

Gresleydale Healthcare Centre

Enter and View Report

25 March 2025

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About us

We are an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents and give them a stronger say in influencing how local health and social care services are provided.

Our mission

We are a strong, independent, and effective champion for people that use health and social care services. We will continue to influence health and care services and seek to improve joined-up care for the people of Derbyshire.

Our vision

We want to see people who use health and social care services centre stage, so that service providers and commissioners listen to what they have to say and use their voices to shape, inform and influence service delivery and design.



What is Enter and View?

One of our roles at Healthwatch is to undertake Enter and View visits. Our team of trained authorised representatives (ARs) enter and view local health and social care services to find out how services are being run in action.

We collect evidence on what works well and what could be improved to make people's experiences better. We then provide recommendations to the service.



Our Enter and View visits are not intended to identify safeguarding issues or act as inspections. However, if safeguarding concerns arise during a visit, they are reported in line with our Safeguarding Children & Adults policy.

Following Enter and View visits, we collect all the feedback and produce a report with recommendations. These reports are shared with service providers, The Care Quality Commission (CQC) Derbyshire County Council and Healthwatch England. The final report will also be published on our website and Joined Up Care Derbyshire's Public and Patient Insight Library.

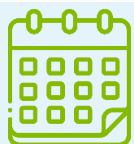
Visit information

**Service address:**

Gresleydale Healthcare Centre
Glamorgan Way
Swadlincote,
Derbyshire
DE11 9TJ

**Service provider:**

National Health Service (NHS)

**Date of visit:**

Tuesday 25 March 2025

**Practice Manager:**

Rose Cotton MIGPM

**CQC rating:**

Good

**Authorised Representatives (ARs) who visited:**

Helen Aldridge, Shirley Cutts, Kath Dawson, Alistar Garrett, Helen Severns

Healthwatch Derbyshire Volunteer Coordinator:

Helen Walters

Accessibility Audit Representative (volunteer) who visited:

Jaime Fisher

Number of Healthwatch Derbyshire volunteers who reviewed website: Four

**Healthwatch Derbyshire Enter and View Officer:**

Claire Connor

About Gresleydale Healthcare Centre

Gresleydale Healthcare Centre (“Gresleydale”) serves the community of Swadlincote, the main town in South Derbyshire. Below is an overview of Gresleydale:

- Registered patients at Gresleydale: **13,600**
- Monthly phone calls: **Up to 8,000**
- Monthly number of appointments offered: **Up to 6,000**
- Monthly same-day appointments offered: **Up to 2,000**
- Monthly GP appointments: **Up to 3,000**
- Monthly missed appointments: **Up to 200.**

Gresleydale delivers a wide range of clinics, including but not limited to:

- Child health services
- Contraception and family planning
- Long-term conditions
- Maternity, antenatal and postnatal care
- Minor injury services
- Nursing services
- Teenage health advice and services
- Vaccination and immunisations.

Gresleydale also offers specialist services such as child health monitoring.

There is a dedicated healthcare team that consists of:

- Administration team
- Doctors
- Care co-ordinators
- Healthcare navigators
- Management team
- Nurse prescribers
- Nursing team
- Pharmacist.

Clinical space

The enter and view officer and an authorised representative (AR) had a tour of the clinical space. This was well maintained, appearing clean and welcoming.

There are ten clinic rooms, one health and wellbeing room, and one phlebotomy (blood sample) room.

The visit

Summary

Overall, this was a positive visit, with both patients and staff speaking highly of the service.

We received some recommendations for improvement based on the people we spoke to. The people we spoke to were:

- ARs
- Gresleydale staff members
- Healthwatch Derbyshire volunteers
- Patients, parents and carers.

A summary of the recommendations can be found on page 34–38. These recommendations aim to support the continued good work of the service.

During our visit we spoke to 73 people. Most people were positive about the care they received from Gresleydale. We also spoke to seven staff members during the day. The staff praised their team and workplace environment.

Feedback was gathered on the day from five ARs and the enter and view officer. Also, information was gathered from a Healthwatch Derbyshire volunteer who assisted in the accessibility audit on the day. Healthwatch Derbyshire volunteers also reviewed Gresleydale's website.

Overall, Gresleydale was found to be accessible, though some signage could be improved to help new patients locate the building.

Whilst most people were satisfied with the services, many mentioned how long they had to wait on the phone.

Key themes:

- Most people were positive about Gresleydale, speaking highly of the quality of care
- Staff were positive about their workplace and environment
- Most people were using cars to attend. There is limited information available about public transport options on the website
- People were unaware of the lesser-known services such as HPV vaccines, teenage health and minor surgery
- There was a low awareness of Ragsdale House, which offers extended hours clinics
- People prefer email and text over other communication methods
- The website is the most popular place for people to get information. Feedback told us that the website would benefit from improved accessibility
- Many people mentioned long waits on the telephone, with people unaware of alternative booking options such as the NHS App or walk-in
- There is poor Wi-Fi and mobile signal in Gresleydale. Better Wi-Fi could improve people's experience and enable them to use the QR codes
- There is some confusion over the entrance signage with some people mistaking the pharmacy for Gresleydale
- Increased signage could make Gresleydale more dementia friendly
- The waiting area could be improved by including toys, games and magazines
- Some people were unaware that they could request reasonable adjustments, such as a quiet waiting area or double appointments. If more people knew about this, their visit to Gresleydale could be improved.

