

# Enter & View Report

De Montfort Surgery  
Leicester

August 2022

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# Report Details

Details of Visit	
Service Address	De Montfort Surgery, 100 Mill Lane, Leicester LE2 7HX
Service Provider	De Montfort Surgery
Date and Time	25 August 2022, 10am
Authorised Representatives undertaking the visit	Kim Marshal-Nichols and Howard Marshall

## 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 De Montfort Surgery.
- 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 sending a survey to patients using the GP text messaging service. The text message was sent to the patients; however, we did not receive any responses.

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

# Summary of the findings

## Summary

- The practice was clean, bright and well laid out.
- The noticeboards were well organised with relevant information available for patients.
- The practice is accessible for all patients.
- There is limited parking available for patients.
- The new website is easy to navigate.
- The patients did not provide any feedback on the services.

# Results of Visit

## The Practice

De Montfort Surgery is a three-story building with stairs and a lift from the ground floor to the first and second floors; the second floor being only for staff use, via secured doors.

The surgery is located on Mill Lane, close to Leicester's De Montfort University but its catchment area is quite large, not just for students.

The surgery has 18500 patients. This number drops considerably during the university breaks.

## Consulting Rooms and Staffing

There are a total of 17 consulting rooms.

Clinic staff members:

- 6 Partner GPs
- 6 salaried GPs
- 2 Nurses
- 1 Health Care Assistant
- Physiotherapist
- Mental Health Social Prescriber
- Mental Health Facilitator
- Chiropractor – in-house

We were told that most doctors specialise in something, so patients gravitate to those with the speciality the patient requires.

## Parking

Parking for patients is an issue. There are double yellow parking lines outside the practice. There is a small car park for staff which has one disabled parking place.

There are several pay-and-display areas in the streets nearest to the practice which can be used for non-resident parking.

## Reception and waiting areas

A very clean, well-lit waiting area, with fresh looking décor. No background music and no noise from the reception area – telephonists were in a separate room.

The only sound was when a patient was called by the clinician via a TV screen. Seating was well spaced, some of the chairs had arm rests to assist those who have difficulty sitting and getting up

Hand sanitisers were available throughout the building.

Signage is very clear with very easy to read good sized text.



There were several noticeboards each which contained themed information, all of which were up to date and very well laid out. There was a Carers Guide pinned on one of the boards, which was full of useful information.

A few nicely decorated murals adjoined some of the walls throughout the building, helping to invoke a relaxing setting for patients and staff.

There was a small children's corner with nicely decorated murals on the walls.

Should any patient wish to speak to a receptionist, a room is available that can be used and is soundproof, so the patient can speak freely without being overheard.



## **Accessibility**

Toilets including disabled toilets were on both ground and the first floor with baby feed and change facilities on the first floor.

Disabled toilets were very clean and had alarm pull cords.

Wheelchairs were available.

Hearing loop was installed in the waiting area.

Clinicians had access to an online British Sign Language (BSL) interpreter.

## **Appointments**

Patients can turn up in the morning without an appointment and will be seen by a GP, not an advanced nurse practitioner but can request to see a nurse.

Pre-booked appointments available both morning and afternoons.

We were told that if the patient is late, they usually need to rebook, but it depends on what the patient's condition is before turning the patient away.

## **Prescriptions**

There is a pharmacy nearby, which is open until 11pm.

## Information available to patients

There was a large floor stand with information such as:

- How to access the Practice services.
- Details of the Community Pharmacy Scheme.
- Forms for the NHS 'Friends and Family Test.'
- Details how to access Engage Consult.



## Complaints Procedure

We were told that from receipt of a patient complaint, an acknowledgement is issued within three working days or if that's not possible, as soon as possible. The Practice aims to provide a response within 10 working days. The complaints procedure is on the patient noticeboards and we were given a copy.

## Other Services

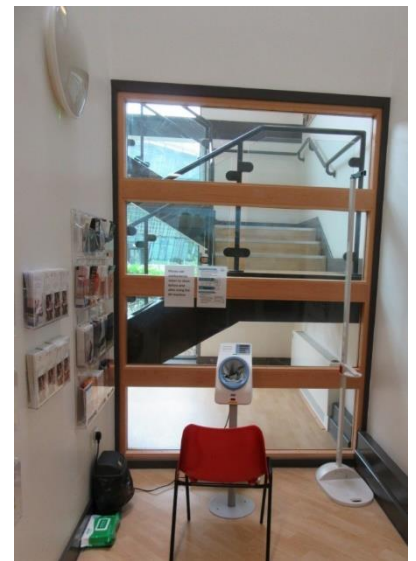
There is a Minor Operations Clinic.

A self-use blood pressure machine and weighing equipment was available in an open side room.

Wellbeing Project – Set up and run by the De Montfort University, using focus groups and surveys. The project aims to provide support to disadvantaged groups and provide support for those with mental health issues.

## Patient Participation Group (PPG)

There are six active PPG members.



## Patient Feedback

A survey was sent to the GP patients using the text messaging service, and we received no responses. We also gave patients the opportunity to contact us via telephone to share their feedback.

We were concerned that we did not receive any feedback and spoke to the practice manager who reassured us that the text message was circulated to patients. We were told that the patients do not tend to engage, and they were not surprised that we had no responses. For the 2022 GP Practice Survey, the surgery only had a 6% completion rate.

# Recommendations

We recommend that De Montfort Surgery:

1. Ensure patients are aware of the process for making appointments and the choices available.
2. Review ways to engage with patients. We are concerned that we did not receive any patient feedback on the practice which is an ongoing issue.
3. Works with the PPG to develop a plan to engage with patients and seek feedback on the surgery.

## Service Provider Response

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

In response to your recommendations, we have taken the following actions:

1. We are reviewing the information available on our website regarding the different ways of accessing an appointment at the practice to make this clearer and easier to find on our website.
2. We have refreshed the display in Reception regarding appointments to make the information simpler and clearer about ways to access the practice and see a healthcare professional. Included in the refresh was more information on what our nursing staff can do and see.
3. We have co-designed a new patient survey to gather thoughts about the practice and services including the ease of making an appointment and getting through on the telephone. We have taken the opportunity to use this survey across the whole of our PCN, so that each practice within the Primary Care Network (PCN) can gather feedback from their patients and it will allow us to look at any areas for improvement across both the PCN as a whole (as we are delivering some services across the PCN) as well as within individual practices. The questionnaire will be sent by text to all patients within the member practices and is available to complete via a link to an MS Forms page which will allow for quick collation of results and a speedy response to issues identified. We have also printed paper copies of the survey to offer to any patients visiting the surgery who are not digitally enabled.
4. We have begun work to re-establish our PPG and have been having discussions, again on a PCN basis as to whether there is merit in combining our PPGs across our population footprint to increase attendance and engagement. We are currently designing new marketing material to encourage new members to join the PPG and will be shortly contacting our existing members to re-establish face to face meetings within the practice, which had previously been suspended, by agreement of all, due to COVID restrictions.



## Distribution

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

- De Montfort Surgery
- Integrated Care Board (ICB)
- Care Quality Commission (CQC)
- Leicester City Council (LC)
- 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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