



Enter & View Report

Pasley Road Medical Centre

December 2025

Contents

Report details.....	2
Acknowledgements.....	2
Disclaimer	2
Purpose of the visit.....	3
Methodology.....	3
Summary of the findings.....	3
Results of visit.....	4
Recommendations.....	6
Service provider response.....	7
Distribution	7
Appendix 1: Survey findings	8

Report details

Details of Visit	
Service Address	Pasley Raod Medical Centre, Pasley Road, Leicester, LE2 9BU
Service Provider	Willows Group LTD
Date and Time	Monday 15th December 2025, 10am
Authorised Representatives undertaking the visit	Dulna Shahid (Staff) Riyaadh Mussa (Staff)

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 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 Pasley Road 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 **137** responses.

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

Summary of the findings

Summary

- Single-storey building with step-free access and automatic doors.
- Three clinical rooms (2 GP rooms, 1 nurse room), all rented; reception area also rented.
- Clear exterior signage: "Pasley Road Health Centre."
- Practice serves over 2000 patients.
- Two-height reception desk with repeat prescription box; prescription request forms available.
- Waiting area: 18 comfortable seats with armrests, spacious and accessible.
- Hand sanitiser, reading materials, bright décor, low-level background music.
- Booking via online system, in person, telephone, or call-back system.
- GP appointments: up to 1 week in advance, some within 48 hours.
- Nurse appointments: up to 6 weeks ahead.
- Patients can request preferred clinician or appointment type, but limited by only 2 GPs.
- Medication reviews handled by pharmacy team.
- Home visits arranged after initial telephone consultation.
- Support for patients with additional needs coordinated by admin team and nurse.
- Test results accessible via NHS App or Airmid App.
- Posters/leaflets: mental health support, carers, PPG, urgent care, Living Well, Accessible Information Standard, data privacy.
- Complaints information clearly displayed: Willows procedure, LPT info, CQC report, leaflets.

137 patients responded to the survey

- 32 (24%) of patients said that it took them 16-60 minutes to get through to the practice by phone and 12 patients (9%) it took over an hour to get through to the practice by phone.
- Comments were made about not being able to book appointments.
- 106 (77%) of patients have said they have attempted to book an appointment where they needed to see a doctor or clinician on the same day.
- The last time a patient requested an urgent-same day appointment, 24 (23%) of patients said they were offered a same day appointment at the practice with a doctor, however 32 (30%) of patients said they were asked to call back later or the following day.
- 22 patients (16%) said the telephone service to book appointments was 'good' however 29 patients (21%) said it was 'poor'.
- 74 patients (54%) said face to face appointments was 'excellent' or 'good'.
- 99 patients (73%) said the reception service was 'excellent' or 'good'.
- Comments were made on receiving good care once seen.
- 81 patients (59%) said the quality of medical care and treatment was 'excellent' or 'good'.

Results of Visit

The Practice

The building is single storey with step-free access. We were told there are three clinical rooms used, consisting of two GP rooms and one nurse room. The practice has over 2,000 patients registered. We were told that the consultation rooms and reception area are rented spaces.

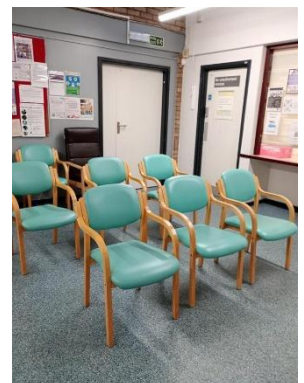
Pasley Road Health Centre is clearly displayed on the exterior of the building and is visible on arrival. Parking is available both directly outside the practice and via on-street parking nearby. During our visit we observed the Willows banner was not secure and on the ground outside.

Opening days and hours are displayed on the reception window. Toilet facilities are available for both males and females, with a baby-changing facility located in the female toilet.