Why did we do this visit?

This was a planned and announced Enter and View visit to Gresleydale, a service we don't often hear feedback about. Our goal was to listen to and understand people's experiences using the service.

Gresleydale participated in this visit on a voluntary basis to support their ongoing commitment to improving services for their patients.

A survey was designed with the Patient Participation Group (PPG) and some of the management team. The key areas we were looking at were:

- Service: Observing how care and support are provided
- Digital experience: Gathering feedback on the new website and phone system
- Communication: Understanding how people prefer to receive updates from Gresleydale and their experiences so far.

How did we do it?

The enter and view officer met with the PPG and members of the management team. The enter and view officer discussed the aims of an Enter and View visit and shared a draft survey. The PPG shared thoughts on the survey and questions they would like asked. A survey was developed from this.

On the day of the Enter and View visit, the enter and view officer and five ARs attended during Gresleydale's opening hours of 8:00 am to 6:00 pm.

We collected feedback in the following ways:

- A survey filled in by patients, family members and carers
- Direct observation between staff and people accessing Gresleydale
- Observation of access to the waiting area
- Assessing the accessibility of the environment
- Talking to people accessing Gresleydale about their experiences of the service
- Talking to staff working at Gresleydale.

Staff feedback was gained through open conversations; no survey was used for this. ARs also noted their feedback about the environment.

Important note:

Many surveys were not fully completed due to patients being called for appointments. Data was gathered from both complete and incomplete surveys.

Accessibility Audit

Alongside our Enter and View visit, we also completed an accessibility audit.

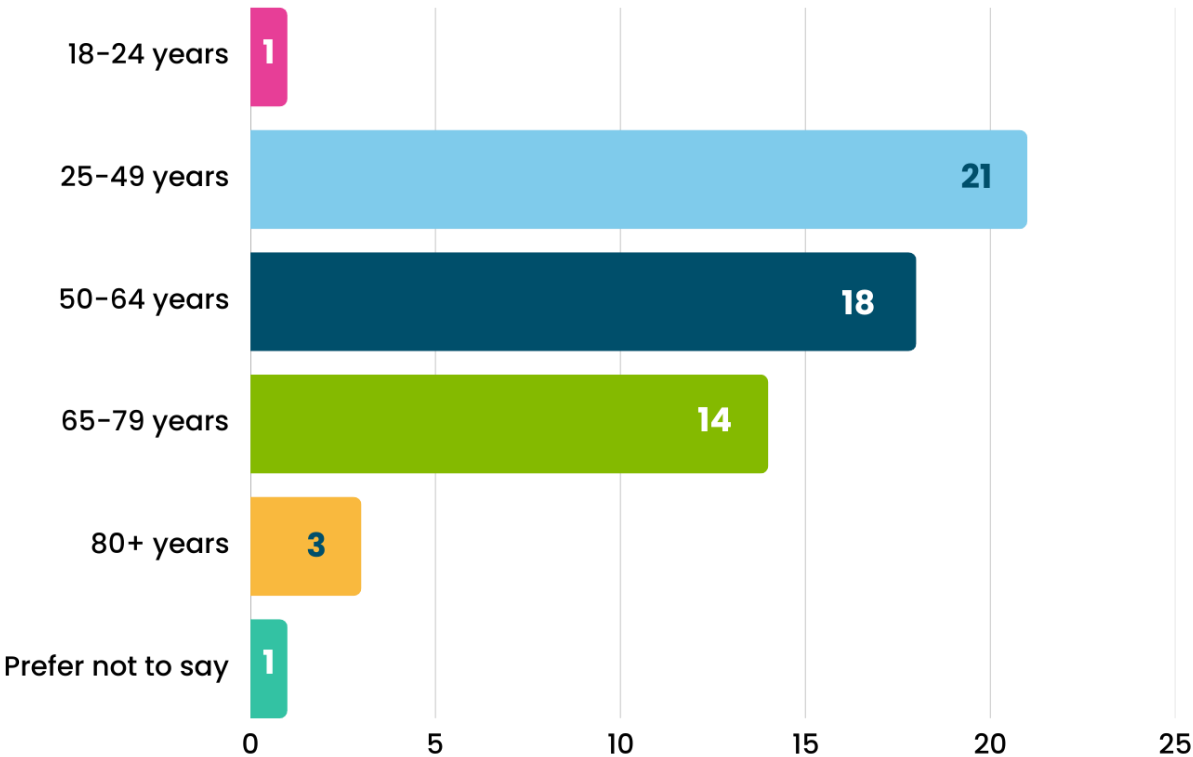
The volunteer who gave feedback on this audit is an expert by experience. He has mobility difficulties, autism and a learning disability. The feedback from this audit reflects his experience on the day.

Who did we speak to?

