members across the entire Willow Group site and that they hold quarterly meetings. We were told patients are encouraged to join the PPG.

Patient feedback

During our visit we spoke to two patient who shared their experience.

Patient A said: “Doctors are lovely, last week I had to ring every day at 8am and when I got through, I would be told no appointments. When I got an appointment on Friday, they didn't have a doctor – it was a health practitioner, nobody told me this was happening, I said I needed to see a doctor as the appointment was for my baby, but I was told on a Friday there is no doctor. Receptionist is good, most of them are good, the nurses, midwife are great. When getting an appointment for my baby, it is important and finally got one.”

Patient B said: “One thing you don't get here is see the same the doctor to build that rapport, also can't walk in to make appointments, have to call in at 8am. I will call at 8am and I am number 18 in the queue. I don't think the care is there, you get a 10-minute consultation, you can only talk about one thing, if you want to talk about other issues you have to make another appointment. Loads of time I have called, and they said no appointment, I requested a call back and I did not get it.”

Biggest Difficulty/ Challenge

When asked, “What is the biggest difficulty/challenge?” We were told was about funding being cut. More funding is needed to develop and maintain services, so the practice must work within a set budget.

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 310 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 Clarendon Park Medical Centre:

1	Review the responses and themed comments to prioritise improvements in accessing appointments, continuity of care and digital access.
2	Offer patients appointments with the same doctor or clinician whenever possible to ensure continuity of care.
3	Review the handling of appointments to ensure all patients are given the appropriate triage when they call the practice.
4	Look to repair the lift and check-in screens.

5	Consider using the TV screens available to display health information.
6	Route calls back to local practice reception instead of external call centres where possible.
7	Work with the Integrated Care Board (ICB) to tackle funding challenges and secure the resources needed to make meaningful improvements to the practice.

Service provider response

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

“I would like to respectfully express my reservations about using patient feedback as a benchmarking tool. While patient feedback can offer useful qualitative insights, it is inherently subjective and often influenced by individual expectations, emotions, or isolated experiences. As such, it may not reliably reflect overall performance or quality of service, and in some cases can be disproportionately shaped by dissatisfaction unrelated to measurable care outcomes.

By contrast, objective indicators present a more consistent and verifiable picture of performance. For example, call statistics and other operational data do not support some of the negative conclusions implied by feedback. In addition, the practice performs very favourably against established standards in areas such as required signage, facilities, cleanliness, and the provision of patient information posters. These are tangible, observable measures that demonstrate compliance, organisation, and a positive patient environment.

It is also important to note the significant increase in clinical capacity since Willows took over in 2022. Prior to this, the average number of appointments available on a Monday was approximately 15, compared with a current average of around 55. This represents a substantial improvement in access and service provision that is not reflected in the feedback being used for comparison.

Given these factors, I am concerned that some of the feedback may be influenced by broader negative narratives around general practice, which have been widely amplified in public and media discourse, rather than by the actual performance or standards of the practice itself.

The discrepancy between objective measures and elements of subjective feedback raises concerns about the validity of extrapolating broader performance judgments from feedback alone.

In my view, patient feedback is best used as a supplementary source of information rather than a primary benchmarking metric, and should be interpreted alongside objective, quantitative measures to ensure a balanced and fair assessment.”

Distribution

The report is for distribution to the following:

- Clarendon Park Medical 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

Appendix 1: Survey Findings

310 Patients

Q1. When did you last visit your GP practice?

(189) 61% - In the last 3 months

(56) 19% - In the last 6 months

(31) 10% - In the last year

(13) 4% - 1-2 years ago

(21) 7% - Over 2 years ago

Q2. How did you book your last appointment?

(218) 71% - Telephone

(31) 10% - Online booking services

(6) 2% - NHS App

(29) 9% - In person

(5) 2% - Someone else booked for me (e.g., family, carer)

(20) 6% - Other (please specify): "Via NHS 111", "Initially on the phone, but the person who I spoke to on the evening wanted a GP to see me in person the following day, so they booked that for me." "The practice contacted me." "GP sent the message for appointment to me." "ICB" "Email" "Urgent face to face plea at surgery."