Reception and waiting areas

The reception desk is of two heights and accessible, it has a lower section on the side. A repeat prescription box is attached to the desk, and prescription request forms are available for patients. Above the reception, a screen displays information about repeat prescriptions. We observed patients being seen quickly, so queues were minimal. If privacy is needed, we were told staff can take patients to a confidential space, such as the conference room, kitchen room, or a consultation room.

The waiting area was spacious, there were 18 seats available, comfortable and all with armrests. The area was spacious, uncluttered, and accessible, allowing patients to move around easily. Patients were seen being called through by clinicians when ready. Friends and family forms, along with a collection box, were available at the reception desk. Hand sanitiser was accessible on entry to the building and again at reception. Reading materials, including books and leaflets was available. The décor was bright and tidy, contributing to a calm environment, there was low-level background music playing from reception.



Appointments

Patients can book appointments using the online system, in person, and telephone. There is a call back system available. We were told that a booking link can be sent out to patients when needed. We were told that all Willows practices operate in the same way and that a call-back system is used across all sites. Patients can book GP appointments up to a week in advance, with some appointments available within 48 hours, while nurse appointments can be booked up to six weeks ahead; this was said to be consistent across all locations.

Emergency appointments follow a standardised rota system across all sites. When appointments are cancelled, patients can phone the practice, and staff will try to rebook where possible or signpost them to another practice if no appointments are available.

When issues arise regarding appointments, such as requests for fit notes, sick notes, or medical letters, there are procedures in place. For sick notes, there are three dedicated slots, and the doctor will either call the patient or arrange an appointment. Medical letters are handled by a dedicated team that do non-NHS roles and manage referrals and related requests.



In terms of patient choice, both in-person and telephone appointments are offered, and patients can request their preferred method. While patients can ask to see a specific clinician, this isn't always possible as there are only two GPs: one works Monday and Tuesday, and the other works Wednesday to Friday. Staff inform patients about which GP is available at the time of booking, depending on the patient's request.

Medication reviews are handled by the pharmacy team, which we were told works the same way across all sites. For home visits, patients are first offered a telephone consultation with a GP, who will then assess whether a visit is needed and arrange it if appropriate. Patients with additional needs, such as those with learning disabilities, are supported through annual reviews. There's an admin team that helps manage these patients and can coordinate care across different sites, and a nurse oversees the process to make sure their needs are being met.

Patients can access their test results through the NHS App or via the Airmid App. If patient needs to be seen by the GP, they will send a message to arrange an appointment.

Accessibility

Accessible parking spaces are available. Signage is clear, visible, and positioned at a good height. The building has step-free access with automatic doors, and consultation rooms are located on the ground floor and are accessible. When exiting the practice, a release button is required. Accessible toilet facilities are available, with adequate space, handrails, and an alarm cord in place. A hearing loop is also available.

Translation services are offered to patients who require it.

Information available to patients

Around the reception and waiting area there was a range of information posters displayed. This included posters and leaflets relating to mental health support, and carers' information, as well as a Patient Participation Group (PPG) poster. Information on how patient data is used was available via a QR code, alongside NHS Choices information, a "Living Well" poster, and an Accessible Information Standard notice.

Details about complaints were clearly displayed, including Leicestershire Partnership NHS Trust (LPT) complaints information, the Willows complaints procedure, and a copy of the CQC report. Complaints leaflets were also available at the reception desk. Information for carers was displayed and data privacy notices regarding the use of health records were visible.



An urgent care poster was displayed. A poster near the telephone explained that all calls are answered by staff at a different site to help reduce pressure on the onsite team.

Patient Participation Group (PPG)

There is a PPG group across the Willows group.

Biggest Difficulty/ challenge

We were told that the biggest challenge for the practice is funding. We were told like much of the NHS, they have to work within a set budget and can only provide what resources allow with the money they get. In terms of space, the practice rents three rooms and, if needed, can make use of other sites. We were also told that some patients can attend Saturday clinics to help manage demand. As the building is a rented space, staff make the best use of what is available, including displaying information posters in the reception area.

