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# **Enter & View Report**

Spectrum Health

Oadby

March 2022

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# Report Details

Details of Visit	
Service Address	159 Uplands Road, Oadby, Leicester LE2 4NW
Service Provider	Spectrum Health
Date and Time	29 March 2022, 10am
Authorised Representatives undertaking the visit	Moraig Yates and Gemma Barrow (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.

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 Spectrum Health
- 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 198 responses.

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

# Summary of the findings

## Summary

- The waiting areas were bright and clean.
- Information leaflets for patients were in a display rack and were easy to access.
- We saw Covid-19 preventative measures in place throughout the practice.
- 69.5% of patients rated the practice as 'very good' or 'good'.
- Patients told us it is easy to get through to the practice on the phone.
- Patients commented on being able to access appointments easily and within a reasonable time frame.
- There were positive comments about staff at all levels from the reception staff to the medical staff.

- People commented upon the extended opening hours as a positive aspect of the practice.
- There was a mix of feedback about getting an appointment at the practice with very positive comments about the ease of getting an appointment and negative comments about not always being able to get an appointment with a doctor.
- The process to book an appointment was commented upon negatively by some with the need to call early in the morning to get an appointment.
- There were some comments about there being a lack of doctors available and being seen by a nurse instead which some felt was not always appropriate.
- For patients who have had a telephone or online appointment, comments varied from positive to negative using words from 'excellent' to 'unhappy'.
- 55.5% of patients said that they can normally see a doctor or nurse for urgent appointments.
- The repeat prescription service was rated highly by patients.

## Results of Visit

### The Practice

Spectrum Health

The Practice cares for over 12,800 patients within Leicester, Leicestershire, Rutland and the District of Harborough. We were told that the practice also registers patients who live outside these areas.

There is a small private car park and one disabled parking space. There is street parking available outside the practice and people can use the nearby co-op car park.

### Reception and waiting areas

On arrival we accessed the practice through the automatic doors. There were no queues at reception. The building was well lit and clean throughout. We noted that the waiting room had music playing and hot and cold drink available for patients.

The waiting room was bright with orange plastic chairs. We noted that there were no high back chairs.

The reception desk was very open and there was little privacy for patients when talking to the receptionists. However, we were advised that patients could speak to a member of the team in private.



We noted that the electronic self-arrival screen was out of action.

There was a bright children's area with seating and activities.

We noted that there was a local food bank area and sponsorship posters on display.

No patient seemed to be waiting long before being called in to be seen by a clinician.

Masks and hand sanitiser were available for patients.



## Accessibility

All the clinic rooms are on the ground floor. However, we noted that a wheelchair user or pushchair would not have adequate space to easily move around the reception area.

Hearing loops were in place.

There is a unisex toilet in the reception area with baby changing facilities.

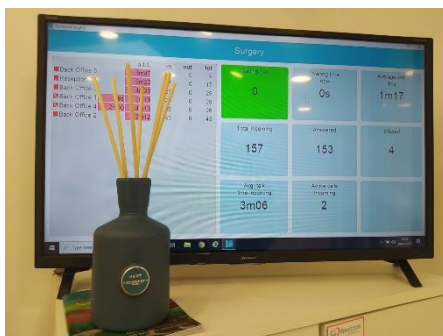
The TV screen in the waiting area was not currently in use.

## Information available to patients

The waiting room had information leaflets on a rack available for patients. We did not see information on the PPG group or local groups displayed on a board or the walls.

We saw information on how to make a complaint and the complaints procedure. We did not see the Care Quality Commission (CQC) rating poster displayed.

There was a roller banner on display with information about appointments and there were A4 signs throughout the waiting area.



There is a screen in the waiting room with the details of the telephone calls coming into the practice. The practice has 10 telephone lines and patients can call from 7.30am. We were told that patients are guaranteed a routine appointment within 48 hours. The practice also provides walk in clinics and pre bookable clinics. Patients can make appointments via online booking, telephone, WhatsApp or in person at the reception desk.

## Staffing

The practice has 3 GP, 2 nurses, 5 advanced practitioners, 1 paediatric practitioner, 1 physician, 2 advanced clinical practitioners, 1 clinical pharmacist, 2 long-term locum GPs, 1 healthcare assistant and 1 clinical pharmacist.

The practice management team consists of a senior executive partner, operations manager, head of patient services, head of public relations, clinical administrator, and patient service advisors.

