

Enter & View Report

Rosebery Medical Centre
Loughborough

Visit 24 August 2022

November 2022

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Report Details

Details of Visit	
Service Address	Rosebery Street, Loughborough LE11 5DX
Date and Time	24 August 2022, 10am
Service Provider	Charnwood Community Medical Group
Authorised Representatives undertaking the visit	Chris Bosley, Dulna Shahid 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 Rosebery 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 614 responses.

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

Summary of the Findings

Summary

- The practice was bright and clean.
- Information leaflets for patients were on display, with a coding system and were easy to access. Some leaflets were old or out of date.
- **59%** of patients rated the practice as 'very good' or 'good'. **27%** rated the practice as 'poor' or 'very poor'.
- People commented positively on the building, facilities and having a pharmacy on site.
- **98%** of patients use the telephone to book their appointments.
- **90%** of patients have had a telephone consultation.
- There was a mix of feedback about getting an appointment at the practice.
- The process to book an appointment was commented upon negatively by some patients with the need to call early in the morning to get an appointment.
- **69%** of patients said they did not always get to see the doctor or nurse of their choice.
- **69%** of people said that they were either 'completely' or 'very' satisfied with the practice opening hours.
- **61%** of people rated the reception service as 'very good' or 'good'; **24%** said that it was either 'poor' or 'very poor'.
- **55%** of patients said that they can normally see a doctor or nurse for urgent appointments.
- **79%** of patients commented positively on the repeat prescription service.
- **72%** of patients said that they were either 'completely' or 'very' satisfied with the quality of medical care and treatment at the practice.

Results of Visit

The Practice

Rosebery Medical Centre has 12,630 patients.

The main practice is Rosebery Medical Centre, which is located in Roseberry Street, Loughborough in Leicestershire. There are two branch surgeries located approximately two miles from the main practice; Outwoods Medical Centre in Beaumont Road, Loughborough and Forest Edge Medical Centre in Old Ashby Road, Loughborough. We did not visit the branch surgeries.

Rosebery Medical Centre is run by a partnership of nine GPs and a business partner, which is known as Charnwood Community Medical Group.

There is a small car park for staff and visitors. There are three disabled spaces and a drop off zone. Additional on street parking is available



Reception and waiting areas

On arrival we accessed the practice through automatic doors. We noted that the practice is accessible for wheelchair users. A part of the reception desk has been lowered for people who are in wheelchairs so that they can speak with receptionists.

There were no queues at the reception desk. We noted that the self check-in electronic screens are not in use due to covid-19. Hearing loop and no smoking signs were on display.

There is a privacy room available. There is a sign in reception – ‘protecting your privacy’ which gives patients the options to speak in private.

The practice is a located converted school and is very bright with high ceilings. The waiting room is divided into four colour coded seating areas: red, blue, green and gold. The waiting areas in the main room each have a tv screen displaying health messages and child seating area.

Clinical rooms are situated in the old classrooms. We observed doctors and nurses coming into the waiting rooms to collect patients.

We noted clear signage throughout the practice.



Pharmacy

There is a pharmacy attached to the practice which can be accessed when the practice is closed. There is a consultation room for patients. The late opening hours are displayed and the pharmacy has a separate walking in area for late night.

We noted that there is a prescription drop off box available for patients.

Accessibility

All the clinic rooms are on the ground floor. Wheelchair access is available behind the reception and there was plenty of space for moving around the surgery.

Hearing loops were in place.

There are baby changing and breastfeeding facilities.

A blood pressure machine is available.

There are separate treatment rooms for minor treatments.

Hand sanitisers were available throughout the practice.

The toilets were large and accessible. We noted that cleaning rotas were in place.



The information available to patients

An area in the waiting room has a shelf with patient leaflets and posters displayed.

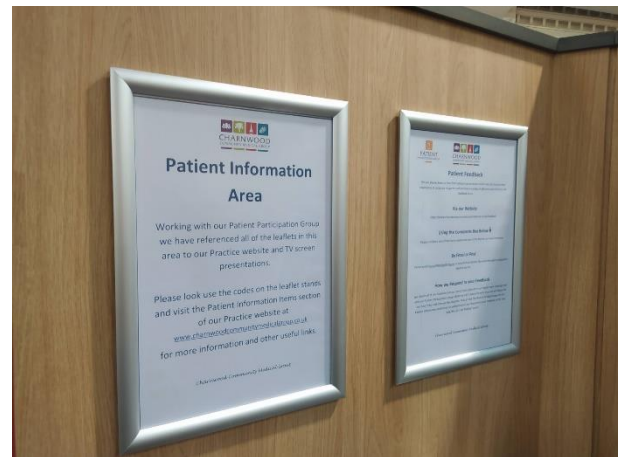
We noted that a coding system is in place so that the patient information displayed on the TV screens is linked to the patient information leaflets available in the practice.