Patient feedback

A survey was shared with patients and we received 137 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 Pasley Road Medical Centre:

1	Review the responses and themed comments to prioritise improvements in accessing appointments, telephone/call centre processes and continuity of care.
2	Route calls back to local practice reception instead of external call centres where possible.
3	Consider offering more same-day appointment slots when feasible, if not offer clear alternatives (such as Pharmacy First) and communicate the pathway consistently.
4	Where possible, allowing patients to see the same clinician to support continuity of care.
5	Consider making more appointments available through the online booking system.

Service provider response

The report was agreed with the Service Provider as factually accurate. The report was shared for comments – no additional comments received from the service provider.

Distribution

The report is for distribution to the following:

- Pasley Road 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

137 Patients

Q1. When did you last visit your GP practice?

- (64) 69% - In the last 3 months
- (23) 17% - In the last 6 months
- (10) 7% - In the last year
- (6) 4% - 1-2 years ago
- (4) 3% - Over 2 years ago

Q2. How did you book your last appointment?

- (105) 77% - Telephone
- (5) 4% - Online booking services
- (9) 6% - NHS App
- (7) 5% - In person
- (4) 3% - Someone else booked for me (e.g., family, carer)
- (7) 5% - Other (please specify): *"Through NHS 111," "Link" "Receptionist rang me"*

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

- (2) 1% - Less than 1 minute
- (31) 23% - 1-5 minutes
- (18) 13% - 6-10 minutes
- (31) 23% - 11-15 minutes
- (32) 24% - 16- 60 minutes
- (12) 9% - Over an hour
- (5) 4% - I used the call-back function
- (4) 3% - Not applicable – I have not contacted the practice by phone
- 2 – 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?

- (106) 77% - Yes
- (22) 16% - No
- (9) 7% - Can't remember

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

- (24) 23% - I was offered a same day appointment at my GP practice with a doctor
- (2) 2% - I was offered a same day appointment at my GP practice with a different professional
- (2) 2% - I was offered a same day appointment elsewhere (such as at a nearby practice or healthcare hub)
- (7) 6% - I was offered an appointment for another day
- (7) 6% - I was signposted to an alternative service
- (32) 30% - I was asked to call back later or the following day
- (33) 31% - I was not offered an appointment or any of the alternatives listed above
- 30 - Unanswered

Q6. Please rate your most recent experience with the practice on the following aspect: A total of 137 people responded; however, not all selected from the provided answer choices.

Answer Choices	Excellent	Good	Neutral	Poor	Very poor	Not applicable/ Not used	Response Total
Telephone service to book appointments	10% (13)	16% (22)	15% (21)	21% (29)	36% (49)	2% (3)	137
Practice Opening hours	12% (16)	36% (50)	17% (23)	20% (27)	12% (17)	3% (4)	137
Reception Service	39% (53)	34% (46)	12% (17)	6% (9)	9% (12)	0% (0)	137
Repeat prescription service	28% (38)	34% (46)	15% (21)	8% (11)	6% (9)	9% (12)	137
Quality of medical care and treatment	20% (27)	39% (54)	21% (29)	10% (13)	8% (11)	2% (3)	137
Face to face appointments	20% (27)	34% (47)	26% (35)	7% (9)	11% (15)	2% (3)	136
Online appointments	6% (9)	8% (11)	16% (22)	12% (16)	14% (19)	44% (3)	137
Telephone appointments	11% (15)	20% (27)	21% (29)	17% (23)	18% (25)	13% (17)	136
Ease of accessing information (website, emails, SMS reminders)	10% (14)	32% (43)	22% (30)	13% (18)	14% (19)	9% (12)	136

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 booking appointments, call centre issues and lack of continuity of care.

Likes:

"I think booking appointments on the text message links is a very good service. At least you got a choice of

appointment days, weeks and slot times.”

“I like being able to make appointment’s over the phone as opposed to online. It’s also good to be able to see a doctor on the same day instead of having to wait days/weeks to get an appointment at some GP practices.”

