



# Enter & View Report

Hockley Farm Medical Practice

February 2025

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# Report details

Details of Visit	
Service Address	Hockley Farm Medical Practice 39 Hockley Farm Road Leicester LE3 1HN
Service Provider	Hockley Farm Medical Practice
Date and Time	Wednesday 19 Febraury 2025, 10am
Authorised Representatives undertaking the visit	Kim Marshall-Nichols, Howard Marshall and Dervis Duygun Fethi

## Acknowledgements

Healthwatch Leicester and Healthwatch Leicestershire would like to thank the service provider, patients and staff for their contribution to the Enter & View Programme.

## Disclaimer

Please note that this report relates to findings observed on the specific date set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Any 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 Hockley Farm 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 practice team sent our survey via text message to the patients and we received 0 responses.

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

# Summary of the findings

## Summary

- The practice serves 11,200 patients
- There is no exterior signage displaying the practice name, opening hours or operational days.
- There are 39 telephone lines (32 main lines, 7 reception lines).
- Appointments can be made online, in person, or by calling the surgery.
- New AI-based triage system, Rapid Health, has been introduced.
- Urgent appointments available same-day or next-day.
- Well-maintained toilets, including disabled facilities with an alarm cord.
- Wheelchair and mobility scooter access throughout the practice.
- Hearing loop available; Braille signage on toilet doors.
- There is information on booking appointments online displayed, the complaints procedures can be found at reception, and out-of-hours services, or data privacy are available online.

# Results of Visit

## The Practice

The Practice has 11,200 patients.

The practice is housed in a two-storey building, with all clinical consulting rooms located on the ground floor. There are 18 clinical rooms available for current staff. The building is equipped with both a lift and stairs for accessibility.

Parking spaces are adequate for patients and staff. However, there is no exterior signage displaying the practice's name, opening days or opening hours. Cleaning routines and checklists are in place to maintain hygiene standards. While there is no dedicated breastfeeding room, a room can be allocated as needed to support breastfeeding mothers.

## Reception and waiting areas

The building has a large reception area that serves multiple organisations, including Leicestershire Partnership NHS Trust (LPT), various clinics and other services. However, since these services are unrelated to the GP surgery, it can be confusing for patients to identify the correct reception for the practice.

There were no queues in the reception area during the visit. The practice provides sufficient space, and for those who prefer privacy while speaking with the receptionist, a foldable curtain is available near the reception glass window. However, there is no information on options or services provided in the reception area. A confidential space is available for patients who require privacy when discussing sensitive matters.



The seating in the reception area is comfortable, with many chairs equipped with armrests and there is ample seating available for patients. A notification system is in place to inform patients when their clinician is ready. The practice provides Friends and Family forms and suggestion boxes. Hand sanitiser is available at the entrance for patient use.

There is a variety of reading materials in the waiting area, and the décor is well-lit, with clean white walls. There is no background music or noise in the reception area. While there isn't a children's play area within the practice, a small play area is available in the Health Centre reception area opposite the practice.

There was a video screen in use displaying Patient Participation Group (PPG) information.

## Appointments

The practice operates 39 telephone lines, including 32 main lines and 7 additional lines in reception. They use a cloud-based telephone system. Patients can book appointments online, in person, or by calling the surgery. A QR code poster is available at the practice for appointment booking. Additionally, a new triage system, Rapid Health, will soon be introduced. Rapid Health is an NHS-approved AI tool designed to assist patients in booking and managing their GP appointments. We were told workshops were being held.

Patients can book appointments up to six weeks in advance, while urgent appointments are available on the same day or the next. The practice also has an administrative emergency appointment system, allocating 5 to 6 slots per day for same-day GP consultations. Cancelled appointments are managed through an automated system—when patients call the practice, they are given the option to cancel their appointment.

The practice Policy on home visits is that patients eligible for home visits are not triaged through the online system. Instead, a duty doctor is assigned to assist them in emergencies. Typically, home visits are available for individuals who are housebound, under 16 years old, or residing in a care home.

Patients receive their test results via a text message. However, depending on the circumstance, the test results may vary in how they are issued. For instance, with smear tests, test results will be sent to the patient in the form of a letter.