We observed people interacting with the staff in the reception areas. The staff were supporting patients with their questions and appointments.

## Patient Feedback

A survey was sent to the GP patients using the text messaging service, and we received 198 responses. We also gave patients the opportunity to contact us via telephone to share their feedback.

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 Spectrum Health

1. Provide information about the PPG in the practice for patients to access.
2. Review the balance of sponsorship and health posters within the practice and provide relevant health information for patients utilising the TV screens.
3. Consider providing community information and details for local support groups within the practice.
4. Review the access for wheelchair users and pushchairs within the reception area.
5. Display the latest CQC rating poster for patients.
6. Review the volume of the music in the reception area as this could be too loud for patients with hearing issues.
7. Provide a feedback box for the compliments and suggestion cards.
8. Ensure that patients are routinely offered the option of seeing a doctor or nurse of their choice.
9. Ensure patients are aware of the process for making appointments and the choices available.

# Service provider response

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

We thank Healthwatch for the suggestions and we can confirm the following:

- PPG information is now displayed on the TV screen situated in the practice waiting area.
- We have been able to display more health promotion leaflets now that COVID-19 preventative measures begin to be relaxed.
- A dedicated area for wheelchair & push chair service users.
- Our CQC ratings are now on display.
- The volume of music in the waiting room has been reduced.
- A patient feedback box is now situated in the waiting area.

## Distribution

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

- Spectrum Health
- Care Quality Commission (CQC)
- Leicestershire County Council (LCC)
- East Leicestershire & Rutland Clinical Commissioning Group (ELRCCG)
- NHS England (Leicestershire and Lincolnshire) Local Area Team
- Healthwatch England and the local Healthwatch Network
- Published on [www.healthwatchll.com](http://www.healthwatchll.com)



# Appendix 1: Survey Findings

## 198 Patients

### Q1. How would you rate this GP Practice?

- 44.9% Very Good
- 24.6% Good
- 7% Ok
- 13.9% Poor
- 9.6% Very Poor

### Q2. What do you like most?

**Main themes: Environment, Staff, ease of contact, access to appointments, opening hours**

#### Environment

People said that the surgery was clean and a pleasant environment.

- "Clean, airy and welcoming."
- "Reception is bright and clean."
- "It's very nice to look at."
- "The atmosphere is generally, positive, caring and friendly."

#### Staff

- "Friendly staff, receptionists are really helpful, and all the doctors are very professional and kind."
- "Prompt and friendly, nothing is a problem. They treat you with respect."
- "The welcome from the friendly and helpful staff."
- "I love their professionalism and warm nature. Since being under new management every staff member who has dealt with my care, from the receptionist to the GP themselves have been extremely helpful and attentive with my care."
- "Extremely helpful staff, doctors have been excellent and have gone above and beyond what you would normally expect to ensure the best possible outcomes."
- "The initial contact staff are always pleasant and helpful. The medical staff I have encountered have all been customer focussed, have listened to my questions and answered them, with patience and understanding."

## Ease of contact

- "Phone calls are answered promptly."
- "Only just joined but first impression was very good. I had to phone the practice, was third in the queue which made a big change of 49th with the last GP, when I had a phone bill of £14."
- "I've recently joined the practice and what a pleasure it is to ring them and speak to them within 2 to 3 rings and get a pleasant lady answering."
- "When you ring for an appointment, you are dealt with very quickly i.e., number 2/3 in the queue not Number 22 as at my last Practice."
- "Reception actually answer the phone and sort out what is needed. Also, when calling in to ask anything they are helpful and very polite."

## Access to appointments

- "Quick response to initial phone call, appointment with GP secured the same week."
- "When I requested a face-to-face consultation with a doctor, I was given an appointment within a few days."
- 
- "Everyone is friendly and professional. I can usually get an appointment. When a practitioner calls me at home they do so in a timely manner. I am listened to."
- "Easy to book an appointment, seen quickly according to priority."
- "I can usually get an appointment. When a practitioner calls me at home they do so in a timely manner. I am listened to."
- "Open 7 days a week, can get an appointment fairly quickly they do appointments face to face and telephone and they are all very friendly."

## Opening hours

- "Open most of the day, 7 days a week."
- "Open 7 days, when you call someone always answers the phone."
- "Flexible hours for appointments."
- "Long working hours, also open in weekend."

## Q3. What do you dislike the most?

A large number (77) of people did not give any response or gave a positive response to the question.