1 - unanswered

Q3. When you last contacted the practice by phone, how long did it take you to get through?

(9) 3% - Less than 1 minute

(70) 23% - 1-5 minutes

(51) 16% - 6-10 minutes

(56) 18% - 11-15 minutes

(64) 21% - 16- 60 minutes

(18) 6% - Over an hour

(29) 9% - I used the call-back function

(12) 4% - Not applicable - I have not contacted the practice by phone

1 - Unanswered

Q4. In the last two years, have you attempted to book an appointment where you needed to see a doctor or clinician on the same day?

(207) 67% - Yes

(87) 28% - No

(16) 5% - Can't remember

Q5. The last time you requested an urgent same-day appointment, what was the outcome?

(43) 21% - I was offered a same day appointment at my GP practice with a doctor

(10) 5% - I was offered a same day appointment at my GP practice with a different professional

(12) 6% - I was offered a same day appointment elsewhere (such as at a nearby practice or healthcare hub)

(15) 7% - I was offered an appointment for another day

(26) 12% - I was signposted to an alternative service

(64) 31% - I was asked to call back later or the following day

(37) 18% - I was not offered an appointment or any of the alternatives listed above

103 - Unanswered

Q6. Please rate your most recent experience with the practice on the following aspect: Not all chose answer choices.

Answer Choices	Excellent	Good	Neutral	Poor	Very poor	Not applicable/ Not used	Response Total
Telephone service to book appointments	7% (23)	24% (73)	15% (47)	20% (62)	29% (89)	5% (16)	310
Practice Opening hours	8% (23)	41% (127)	32% (98)	11% (35)	6% (20)	2% (6)	309
Reception Service	18% (57)	37% (115)	24% (73)	9% (28)	10% (30)	2% (7)	310
Repeat prescription service	20% (62)	37% (115)	14% (43)	9% (28)	4% (11)	16% (51)	310
Quality of medical care and treatment	16% (48)	47% (145)	20% (63)	7% (22)	7% (23)	3% (8)	309
Face to face appointments	19% (57)	45% (140)	14% (44)	7% (23)	11% (34)	4% (11)	309
Online appointments	3% (10)	14% (43)	14% (45)	7% (21)	10% (30)	52% (160)	309
Telephone appointments	6% (21)	29% (89)	21% (65)	14% (42)	15% (45)	15% (46)	308
Ease of accessing information (website, emails, SMS reminders)	9% (28)	38% (118)	24% (74)	11% (36)	10% (30)	8% (24)	310

Q7. Do you have any other feedback about your experience with your GP practice? What do you like most and what could be improved? *Key themes that have emerged: difficulty accessing appointments, when calling – call answered through a call centre, continuity of care and seeing the same GP and digital access.*

Likes:

“My personal view is that all are friendly but professional. It's the personal touch as most know me after all these years, and we need one to one interaction which we get.”

“I have found that my experience with the GP practice to be very good, the staff are professional and understanding and very helpful. As I know nothing is ever perfect, but I feel in my experience, the practice is run well, I personally have not encountered any problems. So, any improvements would just be an added bonus!”

“I was relieved and thrilled to be given an appointment on the day I rang up. The GP was great. However, I have to wait another fortnight for blood tests, this should be improved.”

“Always accommodating and helpful.”

“I went to see the nurse yesterday, what a wonderful lady couldn't do more for me. She got the nurse to do my bloods and the doctor as well. Got me an appointment between 8.30am and 4.30pm at Glenfield opening hours, just trying to find someone to take me as I've not been at my house in many years this year, I've only been out three times so I need someone to be with me but other than that, I've had the best treatment in one day than I ever had in my life, thank you so much.”

“My GP is a very motivated person.”

“Given national headlines about difficulties getting appointments, I was pleased to be able to get same day appointments on recent occasions when I phoned at 8am. I found the GP/medical practitioner helpful and understanding on the occasions I visited. I found one of the reception staff particularly helpful and understanding too, when I called in with a concern.”