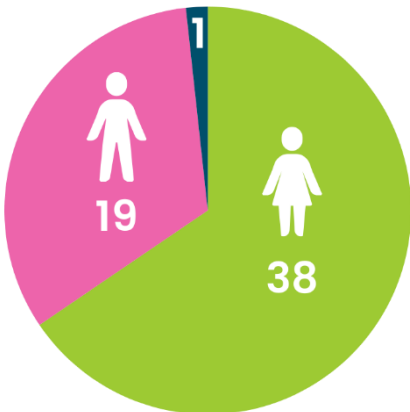
Overview of the people we spoke to

We spoke to 73 people. Of these, 58 people completed the demographic questions. However not all demographic questions were mandatory.

Most people were aged 25 – 49 years old. The other age groups are shown below:



Of the people we spoke to, 38 were female and 19 were male. One person preferred not to say their gender.



Most people were White British. This matches the population of the area where Gresleydale is based:

- 56 people said they were White British
- One person said they were Asian British/Indian
- One person preferred not to say.

We asked the people we spoke to if they have a disability:

- 46 people said that they did have a disability
- 11 said they didn't have a disability
- One person preferred not to say.

We asked if people would share information about their disability with us:

- Six people told us they have a long-term condition
- Five people told us they have a physical or mobility impairment
- Three people have a sensory impairment
- Three people have a mental health condition.

We asked if people would share any information about their long-term conditions. 57 people answered this question, and 32 people provided more information.




This showed that some people we spoke to have more than one diagnosis:

- Ten reported asthma, COPD, or another respiratory condition
- Ten had diabetes
- Ten selected 'Other' for a condition not listed
- Nine had hypertension
- Three had a hearing impairment
- Two had a cardiovascular condition, including having suffered a stroke.

What did we see and what did people tell us?

Patient transport and accessibility

We asked how people travelled to their appointment. This was answered by 73 people.

	67 people travelled by car. They had either driven themselves or had a lift
	Five people walked and told us they lived nearby
	One person caught the bus.

The Healthwatch Derbyshire volunteer coordinator found that there is a number 21 bus (run by Diamond Buses).

The bus stop is about a five-minute walk away from Gresleydale. This information was not easy to find and could not be seen on the website.

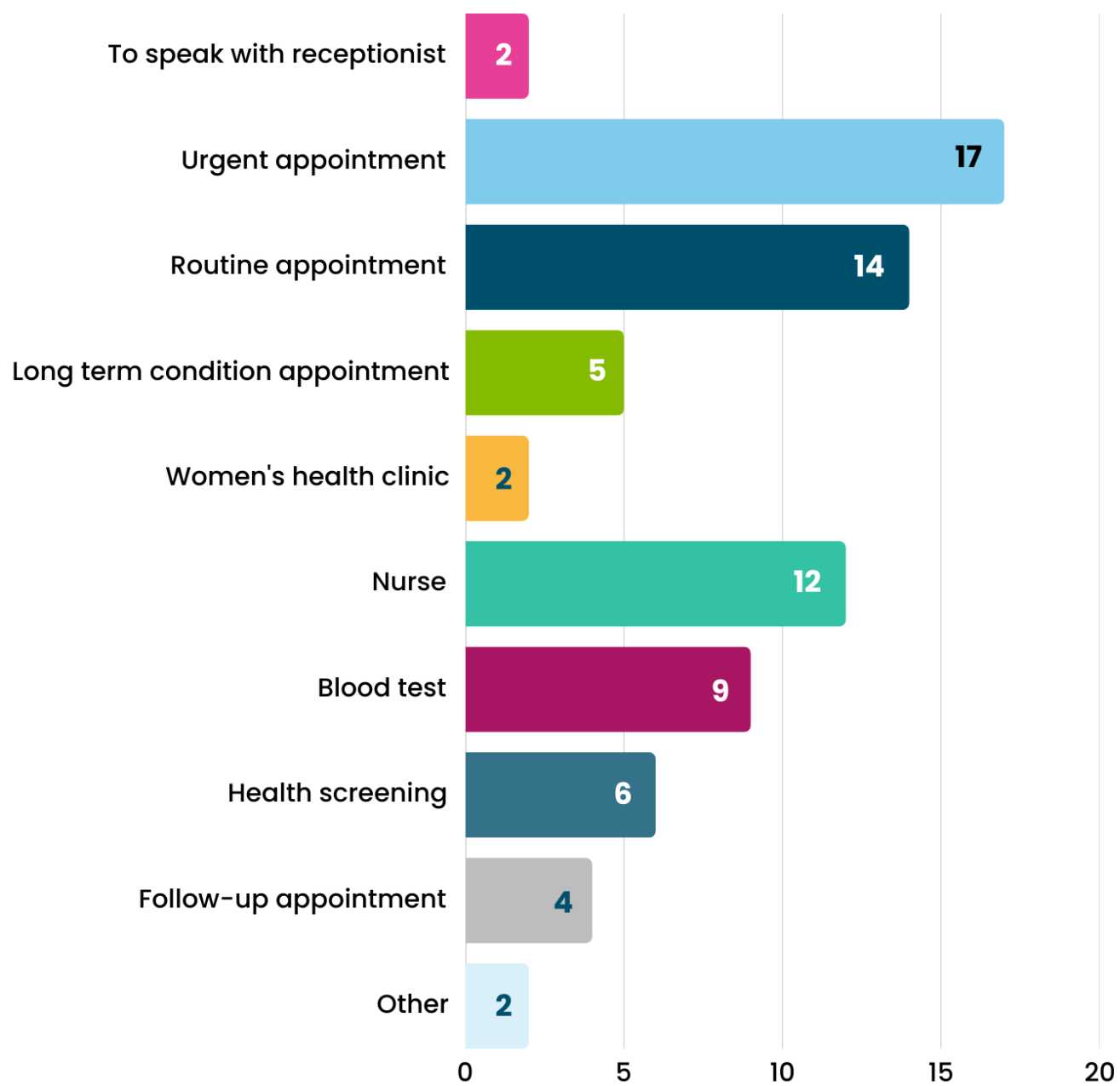
Recommendation 1:

