

Enter & View Report

Sayeed Medical Centre

December 2025

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Report details

Details of Visit	
Service Address	Sayeed Medical Centre, 352-354 East Park Road Leicester LE5 5AY
Service Provider	Willows Group Ltd
Date and time	Tuesday 9 December 2025, 10am
Authorised Representatives undertaking the visit	Chris Bosley Lee Wyatt

Acknowledgements

Healthwatch Leicester and 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 Leicestershire.

Purpose of the visit

- To gather patient views of the service provided at Sayeed Medical Centre.
- To observe the facilities and operation of the service.
- To observe patient access.

Methodology

This was an announced Enter and View visit.

We contacted the Practice Management Team in advance and had access to communal areas during our visit.

The visit was observational, involving the Authorised Representatives observing the surroundings to gain an understanding of how patients engaged with reception staff and the facilities.

To reach patients, we spoke to the management team prior to the visit about using the GP text messaging service. The text message was sent to the patients and we received **187** responses.

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

Summary of the findings

Summary

- Sayeed Medical Centre is located on East Park Road, serving approximately 4,000 patients, predominantly working-age adults and children, with a high proportion of South Asian families.
- The practice operates from converted, NHS-owned premises with good physical accessibility, including ramped access and automatic doors.
- All clinical rooms are on the ground floor; public areas were clean, tidy and well maintained.
- Reception and waiting areas were spacious, with adequate seating.
- Hand sanitiser units were present but empty at the time of the visit; information screens were out of order due to IT compatibility issues.
- Appointments are offered through a mix of online, telephone and triaged systems, with booking handled partly by an overseas call centre.
- Same-day and urgent appointments are prioritised, particularly for children and vulnerable patients.
- The practice offers reasonable adjustments, including longer appointments, translation services, and British Sign Language (BSL) access via a QR-code App.
- Medication management and test results are handled centrally through the Willows Group, with pharmacists playing a key role.
- Staffing is shared across the Willows Group, allowing access to specialist teams.

187 patients responded to the survey

- 22 patients (12%) said that it took them **1-5 minutes** to get through to the practice by telephone, however 65 (35%) 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 online.
137 (73%) 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, 33 (24%) of patients said they were offered a same day appointment at the practice with a doctor, however 39 (29%) of patients said they were asked to call back later or the following day and 28 (21%) were not offered an appointment or any of the alternatives listed.
- 99 (53%) patients have rated the practice opening hours as 'Excellent' or 'Good'.
- 90 (48%) patients have rated the Reception Service as 'Excellent' or 'Good'.
- 118 (63%) patients have rated the quality of medical care and treatment as 'Excellent' or 'Good'.
- Comments were made about staff being helpful and receiving good service.

Results of visit

The Practice

The Sayeed Medical Centre is on East Park Road, close to other community services. It has approximately 4,000 patients registered with a mixed age range, dominantly working age and children. A high proportion are South Asian families.

During our visit, we spoke with the Site Manager, who is based at the Evington Surgery and is responsible for both practices. We did not speak with any other Sayeed Practice staff. The practice does not serve any residential care homes. Instead, the Willows Group has a GP for care homes and a nurse overseeing palliative care.

The practice is housed in converted double fronted adjoined houses on a main road. The building is owned and managed by NHS Property Services. There are shops and pharmacy on the opposite side of the road. A very small sign with the practice name is on the exterior wall. There were no opening times display. There is a sign for prescription drop off and an out of hours doorbell/ intercom.

There is public street parking space either side of the busy road, including one disabled space outside the practice. However, use of these is not under the practice's control.

Public access is via double automatic doors with a slight inclined ramp from pavement.

All clinical rooms are on the ground floor (3 GP rooms and 1 healthcare assistant room) with administration offices on the first floor. The internal décor is plain cream coloured and clean, giving a tidy and smart appearance to the public spaces.

Reception and waiting areas

A large waiting area with plenty of chairs in rows, some with an arm rest, but no bariatric chairs. Very few patients were in the waiting room whilst we were there. Patients were being seen quickly at reception. A sign-in screen was positioned close to the entrance to the room.

The reception desk at the side of the waiting area does not allow space for privacy. We were told that the breast-feeding room can be used if needed for confidentiality.

There are two hand sanitisers one on the wall and one at the reception desk, but both were empty when we were there.