**Main themes: access to appointments, waiting times, types of practitioners, environment/ facilities, communication**

## Access to appointments

- "Having to ring at 7.30am for a same day appointment."
- "If you don't use surgery often you don't know how to make an appointment. Either ring at exactly 7.30am for same day or ring during day for a 3-week appt."

- “Unable to get an appointment unless you ring at 7am. All appointments gone by 8am, none kept back for later. They advertise ‘guaranteed, appointments within 48 hours’ this is not true, they are all taken by 8am.”

### **Waiting times for appointments or not being able to get an appointment at a suitable time were also commented upon**

- “Not useful, can’t get appointments to see a nurse or doctor. According to the advertisement appointment on the day or 48 hours for routine appointments It’s about 2 weeks or more.”
- “They advertise lots of appointments on social media but when you phone they never have any availability especially over the weekend.”
- “Beyond dreadful trying to get an appointment. Still advertising for more patients which is ridiculous.”
- “Did not get appointment for the evening despite open until 11pm.”
- “The waiting times can sometimes be slightly long, although I think this is the case with the majority of NHS practices in the UK, so I wouldn’t say it’s necessarily the fault of the practice itself. Also, it can be difficult to get an appointment if you’re not able to call at 7.30am in the morning. And to book one in advance usually means waiting a couple of weeks to be seen.”

### **Type of practitioner**

- “Lack of GPs, only so much a nurse practitioner can do.”
- “The fact you don’t actually get to speak to a doctor especially when you have a newborn and are already very anxious and have more questions than what they tell the receptionist to ‘pass on’ to you.”
- “Almost impossible to see a GP, especially urgently. Always passed to another team member first.”
- “More doctors if possible. Sometimes only a trained professional is available. At one point there was only one doctor at the surgery for appointments.”

### **Environment/ Facilities**

There were a small number of comments on the practice environment.

- “Please turn the music off in the reception area! Too loud and if you were hard of hearing I imagine it would be difficult to hear your name called.”
- “Minor points but loud music and rather cramped seating in waiting area.”
- “Reception area is very small and doesn’t allow for confidentiality when speaking to the receptionist.”
- “Not keen on the scent or whatever.”
- “The only thing I have found is a little thing. In the waiting area there are diffusers, which are presumably to make the air more sanitised, but I find these make me cough and if there are several in at once I have had to go outside as I found it difficult to breathe easily. However, when I mentioned this to the lady on the reception desk, she immediately turned them off, which was amazing. So actually, this slightly negative aspect was turned into a positive.”

## Communication

There were a small number of comments made about expecting to be contacted by the practice but not receiving any communication.

- "I called up with a concerned query was told a doctor has been asked someone would call me back I asked to speak to the practice manager was told they would call me back I heard nothing."
- "No further contact received, even though I was told a clinician will contact me."
- "Just once I was told a health care professional would call back but didn't."

## Q4. What is your experience of getting an appointment at your GP practice?

60% Positive

22% Mixed

18% Negative

- "Very easy to get an appointment compared to other GP practices in the area and the reason why I stick with Spectrum."
- "Always had a prompt appointment."
- "I was given an appointment within days of my request."
- "Excellent range of appointment times, 7 days a week from 7.30am to 7.30pm."
- "I can get an appointment on the same day which is a bonus."

### Others said that there were long waiting times for appointments.

- "Can't get appointments for the same day, only for 2 weeks if you are lucky."
- "Never within the 48 hours quoted everywhere. If you can't do it then don't promise it."
- "Long wait for an actual doctors appointment, sometimes a month."
- "My baby's immunisations were five weeks late."
- "I don't want to wait 10 days or more for what I consider an urgent appointment or in fact any appointment."

### Some commented on the type of practitioner that that they were able to make an appointment with and that this could impact on waiting time.

- "There are not enough doctors, so you have to see others."
- "Easy to get appointment with nurse if calling early in the day. Long wait if you want to see a doctor."
- "You cannot see a GP only a nurse."

## **Q5. What method do you use to book an appointment? (tick all that apply)**

- 92.8%** Telephone
- 23.1%** Online booking Service
- 20%** In Person
- 1.5%** Other

## **Q6. When making your appointment, are you given the option of seeing the doctor or the nurse?**

- 53.7%** No
- 46.3%** Yes

## **Q7. Do you always see the doctor or nurse of your choice?**

- 50.6%** No
- 25.6%** Yes
- 24.2%** Sometimes

**People were asked to comment on whether they were given a choice of practitioner. Some said that they were not given a choice.**

- "Never given a choice."
- "Receptionist decides."
- "Not sure if that option is readily available or not."