Provide more accessible information on bus services that link to Gresleydale in the waiting area of the surgery and on the website.

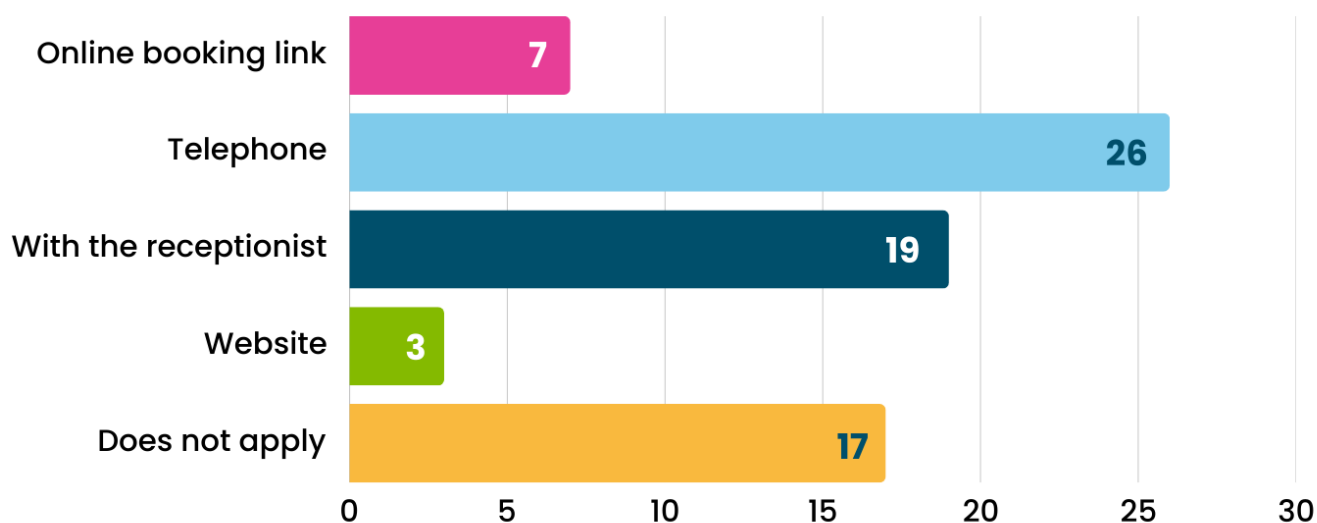
Service awareness and appointment booking

We asked which services people were attending at Gresleydale. This question was answered by 73 people.

The answers showed that a wide range of services were being accessed. The answers are below:



We asked how people made their appointments. We provided the range of options available to patients, parents and carers. 72 people answered this question.



Feedback related to 'does not apply' told us that these appointments were either made during their appointment by the professional they were seeing, or the appointment was made via a 111 call.

We asked how satisfied people were when booking their appointment. 59 people answered this question.



27 people were very satisfied when making their appointment



21 people were satisfied when making their appointment



Five people were neither satisfied nor dissatisfied when making their appointment



Three people were dissatisfied when making their appointment



Three people were very dissatisfied when making their appointment.

Overall, those who were very satisfied or satisfied told us that they appreciated the call back option and their next appointment being made during their previous appointment.



"Managed to be seen this morning, I used call back option."

"Appointment made at previous appointment by health professional. Appointment is made automatically at every attendance, including blood tests when necessary."



Those who were dissatisfied or very dissatisfied told us:



"[I was] unable to get through on the phone, never any appointments available."

"Very hard to actually get an appointment."

"Before getting through to the surgery, lots of automated information is given, followed by a number of options – but these were not relevant to my situation."

"Usually, I have to answer lots of questions to access the GP. It can be frustrating. If I knew what the problem was, I wouldn't need to see the doctor."



Recommendation 2:

Review the triage questions that are asked over the phone to see if they could be improved.

We asked people if they were aware of the different services offered by Gresleydale. 54 people answered this question.