We did not observe any background music or sounds. No reading materials available.

There are two video screens, both currently out-of-order. We were told that this was due to the current hardware not being compatible with Windows 11. The Manager was not confident that the IT agency, Leicestershire Health Informatics Service, would have the funds to be able to rectify this in the foreseeable future.

When ready, patients were being collected in person by their clinician. There is a small alcove with a wall mounted play board for children.

There are two toilets at the back of the waiting area. Both were very clean and well equipped. There is a separate breast-feeding room.

Appointments

The Site Manager explained to us how appointment booking was managed.

There are three sessions each day, each with one GP. Online appointment bookings are open at 6am and phone bookings at 8am. In person bookings are also possible but are discouraged. Phone contacts are handled by an India based call centre.

An online cloud-based portal is also used for messaging the practice. Patients can request appointments and ask questions. An appointment can then be offered if required.

Patients can book up to 48 hours ahead. These requests are triaged and appointments made if necessary. One week ahead has been tried by the practice but there was a very high Did Not Attend (DNA) rate and so was not continued. If all slots are taken, alternative services e.g. NHS 111 or pharmacy are advised.

Slots within each session are reserved for urgent need, particularly for children or vulnerable adults.

Patients requesting home visits are triaged by a GP. There are only few patients needing home visits (approx. 1 a month).

Extra time (up to 40 minutes) allocated for specific patients with additional needs. The practice nurse who is available over 2 sites and has been at the practice for 20 years has a long-term awareness of the needs of these patients and can be involved at the appointment.

The staff have a range of languages. When necessary or requested, the Wordskii telephone translation service is used.

Appointment cancellations can be made online, NHS App or by phone.

Fit note requests are allocated 5 min appointments (2 slots on rota per GP session). Requests by phone are managed by sending a link to a request form for the patient to fill in. Medical letters are handled by a central non-NHS Willows Group team which covers private services.

If available, patients can request a male or female GP and either a telephone or face-to-face appointment. They are not offered the choice of a specific GP.

Medication

The central Willows Group have a Pharmacy team of 13 who handle all medication reviews, repeat prescriptions and chronic care patients. They contact patients as required (e.g. when tests are needed). If something arises that the Pharmacist cannot deal, they will refer to a GP.

Accessibility

There is a low-level reception desk. Most signage and notice boards are at viewing height.

Access to building is easy via a slight inclined ramp from pavement, automatic doors and a level floored entrance.

No wheelchairs are available. We were told that any patients who needing them brought their own.

One of the two toilets is for disabled patients. This is spacious and had a safety cord and support rails in place.

There is no hearing loop. However, A notice with a QR code link to a British Sign Language App enables direct translation. We were told that this has been in use for 3 months and a signing patient has found this very useful.

Information available to patients

There are two leaflet racks on the walls around the spacious entrance and one noticeboard next to reception area. These cover a range of medical concerns. Booklets for carers were on a windowsill.

We did not see any notices regarding social prescribing, the appointment system or out-of-hours provision. We were told that information about the appointment system and out-of-hours provision is available on the Willows website.

One notice was a detailed 2-page A4 sheet in small font size explained the complaints procedure. The manager was not sure if the reception had a copy of this to hand out.

A QR code notice next to reception provided a link to information about Data privacy and patients' health records.

The practice does not have its own website. It is included within the Willows Group corporate site. There is limited information about the specific practice and it does not include the full names or photographs of GPs.

Staffing

One GP is always on site during opening hours. Three salaried GPs cover the practice [*We are not sure whether they are from a central pool of GPs within the Willows Group of practices.*]

Other staff are shared within the Willows Group that covers the needs of all their GP practices across Leicester. This includes four nurses, pharmacists, social prescribers and a specialist wound care team. The manager said an advantage of being part of the Willows Group was this ability to share specialist teams. Another advantage is quicker decision-making as the central management can take decisions without consulting external practices.

The manager said her biggest difficulty is lack of funding, particularly for GP time, although GPs are not difficult to recruit. There have been very few applications for administration roles and nurse vacancies compared to past years.

Patient Participation Group (PPG)

We were told that there is no PPG for the practice. The Willows Group has a joint PPG. About 40 patients attended their last bimonthly meeting (including 2 from this practice).