Patients are offered the option to choose whether they see a male or female doctor or nurse.

We were told, when a patient requests a blood test, the GP practice reception forwards the request to a doctor, who then refers it to a nurse.

Handling appointment related issues such as requests for fit notes, sick notes, or medical letters are first processed by the reception team. From there, they are forwarded to either the administrative team or a doctor, who will address any issues that arise. Medical letters are managed by the GP practice's pharmacy.

## **Accessibility**

The practice provides wide and adequate parking spaces for patients and visitors. There are four signs around the building, all of which are visible and positioned at a reasonable height. The building itself is easily accessible.

Both the male and female toilets are clean, and the disabled toilet is also well-maintained, with an alarm cord for safety. Wheelchairs are available for use, and Braille is provided, such as on the toilet doors. A hearing loop is present. Wheelchairs and Mobility Scooters are allowed throughout the Practice.

## **Information available to patients**

The practice displays up-to-date information leaflets around the reception desk, with appropriately sized fonts for easy readability. However, there is no information available regarding health-related activities, such as carers' support or social prescribing.

Appointment information is displayed, out-of-hours detail is not displayed however it can be found on the practice website. The complaints procedure is available. The Carers Charter are not available in the practice, but can be accessed on the practice's website. Similarly, information about data privacy and the use of health records is not displayed in the practice but can be found online. Additionally, there is a PPG information board and a poster regarding Rapid Health available in the practice.

## **Staffing**

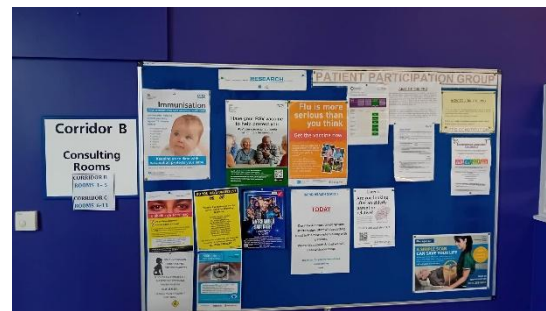
The practice is staffed by a team of healthcare professionals, including 6 GPs, 3 registrars, 2 nurses and 2 healthcare assistants. Additionally, there are 3 pharmacists supporting medication management. The social prescriber is shared within the Primary Care Network (PCN). The administrative team consists of 21 staff members, including practice managers, reception managers and secretaries. The practice also has 2 GP Partners.

## Patient Participation Group (PPG)

The PPG consists of approximately 6 to 7 members who meet every few months. Membership is limited to 20 patients.

## Additional information

We were told Hockley Farm Medical Practice has won the tender in Leicester which provides INR (International normalised ratio) checks and they have 83 patients whom require their INR level checking's.



The main challenges faced by the practice include financial constraints, staffing issues and bureaucratic hurdles. Changes in the process for raising concerns at the GP practice have created difficulties for both GPs and patients, as patients were unclear about their preferred method for communicating health concerns. To address this, drop-in sessions were introduced to improve patient access and communication. These sessions take place every Thursday from 2pm to 4pm at the practice. The practice also holds health sessions on weekends.

The GP practice does not own the building, which restricts its ability to make changes to signage, seating, décor and other aspects of the space.

## Patient feedback

We asked the practice to share our patient survey via the text messaging service and we received 0 responses.

# Recommendations

We recommend that Hockley Farm Medical Practice:

1

Consider displaying practice opening days and hours at the entrance of the practice.

2

Consider displaying out of hours information.

3

Liaise with the ICB (Integrated Care Board) to address challenges faced regarding making improvements to the practice.

4

Consider having signage directing patients to the practice reception to avoid confusion.

# Service provider response

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

We welcome the recent visit from Healthwatch to our GP surgery and appreciate their commitment to gathering patient feedback. We are a practice dedicated to providing high-quality, compassionate care to our community. The observations and insights from the visit are very positive, and we will carefully consider any improvements to our services and patient experience. We value this partnership and look forward to working together to ensure the best possible care for all our patients.

## Distribution

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

- Hockley Farm 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](http://www.healthwatchll.com)







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