Most people were aware of the different services. The list below shows the percentage of people who were aware of each service:

- Online appointments – **94%**
- Blood tests – **93%**
- Flu Jab clinics – **91%**
- Dressings, vaccinations and immunisations – **87%**
- Health checks for new and existing patients – **83%**
- Cervical screenings (smear tests) – **83%**

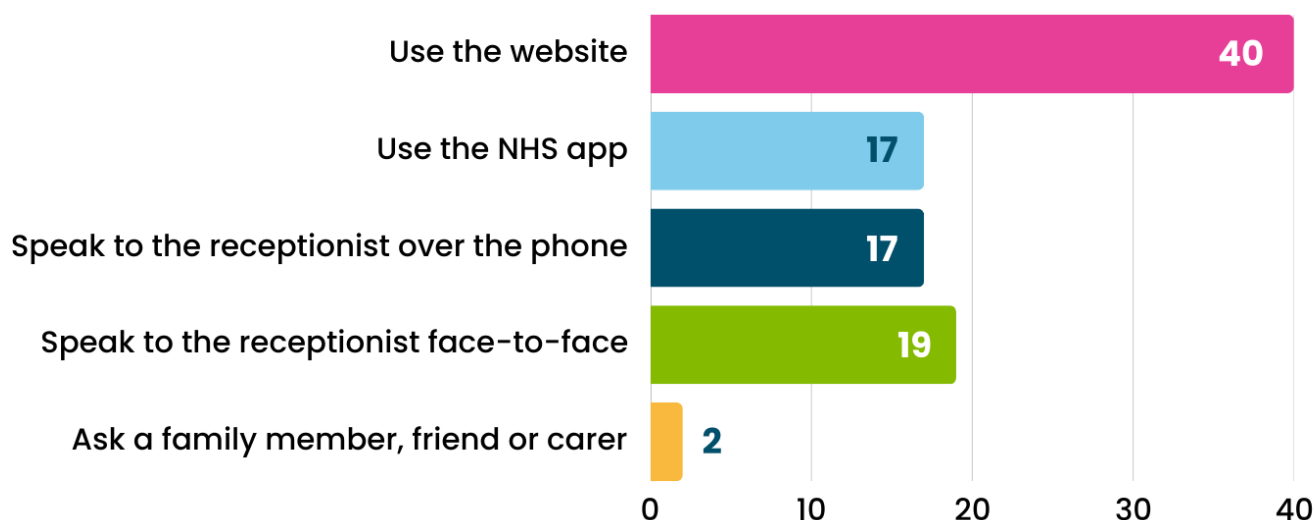
- Long term health conditions – **83%**
- Advice on asthma, diabetes, and chronic disease care – **81%**
- Contraception and family planning – **80%**
- Routine childhood immunisations – **80%**
- Health promotion and general health advice – **78%**
- Removing stitches – **76%**
- 24-hour blood pressure monitoring, ECG, Spirometry, Cardiac-memo – **74%**
- Travel vaccinations and travel advice – **74%**
- Newborn and 6–8-week baby checks – **74%**
- Maternity, antenatal and postnatal care – **74%**
- Minor injury services – **74%**
- Teenage health advice and services – **72%**
- Minor surgery and joint injections – **72%**
- HPV vaccine for girls aged 12–13 years (Human papillomavirus) – **69%**

Recommendation 3:

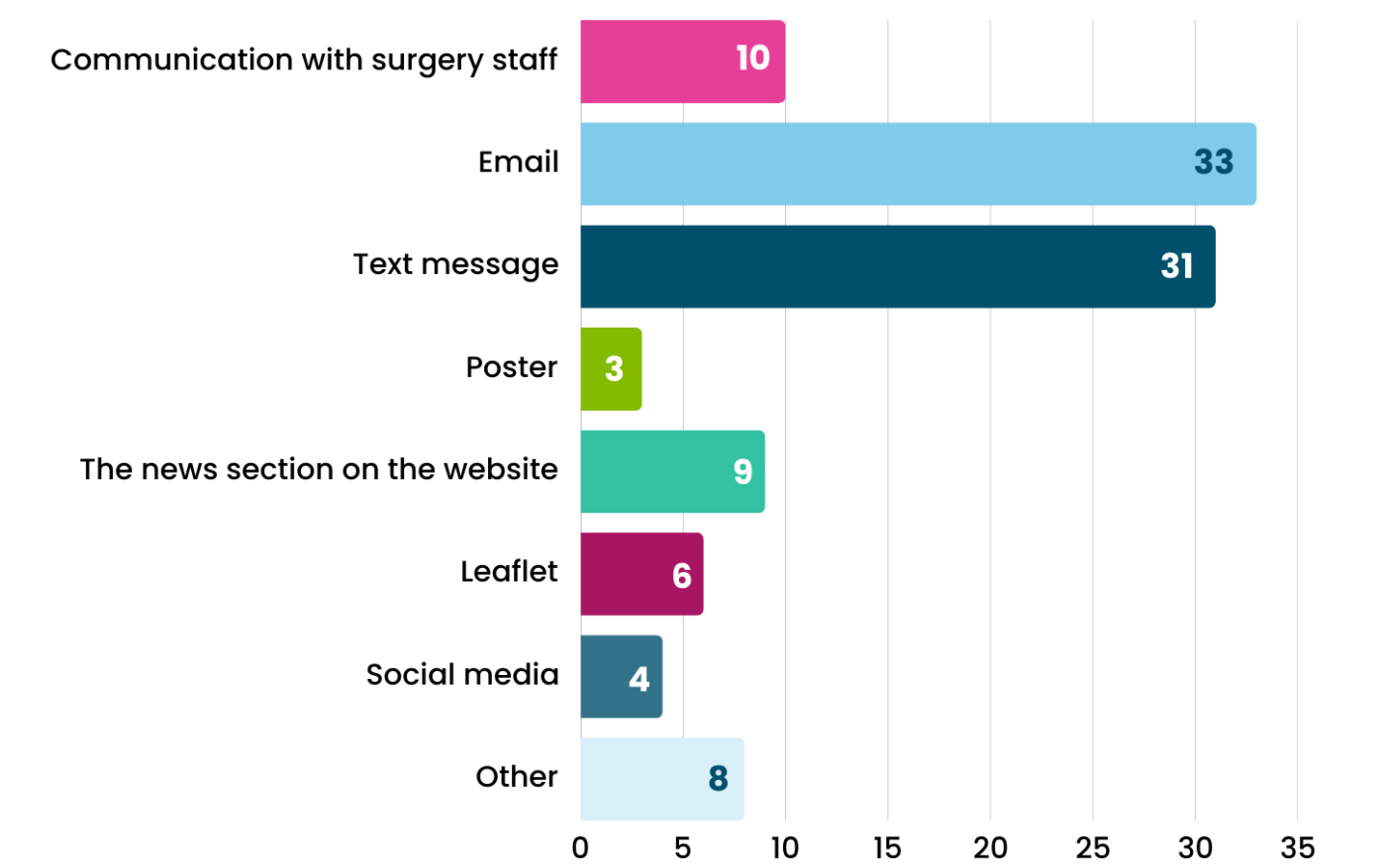
Consider the need to increase awareness of lesser-known services delivered by Gresleydale, including the HPV vaccine, teenage health and minor surgery, and joint injections.