We saw a patient feedback box and different ways patients can contact the practice.

The TV screens in the waiting areas displayed relevant patient information.

The latest CQC report is displayed electronically on the TV screens.

We noted carers information was available in the practice.



Patient Participation Group (PPG)

We met with the chair and two members of the PPG.

The PPG told us that they have met throughout the pandemic having online meetings and producing a newsletter for patients.

They told us that receptionists have improved ways to respond to patients. Nurses and doctors have been good throughout the pandemic. The challenges are to see the same GP for consistency of care. Telephone call backs are not always convenient – you do not get a specified time or even whether the call will be in the morning or afternoon.

The doctors will conduct a telephone call and will see you on the day if needed.

The PPG have a good relationship with the practice. The practice listens to the PPG. The PPG helped with the flu vaccination clinics last year.

The new call back function on the telephone system is so much better. This went live in July and the feedback from patients has been positive.

Patient Feedback

A survey was sent to the GP patients using the text messaging service, and we received 614 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 Rosebery Medical Centre:

1. Consider all the comments recorded from patients and what the implications are for the operation of the practice.
2. Explain to patients why the receptionists are asking for information to assist with making an appointment with the doctor or nurse.
3. Ensure that patients are routinely offered the option of seeing a doctor or nurse of their choice.
4. Ensure patients are aware of the process for making appointments and the choices available.
5. Widely promote the call back function on the telephone to patients to help avoid patients having to queue for an appointment.
6. Ensure patient leaflets are kept up to date and the information is relevant to patients.
7. Continue to listen to the PPG to improve services for patients.

Service Provider Response

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

It was a pleasure to welcome the Healthwatch team to Rosebery Medical Centre on 24 August and to receive their feedback on the areas where we need to improve and do better. As a practice we pride ourselves on trying to do the best that we possibly can for our patients, listening to feedback and improving where we can. In response to the recommendations made to us:

Consider all the comments recorded from patients and what the implications are for the operation of the practice.

Appointment Booking

We appreciate that calling at 8.00am on the day to get an appointment can be difficult for patients and this is not how our system worked before the pandemic with on the day appointments being made available to

book online at 8.00am. We are fortunate as a practice that we have been able to operate a face to face 'red' clinic at Forest Edge Medical Centre from day one of the pandemic seeing patients with COVID-19 symptoms face to face. This does rely on us being able to check patient symptoms on the day and helps keep vulnerable patients attending Rosebery Medical Centre and Outwoods Medical Centre safe when they attend. It is absolutely our intention to make online booking of on the day appointments available again as soon as we are able to.

In consultation with our Patient Participation Group, we have recently upgraded our phone system to introduce a call back option so that patients do not need to stay on hold while waiting to get through to us and so that we are able to update patients on the daily appointment demand in real time.

We absolutely acknowledge the gap between supply and demand for GP appointments both for our practice and nationally. We continue to benchmark the number of appointments that we offer against national averages and are fortunate to have a full complement of GPs at the practice when many are struggling to recruit. If additional funding were to be made available to us we would certainly be looking to recruit additional GPs. Until that point, as a team, we are committed to offering as many appointments as it is safe to do so.

Our telephone system messages give guidance about problems that could be classed as an emergency and we will always see patients with these problems on the day, this sometimes means that our on-call GP is working late into the evening. Patients hear this message when all routine appointments have been booked. In terms of opening hours, we are working with our Primary Care network and are now able to offer appointments until 8pm in the evening from Monday to Friday and Rosebery Medical Centre is open on Saturdays. These appointments can be booked by our patient services team.

As a practice we have seen patients (including COVID-19 positive patients) face to face throughout the pandemic. We have a number of appointments each day that can be booked directly as face to face with our GPs and a number of appointments that involve a telephone call first. We have found that this works well for patients as for some we may be able to deal with their problem over the phone and for others we are able to arrange a convenient time for them to come down to the surgery later in the day. We will continue to review the ratio of all of our appointments.