“I am very grateful to be registered with this GP practice. The reception staff are always kind and welcoming, and every doctor I have seen has been incredibly helpful.”

“I like the attitude of all staff medical or administrative, they are kind, respectful and professional. The doctors are thorough and knowledgeable. I don't like that there is no nurse on site most of the time, blood tests are hard to arrange. Often get SMS to make an appointment to discuss an 'ongoing condition' but I am left wondering which condition that is.”

“When I was calling to make an appointment, I discovered that I had been registered to another GP surgery (Willows, LE5 area) on the other side of town without my knowing/permission.

With this, I went to my usual, local, GP, and asked them if I was registered there. The receptionist told me that I had been moved to the GP on the other side of town, but she managed to change me back over to Pasley Road health centre there and then, which is what I wanted. After this I managed to get an appointment the following day. The receptionist at Pasley Road was very helpful.”

“I have been so pleased with the new system. it’s easy to use and whenever iv needed to call I haven't waited longer than 5mins and a polite and helpful staff have been happy to help. It’s a shame I can't get in my own practice. But it’s great that I can go to other practices in my local area. Thank you.”

“It is a fantastic surgery. The reception staff, GP’s, nurse, and HCA’s are amazing at what they do and make the surgery the best in the area.”

“I always book my appointments by person, so it is always very easy for me but I have tried booking by phone and it takes just few minutes. I know the time the centre opens the phone line that is why it doesn't take me any time to book an appointment.”

Mixed:

“I don't like the first point of call, why are they using a call centre with bad language skills. As older people it hard to understand and they have no manner. The staff at Pasley Road are excellent why can we call them.”

“I have been with this doctor’s surgery my whole life & always been happy with the service until the changeover to merge to the willows. I rang for an urgent same day appointment at 8:05 (5 minutes after opening) & was told there were no appointments. I was told to ring NHS 111. I rang NHS 111 & they also had no appointments to offer me and said to ring my doctors again who kept 'reserve 111' appointments. I rang my

doctors back & was told no these are all gone also. All before 8:30am. It is worrying that we can no longer get same day appointments. I have also experienced numerous issues with my repeat prescription in the last 6 months which has been extremely stressful. Promised call backs I have not received & overall just feel the service has completely gone downhill. I used to be very happy with speaking to the receptionists at my actual surgery as were always so friendly & helpful but now this is not the case & calls do not go through to my own surgery."

"When you finally get an appointment, the Doctor's and aftercare are good. But getting an appointment can take 3 or 4 days of long telephone queues only to be told all appointments are taken and ring back the next day! Then the same thing happens the next day...and next!"

"Text messages are very impersonal and results from tests aren't discussed . When needing a blood test, I have been unable to have it at my surgery as no appointments available. Having my prescription automatically sent to the chemist and not having to put in my prescription in each month has been very helpful."

Dislikes/improvements:

"Need a better system than the phone call at 8 am lottery."

"Calling at 8am and being told no appointments available. Booking an appointment that your system apparently cancelled without informing me and not offering me another one the following day!"

"Doctors only work till 1pm so it's pretty much impossible now to get an appointment its terrible. And when ringing for an appointment I can't speak to my surgery reception as calls go to the hub and they are clueless to people's needs as they don't know me. It's getting me down."

"To not have to deal with the call centre and be able to call the surgery directly. People in the call centre don't listen to what you are saying or asking. They are very clearly reading from a script and you spend 10 minutes going round in circles on the phone. Please go back to the lovely ladies at the surgery who are fantastic."

"Since changing to a call centre instead of being able to speak to a receptionist the practice has deteriorated significantly. The staff have no knowledge can very rarely help say they need to speak to a supervisor and will call back. Never do. Disgusting!!!"

"Unable to speak to my own doctor's surgery by phone as calls go through to an outside agency, so have to go to the doctors in person "

"Never see the same doctor twice. Nightmare getting an appointment. You have to keep pressing redial to get in line for an actual ring tone"

"Very difficult to get appointment, different doctor every time, I have been to practice in person on 2 instances, one instance told no nurses at practice, other instance told no doctor at practice, had to go in person as almost impossible to get telephone appointment."