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 187 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 Sayeed Medical Centre:

1	Review the responses and themed comments to prioritise improvements in accessing appointments, addressing dissatisfaction with call centre and telephone access and improve digital and online booking systems to enhance the patient experience.
2	Practice to consider whether a small practice-based PPG would aid more local engagement and communication with their patients, than the large group-wide meetings.
3	Ensure practice opening hours and out-of-hours information are clearly displayed within the practice and easily accessible to patients.
4	Consider reviewing how the corporate services, particularly the call centre, can best engage with and provide for the needs of the Sayeed Medical Centre patients.
5	Where appointments are available, ensure patients have access to online booking to improve accessibility and choice.
6	Continue working with the IT agency to ensure the screens are fully operational. Once in use, the screens could be used to share clear and accessible health information for patients.

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:

- Sayeed Medical Practice
- 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

187 Patients

Q1. When did you last visit your GP practice?

117 (63%) - In the last 3 months

23 (12%) - In the last 6 months

25 (13%) - In the last year

11 (6%) - 1-2 years ago

11 (6%) - Over 2 years ago

Q2. How did you book your last appointment?

136 (73%) - Telephone

10 (5%) - Online booking services

9 (5%) - NHS App

10 (5%) - In person

9 (5%) - Someone else booked for me (e.g., family, carer)

13 (7%) - Other (please specify): "The receptionist." "Surgery call me." "Telephone, online booking and NHS App." "I had to go through III to get an appointment." "Contacted by GP." "Personal walked in."

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

4 (2%) - Less than 1 minute

22 (12%) - 1-5 minutes

26 (14%) - 6-10 minutes

28 (15%) - 11-15 minutes

65 (35%) - 16- 60 minutes

19 (10%) - Over an hour

14 (8%) - I used the call-back function

8 (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?

137 (73%) – Yes

37 (20%) – No

13 (7%) – Can't remember

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

33 (24%) – I was offered a same day appointment at my GP practice with a doctor

4 (3%) – I was offered a same day appointment at my GP practice with a different professional

6 (4%) – I was offered a same day appointment elsewhere (such as at a nearby practice or healthcare hub)

13 (10%) – I was offered an appointment for another day

12 (9%) – I was signposted to an alternative service

39 (29%) – I was asked to call back later or the following day

28 (21%) – I was not offered an appointment or any of the alternatives listed above

52 – 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	(11%) 20	(22%) 41	(20%) 37	(12%) 23	(34%) 65	(1%) 1	187
Practice Opening hours	(17%) 31	(36%) 68	(31%) 58	(7%) 13	(8%) 16	(1%) 1	187
Reception Service	(16%) 30	(32%) 60	(23%) 44	(14%) 26	(14%) 26	(1%) 1	187
Repeat prescription service	(22%) 41	(34%) 63	(18%) 34	(6%) 12	(6%) 11	(14%) 25	186
Quality of medical care and treatment	(20%) 37	(43%) 81	(19%) 36	(6%) 11	(9%) 17	(3%) 5	187
Face to face appointments	(24%) 45	(39%) 72	(15%) 27	(6%) 12	(13%) 24	(3%) 5	185
Online appointments	(6%) 11	(18%) 34	(14%) 26	(9%) 16	(22%) 40	(31%) 58	185
Telephone appointments	(11%) 20	(29%) 53	(17%) 32	(12%) 22	(24%) 44	(7%) 14	185

Ease of accessing information (website, emails, SMS reminders)	(12%) 23	(33%) 61	(25%) 47	(9%) 16	(10%) 18	(11%) 20	185
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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: Difficulty accessing appointments, dissatisfaction with the call centre and telephone access, and limited or no access to online booking system.

Likes:

“Receptionists are very helpful and my GP is excellent best doctor.”

“Very helpful consultation excellent service. Thank you.”

“All good!”

“Is good all time.”

“I am happy with GP Surgery.”

“Good customer service.”

“Good services.”

“I like to say that when we contact GP for our health problem they will take our phone seriously and give us a face-to-face appointment with doctor.”

Neutral:

“The practice GP are excellent. Management is very arrogant as are one or two receptions.”

“It is hard to book an appointment, and I can never find any appointment available online. The doctors and the nurses are good and kind.”

“My experience on GP is good, but an appointment time was too much they do not give an appointment on a same day and it will take time to pick up a call. It’s ok good experience till now.”

