

# Enter & View Report

Humberstone Medical Centre

April 2024

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# Report details

Details of Visit	
Service Address	150 Wycombe Road, Leicester LE5 0PR
Service Provider	Humberstone Medical Centre
Date and Time	Monday 22 April 2024, 1pm
Authorised Representatives undertaking the visit	Dervis Duygun Fethi, Moraig Yates and Debra Watson

## 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 Humberstone 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 before the visit about using the GP text messaging service. We were told that the text message was sent to the patients, however we received no responses.

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

# Summary of the findings

## Summary

- The practice has a cloud-based telephone system used for making bookings.
- Non-urgent GP appointments are bookable two weeks in advance, nursing appointments can be made one month in advance.
- The waiting area is quiet, clean, with comfortable seating but there is no children's play area.
- There are up-to-date leaflets with health information; however, details on complaints and out-of-hours services are mainly online.
- Support information for mental health and carers is available.

## Results of Visit

### The Practice

The practice has around 11,500 patients.

Humberstone Medical Centre (HMC) is a modern building with automatic doors. There is a large exterior sign with the name of the GP practice. On the other side, the opening days and hours are not indicated on the outside of the building entrance. The opening hours of the GP practice are primarily found on the website. In front of the entrance, there is no ramp, however the practice is easily accessible.

There is parking available for patients. There are two spaces for disabled parking within the parking area. The signage for the disabled parking is visible and at a moderate height which can be noticed.

Community Health Partnerships (CHP) is the service provider for HMC. Under the Primary Care Network (PCN), there are four other practices that work together with HMC. These practices are East Leicester Medical Practice, St Elizabeth Medical Centre, Johnson Medical Practice and Downing Drive Surgery.

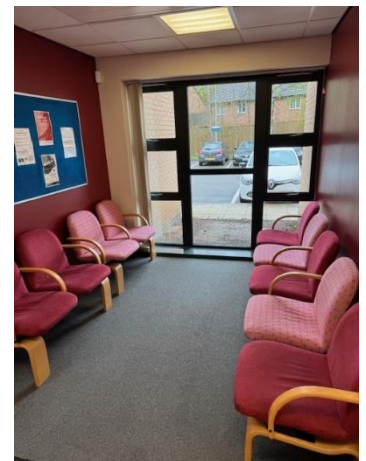
## Reception and waiting areas

During the visit, we observed no queues at the reception desk. At the reception desk, we observed a microphone being used by the receptionist while communicating with the patients. We asked the practice manager to find out the reason behind the usage of a microphone. He mentioned to us that, a microphone was put in place, to ease the communication of both the receptionist and patient. He also told us, that since there was a double glass window, patients had struggled to hear the receptionist, so therefore the only way to solve the problem was to exert a microphone within the GP practice.

There is a designated area within the practice where patients can discuss their concerns privately. The reception desk includes a lowered, non-glassed section to facilitate easier access and communication for wheelchair users.

The seating in the waiting room is uniform in size and cushioned. The seats are comfortable, and there is adequate space in the area. Notifications of clinician readiness are provided through two screens: a larger screen (television) and a smaller banner-shaped screen. While the larger screen was not operational at the time, the practice manager indicated it would be functional within two weeks. The smaller screen was working.

Suggestion forms are available near the reception desk, though there is no suggestion box. A prescription box is also present in the waiting room. Hand sanitisers are available only in the toilets and inside the reception desk area. The décor is well-maintained, with clean white walls.



Reading materials are available, providing information about the practice, including additional appointment times. For example, the practice offers extended appointment slots on Tuesdays from 6.30pm to 8pm. There is no guidance on the notice board regarding how to book an appointment outside office hours.

The waiting area is quiet, with no background music or noise and there is no children's play area.

## Appointments

A cloud based telephone system is mainly used at the practice which provides all calls to be answered to offer support for the needs of the patients. Whether the calling system is free phone or not, entirely depends on the patient's phone operator.

Booking an appointment can be made by calling the practice or face to face. In relation to online booking, non-urgent appointments can be booked through the admin queries section of the website. A patient can make an appointment, 2 weeks in advance for the GP and 1 month in advance for nursing.

Emergency appointments are scheduled by the receptionists, who determine whether they can manage the

triage process themselves or need to refer the patient to a duty doctor. If the receptionist is unable to complete the triage, the patient is passed along to a doctor for further assessment. Once the triage is completed, a doctor assigns a GP to conduct any necessary home visits.

For out of hours booking, the patient can contact NHS 111.

## Accessibility

The toilets are spacious and equipped with an alarm cord. Wheelchairs are available in the practice for those who need them. Hearing loops can be provided upon request, and braille is also available. There is a breastfeeding room and a pharmacy situated in the building.

## Information available to patients

The leaflets are up to date, have a readable font size, and are well-positioned. Health-related activities, such as social prescribing, are displayed on the notice board. Carers' support is also available, with information accessible online. Details about appointments and out-of-hours services are found online rather than on the notice boards or in leaflets.

Additionally, information on the complaints procedure, carers charter, and data privacy regarding the use of health records is not displayed on the practice's notice boards but can be viewed on the practice website.

As observed, there is information near the notice board in the reception related to mental health support.

The website of the practice was shown to us and a detailed explanation was given by the practice manager. The practice manager mentioned, there are a few languages such as Hindi and Gujarati that are provided for non-English speakers.



## Staffing

There are 3 salaried GPs and 5 part-time GPs in the practice. In total, there are 8 GPs in the surgery. Also, Humberstone Medical Practice works alongside 4 partners which provide health services.

There is 1 social prescriber through the 5 practices.

## Patient Participation Group (PPG)

The practice has a patient participation group available. Within the practice, there are 3 patient participation groups. The group regularly meets up every 2 months.

## Patient feedback

A survey was sent out before the visit, where we asked if patients would like to take part in the survey. We received no responses.

# Recommendations

We recommend that Humberstone Medical Centre:

1	Display details about the complaints procedure, carers' support, data privacy, and appointment procedures in the waiting area. This would make it easier for patients to access important information without having to visit the website.
2	Provide a suggestion box next to the suggestion forms near the reception desk to encourage patients to give feedback. This would increase the likelihood of receiving patient input on improving services.
3	Add a small play area or corner to accommodate children who accompany patients, enhancing the patient experience for families.
4	Add clear guidance on the notice board about booking appointments outside office hours, including information about contacting NHS 111 for emergencies.
5	Display practice opening hours at the front entrance.

## Service provider response

The report was shared with the Service Provider – no response was received.

### Distribution

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

- Humberstone 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](http://www.healthwatchll.com)



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