Communication

We asked people where they would go if they wanted to find out more about the services Gresleydale offers. People could select more than one option and 66 people answered this question. This told us that most people would use the website to find out more information.



We asked people how they would prefer to receive updates about Gresleydale’s services. 65 people answered this question.



Recommendation 4:

People prefer email and text over other communication methods. However, it is important to make sure that multiple communication methods continue to be used, and that they are accessible.

Website and telephone feedback

Gresleydale recently had a new website and telephone system. The PPG and management team wanted to find out how people found using the website and telephone system.

We asked people how easy they found using the website to access information. 63 people answered this question.

- **22 people** found the website very easy to use
- **14 people** found the website easy to use
- **Two people** found the website neither easy nor difficult to use
- **Two people** found the website difficult to use
- **One person** found the website very difficult to use
- **22 people** told us they don't use the website.

We asked if there was anything that would improve the website. Most people didn't provide any further feedback. However, seven people told us that, 'No', nothing needs to change.



"Only use [the website] for repeat prescriptions."



One person thinks the website might be difficult for less 'tech savvy' people. One person found the website confusing, and another said it could be easier to use. Other feedback included:



"Make its menu structure more intuitive from the patients' point of view."

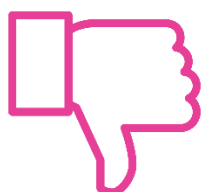
"I find it overwhelming scrolling through to make an appointment."



We asked people if they found the current telephone system easy to use, and to access information about services and opening hours. 55 people answered this question.



42 people told us 'Yes', they find the telephone system easy to use.



13 people told us 'No', they don't find the telephone system easy to use.

44 people provided feedback to explain their answer.

- **18 people** told us that they find the queue and waiting time on the phone difficult
- **15 people** told us that they find the current telephone system easy, and they like the callback option
- **Two people** told us that they will come to reception if they can't get through on the phone
- **One person** told us they are happy with the service.



"Rather than wait in a queue I always request a ring back which is very reliable."

"On hold for so long. If you don't call at just the right time you are in a queue ..."

"Telephone lines are extremely busy."

"Have used call back. On one occasion no one called until next day. Frustration whenever I dial, I'm way back in the queue."

"Whilst the queues are often long, about 25 minutes, the ring back does work."



We asked people if there is anything that could improve the phone system. 22 people provided feedback.

19 people told us that reducing the phone queue and waiting time on the phone would improve the phone system.



"We have to call at 8:00 am and wait on the phone for 30-60 minutes and hope we get an appointment. Very dissatisfied. "

"When booking appointment can be in a queue of 20. Will come down to the clinic otherwise."



Many people recommended that more staff or phone lines would improve the telephone system.



"More receptionists to help reduce queues."



"Long wait in the morning – more people answering the phones."

A staff member told the enter and view officer, "A daytime walk-in clinic is needed". There is currently an evening walk-in clinic for out-of-hours.

Recommendation 5:

Raise awareness of other appointment booking options. Such as the NHS App and other online services.