“GP is good, but the reception is very poor talking and caring for the patient.”

“Face to face appointment was good. Telephone appointment is poor and has no guidance.”

“There is a lot that can be improved at the GP practice unfortunately. It is just becoming worse as days go by which is quite very disappointing. Firstly, I am quite confident when I say I speak for majority of the people when I say that most patients don’t even get the motivation to TRY and book an appointment and the reason for this is EVERYTIME when an attempt on trying to book an appointment through the phone (the calling at 8 and booking) it is quite literally just impossible, by this I mean the waiting period will be at least approximately 20/30 minutes and thereafter when it DOES go through and someone from the reception answers they get to the bottom line of “sorry there is no appointment available for today, call tomorrow to book” which is quite VERY agitating, disappointing and just absolutely ridiculous. And you may ask why not book another way i.e. through the app. Well as you may know that majority of your patients who are registered with Sayeed

medical are typically from various different backgrounds and nationalities and usually tend to be around the ages of 40–60 or even older, this concludes not all may have the knowledge to navigate their way through the app to make appointments, additionally, adding onto my point, a lot of people are more used to calling in at 8 in the morning since it has been that way originally since the start and mentioning it again, it is easier for those (the elderly) who have less experience with technology.”

Dislikes:

“Doctors really need to start taking patients seriously, especially when it comes to problems faced by women.”

“I feel like trying to get an appointment to see a doctor is harder than winning the lottery and I don't even buy lottery tickets.”

“Very hard to take an appointment, long waiting and at the end just say no more appointments. Very disappointing.”

“Reduce the waiting time for appointments and bring a new booking system or a system that will be easier.”

“Very difficult to get an appointment. We have been trying to get an appointment for nearly more than a month. But still did not get it. We now gave up.”

“Since the lines have been diverted to call centre, I struggle with information requested or appt. Many times, phone has been put down by call centre staff. I am unable to get an appointment through online services as there are never appointments available.”

“The fact that I cannot talk to my own practice but get sent to a call centre is very frustrating.”

“I would like appointments after work or to ring before work as it is not always feasible to ring at 8am and stay on hold when I am either driving to work or at work.”

“This new system this gp has where calls go through to the call centre or god knows which part of India this goes through to because they are rubbish. The service over the phone is honestly horrendous. I've had various problems from bookings being cancelled to them not understanding what I'm saying because they can't speak English. They gave me some wrong number when I asked them to provide me with the hospital blood test department number so I can book myself in. I've rang back still they tried to argue with me to say it's the right number.”

“I have not been able to see the GP for myself since I registered with them. I think I've seen them maybe three times for my child. Very poor practice. Even when you are number three on the phone at half eight in the morning, they say the appointments are full. So, I stopped calling and go to A&E instead, that takes forever but you still get seen.”

“Reception staff are very rude.”

“My experience at Sayeed Medical Centre was extremely unsatisfactory in all aspects, from the reception to the practice (doctor), with the exception of the nurse. The staff used inappropriate language and interacted with us in a loud and disrespectful manner, treating us poorly and leaving us in a precarious situation. The doctors exhibited a lack of experience in their profession, showing

no concern or care for patients; there was a complete absence of support.”

“Reception staff are very rude. I have observed the way they speak to people for whom English is not their first language and the behaviour from the receptionists were appalling. This urgently needs addressing. Inappropriate music played in the background, personally believe it should not be allowed in a GP practice no matter how low the volume.”

“Phone calls, appointment on seeing next day, when going into the doctors you see the receptionist just talking and not answering calls.”

“Receptionists have no knowledge of procedures and have given out the wrong information on various issues such as repeat prescription, getting a fit note etc!!”

“Still scrambling for appointments at 8am. No improvement. No access to online booking. Rang 3 days in a row for appointment. Receptionist from Willows Medical Centre where my call was received agreed that there was no point in me waiting to get through as there was no availability left for that day. Appalling.”

“The app for booking online never works. That’s probably because the Drs are always booked out so it makes it impossible to get an appointment.”

“Cannot book online appointments. They say ring every morning at 8am.”

“They have no appointments online I kept trying for 2 weeks but no appointments.”

“I would like to see the reception more respectful and the ability to book appointments online as every time it says you can't book online.”

“Can't get through to get same day appointments and to book appointments for next day or next week.”



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