Continuity of care

Continuity of care is important to us as a Practice and our GPs always try to follow up patients with themselves when needed. Nationally we are seeing that GPs are no longer able to work five days a week in practice and this makes continuity more challenging. We are currently undertaking a piece of work to look at follow up appointments in the practice to ensure that we are getting this right and provide continuity around episodes of care.

Staff attitudes

We were pleased to see the positive comments about our team who work so hard every day to provide a service for our patients. Unfortunately, we are seeing a rising trend in the number of people who feel that it is acceptable to be rude and abusive to our team and this is making it hard to retain good staff. As a team we are committed to providing the best possible service that we can for our patients.

We have a message on our phone system that explains why our patient services team may ask patients the reason that they need to be seen and we do feel that this is important.

In order for us to help you to the best of our ability our patient services team may ask you, when they book you an appointment for the reason that you need to be seen. This ensures that you are booked into the right type of appointment with the right person. It helps you and us to avoid unnecessary and wasted

appointments.

Repeat prescriptions

We were pleased to see that the comments around getting repeat prescriptions were generally positive. We have recently completed a piece of work with our Patient Participation Group to improve this further and have a dedicated medications team to help patients with their prescriptions.

We have a system for medications reviews which works in the background so that they are completed for all patients by the GPs. More often than not we do not need to see a patient to complete their medication review so it may be that patients are unaware that this has happened. We will complete a piece of work in the practice to see how we can improve our communication around the medication review system and will work with our Patient Participation Group on this.

Explain to patients why the receptionists are asking for information to assist with making an appointment with the doctor or nurse

As covered above we have a message on our phone system that explains to patients why we ask for this information. We will also review if there are any other methods that we can use to explain this to patients.

Ensure that patients are routinely offered the option of seeing a doctor or nurse of their choice

As outlined above we are currently undertaking a piece of work to look at follow up appointments in the practice to ensure that we are getting this right and provide continuity around episodes of care. Patients are always able to request an appointment with the GP or nurse that they wish to see and our patient services team will accommodate this when possible. Sometimes if a GP is on holiday or working as the on-call doctor this may not be possible.

Ensure patients are aware of the process for making appointments and the choices available.

We will continue to make this information available on our practice website and in our patient guides as well as communicating it verbally when patients contact the practice. We appreciate that the changing nature of the appointments system over the past couple of years has been difficult for patients and we look forward to having a more settled system going forwards.

Widely promote the call back function on the telephone to patients to help avoid patients having to queue for an appointment.

All patients are given the option to request this when they call the practice.

Ensure patient leaflets are kept up to date and the information is relevant to patients

We will continue to do this on a regular basis. The one leaflet that was out of date on the day was for Healthwatch and was replaced as soon as the up-to-date version was made available to us by the visit team.

Continue to listen to the PPG to improve services for patients.

As a practice we are lucky to have such a dedicated group of patients to help us to improve services. The Group has been running for over ten years and we are proud to have a very good working relationship with them.

In Conclusion

We would again like to thank the Healthwatch team for their feedback which we will work on as Practice. Whilst some of the areas identified in the survey results feel a little out of our control and require national solutions there are a number of things that we will start work on straight away.

As a practice, we are committed to providing the best possible care and experience for our patients within the parameters that we are given in General Practice.

Charnwood Community Medical Group

Distribution

The report is for distribution to the following:

- The report is for distribution to the following:
- Rosebery Medical Centre
- LLR Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Leicestershire County 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

614 Patients

Q1. How would you rate this GP Practice?

29% Very Good

30% Good

14% Ok

16% Poor

11% Very Poor

Q2. What do you like most?

Main themes: Environment, building, Medical staff, call backs – telephone system, access to appointments, pharmacy on site, positive staff attitude and quality of care.

Q3. What do you dislike the most?

Main themes: lack of continuity of care, booking system, lack of appointment availability, waiting in phone queue and access.

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

28% Positive

40% Mixed

32% Negative

People were asked what methods they used to book appointments; they were asked to indicate all of the methods that they used to book and therefore, the totals add up to more than 100.