**It was felt by some that there was a lack of choice and they were discouraged from seeing a GP**

- "You are booked with the first available least qualified person unless you insist otherwise or question who you have been booked with. I haven't ever seen the GP."
- "I've not had a chance to see the Dr at all even when requested. Always had an appointment with an advanced practitioner."
- "Difficult to see an actual GP in short term."
- "Cows might fly before you get an appointment with a doctor."

**However, it was commented by one person that they had been able to request to see a GP**

- "I like that on the one occasion I booked an appointment and asked to see a doctor, I wasn't criticised for it and the receptionist didn't imply my issue didn't warrant seeing a doctor over a nurse."

## **Q8. Have you had a telephone or online consultation with your doctor?**

**39.2%** Yes

**60.8%** No

**People were asked to comment on their experience of telephone or online appointments. Comments varied from positive to negative using words from 'excellent' to 'unhappy'.**

**Those that provided more detail included people who commented on the time of the call back.**

- "Rang me at the time that they said they would."
- "Called exactly on time."

**Others commented on the quality of the appointment and opinions differed.**

- "I did feel that it would have been better if he had seen me."
- "Not very helpful when the issue needs to be seen."
- "Managed to sort out my issue over the phone but gave me the option of coming into the practice if needed. Excellent service."
- "It was ideal, I didn't need a face to face one on the occasion. Every time I have need to see someone face to face, I have."

**There were some comments about the convenience of telephone appointments.**

- "It was useful for days where I could not get a day off of work."
- "Works well when I'm away and unable to attend in person. They even sent my script to the pharmacy in Devon whilst visiting my daughter."

## **Q9. For urgent appointments, can you normally see the doctor or nurse on the same day?**

**55.5%** Yes

**44.5%** No

**Several patients said that they had not needed to access an urgent appointment.**

**Those that had commented on the need to call early in the morning to get an urgent same day appointment.**

- "Only if can be phoning at 7.30am If no appointments, pushed to urgent care for appointment with them."
- "On two occasions at 8am I was told no appointments available try again tomorrow."

- "All in all, it's a good practice, it's just having to call at 7.30am to get an appointment the same day can be difficult and off-putting."
- "The urgent appointment slots are filled shortly after 7.30am on the day and if you miss that you won't be seen."
- "It's hard to get an urgent appointment, usually have to phone just as GP practice opens to get an appointment that day."

**There were some comments about being directed to alternative services when there were no urgent appointments available.**

- "When no appointment I have been told to either go the walk in or the receptionist has made an appointment for me with the walk in which is usually an evening appointment."
- "Usually get told to go to the pharmacy."
- "Had to go Market Harborough for my son. Staff were asking us why we attended as Spectrum opens until 11pm."
- "I was directed to another walk in clinic as my case was urgent."
- "I was sent to a surgery 45 minute drive away for my daughter. Absolutely unacceptable. Some patients may not have a vehicle or access to money to get a taxi."

**There were some comments about the type of practitioner it was possible to get an urgent appointment with.**

- "Appointments with nurses when doctors needed - delays care, incorrect diagnosis and treatments."
- "I believe you can see a nurse practitioner - not sure about a GP."
- "Only asked for an urgent appointment once. It was for my husband. There were no doctor appointments left so we saw an Advanced Practitioner who was excellent and sent us to A&E."

**Some said that they had been unable to get urgent appointments when they felt that they needed them.**

- "Both my grandson and myself couldn't get appointments. He was only a baby."
- "They suggested you can see the doctor the same day but I have never been able I don't think 'urgent' means anything in this practice."
- "Lots of improvement needed on the appointment system. If someone needs an appointment because they feel ill, then they need an appointment."

**However, others said that they had been able to access an urgent appointment when they needed most of the time.**

- "I had a really painful kidney infection, I got seen the same day, brilliant service."
- "Or next day. I have no preference on doctor or nurse as long as that person can deal with the medical query in a timely manner & prescribe if necessary."
- "Excellent with getting you an appointment urgently."

- “Most of the time I believe I can, I think there has been the odd occasion where I haven’t been able to.”