Mixed:

“The lady who works in the actual reception is fantastic. However, the call centre is ridiculous and very rude.”

“Add more GP staff to increase appointment capacity at the Practice and to have GP appointments available to book not only on the day and bookable online or by phone.”

“Seeing different GP for same condition and its follow up is difficult. Better to go with same GP as both have different opinions. If one says ok other says it's not ok. Some GPs are doing trials by just googling, very lack of knowledge and not adequate senior doctors available. Wait time to get prescription is also long sometimes as

GP forgetting to sign. Most receptionist are polite and friendly.”

“Reception face to face good. Phone calls go to 'call centre' India I believe, sometimes difficult to understand. Can see doctor/nurse in other GP practice who are part of Willow Group.”

“The care from the GP’s and doctors at this practice is outstanding. I swapped from another GP that had failed me and coming here was a breath of fresh air. I feel heard and looked after and I could not recommend enough. The receptionists are also so friendly and helpful. The only negative I would say is that I don’t really like the new system where the phone is directed to a companywide call centre and not to my practises reception. I have found this frustrating when chasing up paperwork and can’t get a direct answer.”

“Generally speaking, seeing a GP is good. However, there hasn’t been a nurse at the Clarendon Park Surgery for a couple of years. As a patient who does not drive, this becomes a little problematic when you have regular blood tests and have to get yourself across to different parts of the city. I’m glad of the service provided by other surgeries, but this problem of no practice nurses should have been addressed by now. The reception service has improved immensely over the past couple of years, congratulations to the reception team. I no longer dread calling, and find the service professional, helpful, and friendly.”

“I like that there are different option’s where you can go if your own practice cannot book you in. Seeing a different doctor when you have a follow up appointment. You have to explain why you’re there and it’s like having to start from the beginning again.”

“There are never any bookable appointments available. The wait for blood tests has been as long as 3-4 weeks. The standard of doctors varies hugely - there is 1 excellent doctor and others not good. The pharmacist is excellent.”

“My experience has mostly been very positive. Though I have got the impression recently that they might be quite short staffed as a couple of times my wife and I have called at 8am and been maybe eighth in the queue, but then 5 minutes later when I reach the front all the appointments for the day have somehow already gone.”

“Receptionists and nurses are good. Doctors are non-existent ever since the amalgamation of the practice. The fact that it is a large group doesn’t make it easier to access a doctor.”

“The quality of the medical advice and care is excellent, but it is so difficult to get an appointment that I fear health conditions suffer from the delay in being assessed. On several occasions my only resource was to go to the walk-in clinic in Oadby. I have no idea how the appointment situation can be resolved with the sheer number of patients seeking time to see a doctor. When an appointment is available, the treatment/ advice is very good.”

Dislikes/improvements:

"It's so hard getting a GP appointment in the first place."

"Ring at 8, number 10 in the queue and told all appointments have gone."

"The only type of appointments offered seem to be same day. Even calling at 8am does not guarantee an appointment. There is no way to book a non-urgent appointment for a later day."

"I have found the difficulty in accessing appointments really disappointing. I am a generally healthy person who fortunately does not need to use the NHS very regularly. However, as a person approaching 70, I would like to feel confident that any issues I might have would be addressed quickly and without difficulty accessing appointments. I am surely entitled to my share of the NHS as thus far I have not been an expensive patient and do not trouble them unnecessarily."

"It's so hard getting a GP appointment in the first place, and if you luckily do, you are most likely to see a random doctor who really can't be bothered to take time and think how to help. You are usually told it's nothing, take painkillers, or come back if it continues. I usually have to seek medical advice privately."

"Not enough appointments, reception staff are rude, opening times don't help people working full time. Easier to go to hospital than to get an appointment."

"Very hard to get through to the reception and very hard to get an appointment each time I wanted an appointment I had to call for a few days as there was no space."