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

- 98% Telephone
- 5% Online booking Service
- 6% In Person
- 1% Other

People were asked to comment on whether they were given a choice of practitioner.

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

- 69% No
- 31% Yes

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

- 69% No
- 10% Yes
- 21% Sometimes

People were asked to comment on their experience of telephone or online appointments.

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

- 90% Yes
- 10% No

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

- 55% Yes
- 45% No

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

- 33% Completely satisfied
- 36% Very satisfied
- 16% Moderately satisfied
- 10% Slightly satisfied
- 5% Not at all satisfied

69% of people who answered the question said that they were either completely or very satisfied with the practice opening hours. **5%** said that they were not at all satisfied.

Q11. How would you rate the reception service?

29% Very good

32% Good

15% OK

11% Poor

13% Very poor

61% of people who answered the question rated the reception service as very good or good; **24%** said that it was either poor or very poor.

Q12. What is your experience of getting repeat prescriptions?

79% Positive

17% Mixed

4% Negative

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

35% Completely satisfied

37% Very satisfied

15% Moderately satisfied

8% Slightly satisfied

5% Not at all satisfied

72% of people who answered the question said that they were either completely or very satisfied with the quality of medical care and treatment at the practice. **8%** said that they were slightly satisfied and **5%** said that they were not at all satisfied.

Patients were asked for their comments on aspects of the service and their answers have been analysed using thematic analysis to produce common themes from the comments.

Appointment booking

A key area of comment was in relation to the process of booking an appointment.

People commented on the need to phone at 8am on the day that an appointment was needed and how this meant that they may not be able to get an appointment when they needed one.

'Calling at 8am and being number 80+ in the queue.'

'Calling for a GP appointment. On hold for 30 minutes, then still don't get an appointment.'

'...being in a queue from 8 o'clock in the morning on the phone for an appointment, being number 32 in the queue, then finally getting through to find out all the appointments have gone.'

However, others commented that calling on the day meant that they could usually get an appointment, and this was a positive aspect of the practice.

'You can usually get an appointment.'

'The fact that you can always speak to/ see a doctor on the day that you phone.'

Not being able to access an appointment meant that some people then went to the Urgent Care Centre or Accident and Emergency to access care.

'Get told to go to the walk in'

'Have to go to A&E'

'So frustrating to be told 'urgent care' or A&E'

'With urgent needs the only way to be seen is to attend the local urgent care/A&E.'

'It is impossible now; I tend to go to A&E sometimes with my daughter.'

'I can't get an urgent appointment. It's easier to go to a walk in centre.'

'If the surgery is fully booked you are told to ring the next day or ring 111 or 999 if is an emergency. I have never questioned this.'

Not being able to book appointments in advance meant that there was some confusion amongst people who commented about what was an urgent appointment.

'Define urgent- should you be calling an ambulance?'

'They say ring 999 if it's urgent.'

'Difficult for the patient to know if something is a 'medical emergency' which is the question asked by receptionists.'

'It's sometimes difficult to know how urgent something is. If patients could self-diagnose they would be the doctor not the patient.'

People commented on the opening hours of the practice. Where people did comment with any concerns they were generally in relation to access for working people.

'Incompatible with work as unable to plan ahead for appointments or phone consultations. Evening appointments, after normal working hours, should be available.'

'It needs to work for people who are working and have children.'

'I work full time and not in Loughborough, no flexibility as difficult to do midday appointments.

Assumption that we are all at home.'

'An evening practice would help.'

Types of appointments

There was comment on the types of appointments that were available with people saying that they wished to see a return to being able to have a face-to-face appointment when they wanted one.

'Sometimes would like to be seen in person and don't feel that this should still be an issue.'

'Almost always have phone conversation, concerned about lack of options for face to face appointments.'

'You very rarely get to see the doctor face to face even though you still see a nurse face to face.'

Continuity of care

There was some comment about not being able to see the same practitioner or request to see a particular practitioner and that this could impact on the care that they received.

'Number of different doctors means sometimes I have to 'put them in the picture' as I have multiple health issues.'

'I never seem to deal with the same doctor.'

Staff attitudes

The attitudes of staff were widely commented upon and the comments were largely positive. Both the medical staff and reception staff were generally seen positively.

'Great staff and GPs. Very professional.'

'Friendly team, really feel like I am being looked after.'