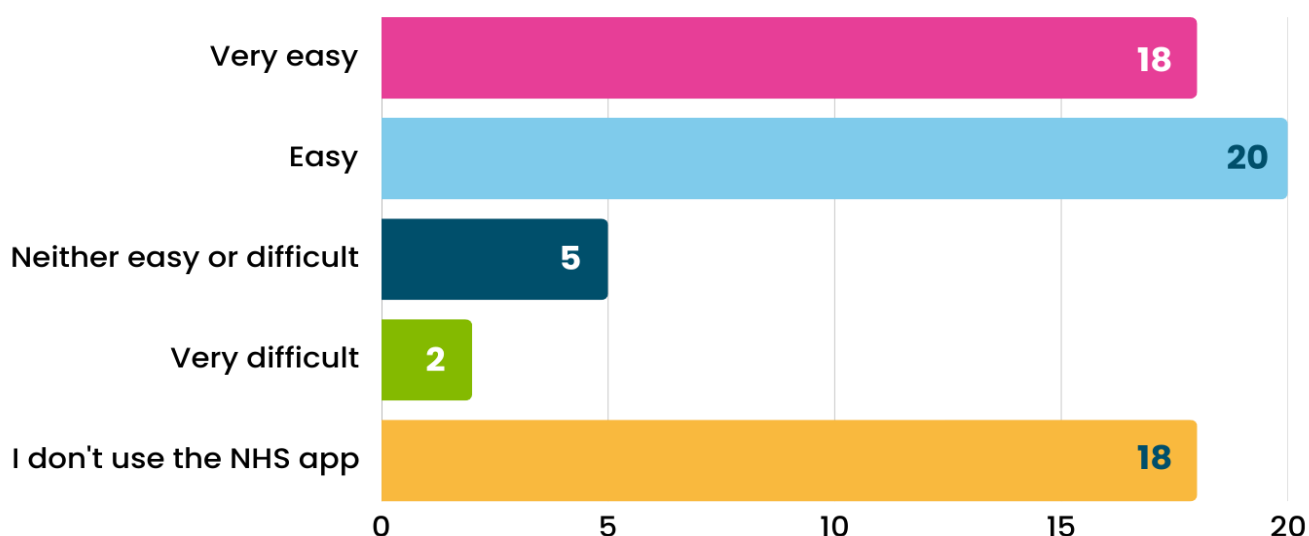
It may be helpful to offer tech support sessions for people, which could decrease the waiting times on the phone.

Recommendation 6:

Discuss options to increase access to the walk-in clinic.

NHS App and Wi-Fi access

We asked people how easy they found using the NHS App to access information. 63 people answered the question. The graph below shows what people feel about using the NHS App:



We asked if there was anything that would improve the NHS App. 18 people provided feedback.



Seven people told us 'No', nothing needs to change



Five people told us the NHS App could be easier to use



Two people commented on different NHS systems not communicating with each other



Two people mentioned the poor Wi-Fi in the Gresleydale area



One person said they would prefer text message reminders outside of the NHS App.

Inside Gresleydale, information is provided to patients, family and carers about the Wi-Fi and password available. However, ARs were unable to access the Wi-Fi.

One person in the waiting area tried to help the ARs to access the Wi-Fi. However, it was still not possible. There were no instructions to support people trying to access the Wi-Fi.

An AR shared, "One person [I spoke too] was unable to access the practice's Wi-Fi. Whilst there was a Wi-Fi code displayed under the screen in the waiting area, it did not state the practice Wi-Fi network name. They had wished to use the Wi-Fi as they could not get a mobile phone signal in the practice."

One person told us:



"There is little or no mobile signal in the surgery which makes it difficult to make arrangements with work/family if delayed etc."



A Gresleydale staff member told us:



"We have all these QR codes, but no one can use them."



Recommendation 7:

Provide instructions to access the Wi-Fi. Add clear step-by-step instructions (with network name) near the Wi-Fi code.

Recommendation 8:

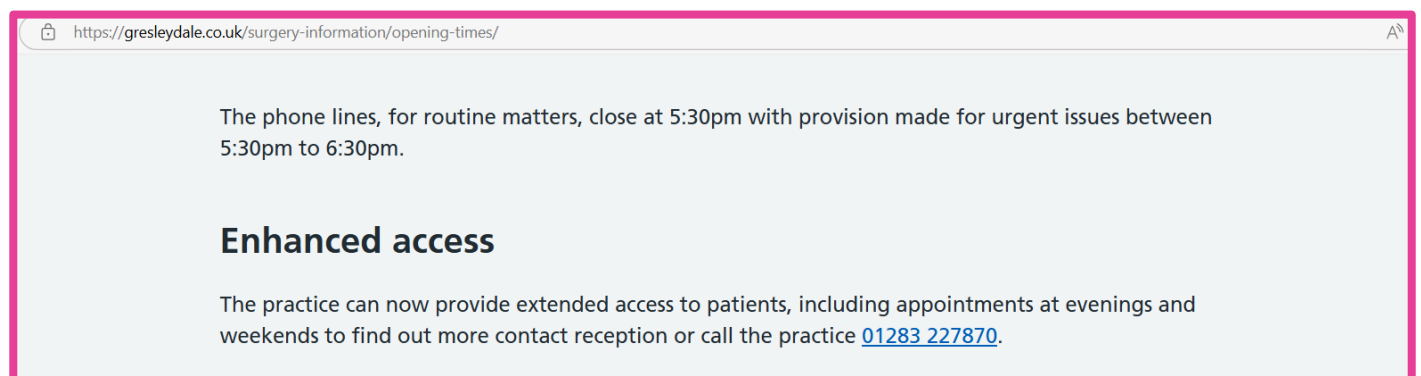
Check Wi-Fi availability for those in the waiting area.