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

- 52.3%** Completely satisfied
- 24.9%** Very satisfied
- 11.7%** Moderately satisfied
- 4.1%** Slightly satisfied
- 7.1%** Not at all satisfied

**77.2%** said that they were either very satisfied or completely satisfied. **15.8%** said that they were lightly or moderately satisfied; and **7.1%** said that they were not at all satisfied.

## **Q11. How would you rate the reception service?**

- 56.3%** Very good
- 16.2%** Good
- 14.2%** OK
- 6.6%** Poor
- 6.6%** Very poor

**When asked to comment on the reception service there were a number of positive comments about the professionalism and friendliness of the reception staff.**

- “Best reception service of any GP I’ve been with. Keep it up please!”
- “Nice polite reception staff, makes a refreshing change!”
- “Excellent customer service on reception both on the phone and in person.”

**Where people were less positive there were some comments about staff training and competency.**

- “Opening hours may be very long but the practice is not necessarily staffed with suitably qualified persons. Reception staff are polite but lack knowledge and experience so are unable to sufficiently prioritise.”
- “Rubbish. Booked me a walk in appointment when I asked for a telephone appointment which resulted in me apparently missing my appointment. Asked to speak to practice manager, did not even get a call back.”
- “Varied service. Some good but on a couple of occasions there was a mistake in booking an appointment.”
- “There are always new faces which is fine but none of them are fully trained they are unable to use the system either.”



## Q12. What is your experience of getting repeat prescriptions?

79.8% Positive

11.2% Mixed

9% Negative

**79.8% of people who answered the question said that they had a positive experience of getting repeat prescriptions and 11.2% said that they had had a mixed experience. 9% said that they had had a negative experience.**

**There were a small number of comments on repeat prescription ordering with some saying that they ordered online or through the NHS App. There were comments that the service was fast and efficient, but others said that there were sometimes issues with accuracy.**

- "Sometimes you get the requested items. Sometimes you get extras."
- "Had wrong meds. Had double a week apart."
- "But they give me more than I need even when I cross if what I don't need!"
- "Repeat prescriptions miss out medication and have to remind."

## Q13. How do you rate the quality of medical care and treatment at this surgery?

41.7% Completely satisfied

24% Very satisfied

13.5% Moderately satisfied

5.2% Slightly satisfied

15.6% Not at all satisfied

## Q14. What single change would improve your experience of accessing care at your GP practice?

**A number had no suggestions to offer as they were either new patients or felt that the services was already good enough.**

**There were some suggestions around access to appointments in terms of reducing waiting time or altering the need to call early in the morning for a same day appointment.**

- "Appointment released later in day as well, given children don't always get unwell before 7am!"
- "To be given an appointment the same week."
- "Quicker appointments."

**There were comments about improving access to appointments with GPs and being able to see the same GP.**

- "Being able to see a GP would be an advantage."
- "Being able to see a doctor rather than a nurse."
- "I'd like the opportunity to see a doctor without having to wait for weeks."
- "Make sure doctors are seen for problems."
- "Being able to see the same GP would help, I found I had a good relationship with my last GP as she was familiar with my needs."
- "Continuity of the doctor on each visit."

**There were some comments about the need to be able to see someone that the person saw as suitably qualified to deal with their issues.**

- "Actually seeing a GP who has some knowledge of your condition rather than seeing someone who then has to consult with the GP for guidance."
- "Give out appropriate appointments with a doctor or a nurse not a medical student."
- "More experienced and qualified staff. Read up on your patients before they enter. Use your training and expertise not a pdf from nhs.com. Awful time and time again."

**It was also suggested that an improvement would be to increase the staffing with a particular focus on increasing the number of doctors.**

- "More doctors would allow more patients to get treatment sooner."
- "Have more doctors we can see them first time and have better appointment availability."
- "More doctors should be there; more of female staff as lady doctor."
- "More GPs to help nurse practitioner to improve their knowledge base and aid with meds /referrals and diagnosis. The nurse practitioners have been so great."




Healthwatch Leicester Healthwatch Leicestershire  
Clarence House  
46 Humberstone Gate  
Leicester  
LE1 3PJ

[www.healthwatchll.com](http://www.healthwatchll.com)

t: 0116 2518 313

e: [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)

 [@HealthwatchLeic](https://twitter.com/HealthwatchLeic)

 [Facebook.com/Healthwatchleic](https://www.facebook.com/Healthwatchleic)