'The staff were very friendly and kind as well as incredibly thorough in trying to help me feel better.'

'How helpful everyone is, the lengths that they go to help people.'

'Friendliness of all the staff, doctors, receptionists and nurses.'

However, there were some comments about the role of receptionists as gatekeepers to appointments.

'I understand why the receptionists ask why you want the appointment but sometimes it's private and you don't want to tell them. Also, they often ask if it's urgent and sometimes it's not, but you still need to make an appointment on the day, because they don't let you make an appointment in advance'

'The reception staff not only dictate what is and what isn't an emergency but refuse to converse on

subject such as medication. You have to call an answer phone re: medication.'

'I find the receptionist does not always come across as sympathetic, helpful and sometimes is just a jobsworth!'

'There's a couple of receptionists who make it very difficult to make an appointment or even speak to someone on the phone.'

There were also some limited comments about reception staff being rude.

'Some are very rude.'

'There is only one receptionist who is helpful, the rest are really rude.'

However, it was recognised by others that reception staff are placed in difficult positions about accessing appointments.

'Reception staff are doing their best but appear to be understaffed.'

'I understand the reception staff are under a lot of pressure and they are doing a great job.'

'Staff do their best in a difficult situation.'

'I believe the receptionists are well trained and that must be calming and helpful to anxious people on the phones. Hopefully they will be recognised for their excellent front [line work].'

People were asked to tell us about the single thing they would change to improve the service. Comments were broadly concerned with booking appointments, types of appointments and continuity of care.

People suggested that there needed to be easier methods of booking appointments, particularly in relation to the need to call at 8am the day you wanted an appointment but not being guaranteed an appointment.

'Being able to book appointments in advance instead of always having to call on the day and rarely being able to get an appointment.'

'Appointment to see GP less anxiety provoking. It is frustrating when you have to attempt to secure a GP appointment.'

'Have two appointment bookings. One say 9am and say one at 12pm. Split the appointments between these.'

'Reception must offer duty Dr review option to all patients. Also, surgery needs to see why their pre-bookable are filled by 8.01, please.'

There were comments on the types of appointments available and most concerned wanting a return to face to face appointments with a doctor rather than having to have a telephone appointment first.

'Being able to see a doctor if you feel you need to instead of being asked to send pictures of the problem.'

'Being able to see a GP face to face, not via telephone.'

'Make it easier to request a face to face appointment.'

'Face to face appointments not all gone by 15 minutes after the phone lines open and not told if you want a face to face appointment go to a partner surgery.'

A further theme from the feedback on improvements was the need to have continuity in care and practitioner.

'Having the same doctor who would know me and be familiar with my health problems.'

'Maybe assign a patient to see the same doctor.'

'Always being able to see my preferred GP for continuity. It also lowers stress levels for me if I know I am going to get to see or talk to the GP who has journeyed with me for a few years.'

'Great doctors but there is no continued care or interest in following things up. I guess they are just too busy and the whole system is broken. I feel robbed that I'm paying for a service that I can't use.'

Repeat prescriptions

Comment on getting prescriptions was generally positive with people saying it was easy to do or that it was an excellent service. People who were using the NHS App to order prescriptions commented favourably on their experience.

However, there were some areas where people commented about issues they had experienced. The frequency with which people needed to request prescriptions was commented upon.

'One of my meds now cannot be ordered till a certain date. This makes it hard to collect all mine, husband's, and mum's things in one go.'

'Failure to provide matching quantities to avoid visits to chemist.'

'I am restricted to receiving only 1 month's supply of my drugs at a time. Drugs that I will probably be on for the rest of my life. Which makes additional work for the doctor having to write the prescriptions every month and the pharmacist to fill them. This is compounded by the drugs I take getting out of sync making me have to go to the pharmacy sometimes three or four times a month.'

'It's confusing having to apply for different medications on different dates. I'd rather apply for all of my repeat meds every few weeks and apply for them all.'

There were also some comments on medication reviews either not taking place or when they did they were delaying the prescribing of repeat medications.

'They just hand them out. My husband's medication has not been reviewed since October 20.'

'I have not had a review of my medication for over 12 months.'

'Reception told me to ask for a repeat when I knew that this couldn't be issued without seeing a doctor first but still insisted I ask for a repeat first. Only to be then phoned by reception to say I needed to see the doctor first so a delay in getting medication.'



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