"I was told I needed to speak to a doctor about multiple problems that flagged in some blood tests (that had been ordered as a result of significant concerning symptoms). I tried for two weeks to get an appointment. Three times I was told that the practice was only open for a half day (I couldn't do morning) and other times I couldn't get through/there were no more appointments. Finally, after exasperation, I was allowed to pre-book a telephone consultation for the following week! The doctors have always been great, but goodness me the organisation, helpfulness of reception staff and ease of booking/availability of appointments is absolutely disgraceful now."

"Call centre poor need to be able to contact own practice."

"Reception is dire they do not understand you and they speak very bad broken English when I spoke to someone the other day it sounded like a call centre, there were children screaming in the background it was very noisy."

"Please get rid of call centres. They are absolutely rubbish."

"I appear to be unable to contact my practice directly - ever. The last two/ three times I have tried to book appointments I have been routed to what sounds like a call centre. The men I have spoken to there are able to book appointments at one of the five or so GP practices that have formed a little grouping but are utterly unable (through no fault of their own) to do ANYTHING beyond this. They do not know what the Leicester Royal Infirmary is. They cannot answer questions about the appointment. They do not have the ability to put you through to the actual practice in order to deal with these things."

"Since my practice has outsourced the phone service to an Indian call centre it is difficult as the call handler doesn't always understand what I'm saying. There are language issues for some."

"The telephone booking system is abysmal calling a call centre in India where their English isn't great just adds to the utter frustration especially if all you want is to talk to the receptionist at the surgery."

"Generally, a terrible GP practice - standard of care is poor, you never see the same doctor twice and on at least 2 occasions I've been misdiagnosed or fobbed off."

"Trying to get a same day appointment is impossible. Seeking the same doctor is impossible."

"The doctors within the practice are always changing. Difficult to see the same doctor."

"It's potluck if an appointment is given at your own surgery and you never see the same person twice. Online and NHS app not used to its full capacity. Triage forms as per Government Policy which commenced on the 1st of October not being used. Reception staff excellent and try their best to find alternative appointments or if appointments available elsewhere but this is restricted."

"Unable to see the same GP for my mother 92 with dementia. They are unable to treat her properly without my intervention as they do not know that she always says, 'I'm ok now thank you very much.' The company that answers the phone told me that that I need to go into reception for prescription changes as not available in chemists. Very poor service and very dangerous. Never have appointments available to book! Only offer NHS 111. NHS 111 refuse to see my mum as she has dementia and lives alone with carers 4 times a day. She is unable to ask their questions."

"The online service is 3rd world, completely non-existent booking and records service. There's no point seeing a practice nurse as the last time I had to suggest what tests to perform for my stomach issue!! We only stay at Clarendon Park because of the doctor. If he leaves or the building falls down, which is likely then we will leave."

"Impossible to get a GP appointment at all on the day and the pre-bookable hardly ever come up, a complete

disaster the care is excellent but compromised by lack of access to a GP.”

“Difficult to speak to the practice without going through outside call handlers.”

“Airmid rarely have bookable appointments or well in the future. Phone lines keep you waiting so the appointments are all gone.”

“Challenges accessing Airmid/ NHS information for my son’s health record despite having proxy settings set up. Can access medication/ repeat prescription for him but not any health information despite numerous times discussing with the practice.”

“It is not easy to book online appointments so this could be improved.”

“Unclear the best way to access a GP and repeat prescription. Unable to access records, information online.”

“Improve continuity of care and ability to make a follow up appointment with doctor of choice. Easier access to face-to-face appointments as I wear hearing aids and struggle with telephone appointments and making appointments over the phone. Feeling that the doctor is addressing you in a consultation and not the computer screen.”

“My prescription ran for 2 extra times, then went back to being requested for each renewal. No change in prescription.”

“Prescriptions-I receive all medication I have specifically CROSSED OUT on my script but do not receive those I have requested. I have a cupboard full of unwanted medication; it will expire before I use it all.”



Healthwatch Leicester and Healthwatch Leicestershire
9 Newarke Street
Leicester
LE1 5SN

www.healthwatchll.com
t: 0116 257 4999
e: enquiries@healthwatchll.com



@HealthwatchLeic