"Always see a different doctor. Some or probably all are locums. No personal connection anymore. Same with Nurses."

"Waste of time phoning for appointment if you work."

"Rang 5 times to get an appointment for my daughter. Every time told there was pre bookable ones but couldn't book until 48hrs before so to ring back the next day. When I ring back, appointment gone. The system is absolutely shocking."

"Extremely dissatisfied especially since the merger. Simple thing like amending my prescription were met with difficulty. I raised a complaint on two occasions. This wasn't even registered. Cannot wait to leave this practice."

"Calling at 8am and being told no appointments available. Booking an appointment that your system apparently cancelled without informing me and not offering me another one the following day! Doctor telling me I need to book an appointment and receptionist refusing saying it's not in the notes! Having to see different GPs for an ongoing problem and having to re explain the symptoms!"

"Pasley road practice does not have any appointments for anything, and there is no concern from the phone appointment system, trying to book an appointment for blood test or smears or prescription reviews to be held there is impossible."

"can't get through to the doctors no appointments."

"It takes ages to get through the phone. After staying on the phone for 2 hours you would be told to call the following day and it continues like that. I stopped calling the phone for almost a year because I was frustrated. Then they started sending me text messages."

"I can't get same day appointments asked me call tomorrow fully booked today."

"Since changing to a call centre instead of being able to speak to a receptionist the practice has deteriorated significantly. The staff have no knowledge can very rarely help say they need to speak to a supervisor and will call back. Never do."

"I cannot book appointments for my little one through the app. Whenever I call them I'm always advised there's no appointments left even if I've called bang on at 8am."

"I think then app doesn't hold enough options. As it is difficult to get an appointment I feel there should be more options to get your problem solved. More telephone appointments or even online appointments. Also feel that communication within the practice is bad. I had a 40 year MOT and then got told I hadn't and I had to come in to do it. Got there and was told you've already done this. I had to book the time off work and it was a wasted appointment."

"I don't like the call centre that I have to go through to get to my Doctors. They can't speak very good English, rude and talk to fast."

"Extreme difficulty accessing appointments. Not accommodating to the needs of people requiring appointments at certain times. Appointments overall not accessible. Unhelpful staff. Not accommodating to older generations technical abilities. Overall appointment system needs a rethink."

"The operators on the telephone barely speak English and are not trained properly. They're not aware of procedures and are not willing to do anything that deviates from the script they are given. It is a horrible new service and needs scrapping."

"My repeat prescription is an ongoing struggle with the surgery blaming my pharmacy and my pharmacy putting in requests and them not being put through. This needs to be ironed out long term because it leaves me continuously not having medications when I need them and having to get emergency from my pharmacy."

"Can never get appointment even when ringing at 8 am not even with backing of NHS 111 service booking centre, difficult to understand when told, by text no link provided takes several attempts to get an appointment, being told ring tomorrow."

"Would prefer to speak to the practice receptionist all day and not to a call centre midway through the day."

"If when you call for an appointment, the call went to my actual surgery and NOT a call centre, it would be better. Another thing is, why open the lines at 8am, when 1st appointment isn't until 9 am. Lastly but most importantly, why can't I book a follow up appointment instead of having to have to call on the day, just to be told that there's no appointments left."

"The call centre is shocking. I can't understand what there saying they just say call back makes me very angry there's no appointments. Never get through to the medical practice that your with and end up driving to the doctors."

"When calling the practice now you don't get to speak to the receptionist, calls are answered by what sounds like a call centre & explaining what the problem is & understanding information given is extremely challenging."

"Do not like seeing different doctors when you do get an appointment."

"Always see a different doctor. Some or probably all are locums. No personal connection anymore. Same with Nurses."

"Be nice to see the same doctor who knows you personally."



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