Ragsdale House

Gresleydale offers appointments at another venue called Ragsdale House.

Ragsdale House is part of Gresleydale's 'enhanced access'. Enhanced access is when a GP clinic offers appointments outside of standard working hours.

Minimal information is available on the website.



Ragsdale House offers evening and weekend appointments. The PPG and management team wanted to know if people had attended an appointment at Ragsdale House.

71 people answered this question. 64 people had not attended an appointment at Ragsdale House.

We asked people about their satisfaction with the facilities at Ragsdale House. 24 people answered this question.

Many people shared that they had not heard of Ragsdale House. Some people asked the ARs what Ragsdale House was.

- **21 people** had not heard of Ragsdale House
- **Two people** were new patients, and were unaware of the service
- **One person** said they were “very satisfied” with the services at Ragsdale House.

Recommendation 9:

Increase awareness of Ragsdale House and what it can offer using the screen and notice boards available to people in the waiting area.

Recommendation 10:

Add specific details of Ragsdale House to the website to increase awareness of this venue and services.

Reasonable adjustments

We asked people if they knew that they could request reasonable adjustments. A reasonable adjustment is a change that the practice can make for people accessing the waiting room or an appointment.

Reasonable adjustments can help to make a person more comfortable when they visit Gresleydale. 65 people answered this question:

- **34 people** told us they did know they could request reasonable adjustments
- **31 people** didn't know they could request reasonable adjustments
- **Three people** told us that they currently access reasonable adjustments.

17 people shared additional feedback on this question:



“I get a double appointment.”

“We have had a good experience of this. Our child who has a diagnosis of Asperge’s and has had their appointment adjusted to



Eight people who told us that they were not aware of reasonable adjustments:



"I am autistic, would have liked to have known this. Sitting in a quieter area would be better."

"Handy to know as my son has autism."

"Didn't know about this but I think I should have."



We looked at the responses from people who told us they have a disability or long-term health condition. We heard from a person with Parkinson's disease, and another person with a hearing impairment:



"I have never heard of it [reasonable adjustments]."

"I haven't heard of reasonable adjustments."



Recommendation 11:

Increase awareness of the offer of reasonable adjustments.

- Continue to utilise the screen in the waiting area
- Provide information on Gresleydale's notice boards in the waiting area
- Add information about reasonable adjustments to the website's appointment page
- Utilise all communication tools to inform people of reasonable adjustments
- Think further about how to let people know they can ask for helpful changes during appointments and through all communication tools.

The website

The Healthwatch enter and view officer, the volunteer coordinator and volunteers looked at the website.

Most volunteers found the language used on the website easy to understand. However, there were some examples where the language could be easier to understand. For example, under the mission statement, "Committed to excellence, inclusive for all".

Recommendation 12:

Increase accessibility of website by reviewing language through the NHS Medical Document Readability Tool website: [NHS Document Readability Tool](#).

Two volunteers told us that there are no 'accessibility aids' on the website. This included:

- The ability to translate the information into another language
- The ability to enlarge text.

The Healthwatch enter and view officer and the volunteer coordinator did find accessibility links. These were under the 'Website policies' and 'Accessibility statement' link at the bottom of the page. Clicking on either heading provides instructions on how to make some changes such as increasing font size and changing the screen colour.



However, the links were not easy to find. The title of the links doesn't easily tell users what they are.

Once selecting either heading the user is given information to read before another heading to select. There is a lot of reading to go through and instructions to follow to make any changes.

Recommendation 13:

Improve accessibility of website:

- Make the accessibility option easier to find
- Rename accessibility option to reflect what it does
- Provide a quicker way for users to make the changes they need.

Volunteers for whom English is a second language commented:



"I would have welcomed a translate function to make the site easier to use."

"[The translate function would be useful] particularly to understand essential information such as understanding test results."



Recommendation 14:

Increase the accessibility of the website with a 'Select Language' option.

The Healthwatch Derbyshire volunteers who reviewed the website, found the website easy to navigate.

One volunteer suggested the 'About the surgery' link should also be available in one of the prominent blue boxes.

One AR commented that language used in the smaller text 'Register with the surgery' is different to the larger text box, 'Register with us.'



Recommendation 15:

Use the same language in small links to that in the larger boxes.

The Healthwatch Derbyshire volunteers found the website unwelcoming.

Our volunteers thought more images would be useful and make the website more engaging. Images of Gresleydale entrance and car park would be helpful for new people accessing Gresleydale.

Recommendation 16:

Add images of Gresleydale entrance and car park to provide visual aids for people accessing Gresleydale for the first time.

Parking

There is a large car park available for people accessing Gresleydale. There is no charge for the car park. There is no time limit for people when they are parked. There are blue badge parking spaces available.

Locating building and signage

The website provides the address and postcode. When put into a sat-nav this brings you to Gresleydale Healthcare Centre. When people enter the car park, there is a sign that confirms you're at the correct place.

When going into the building, ARs and the Healthwatch Derbyshire accessibility audit volunteer commented that the sign on the building is confusing. All the ARs and the above-mentioned volunteer had gone to enter the pharmacy next door.



The Healthwatch Derbyshire volunteer completing the accessibility audit told us:



"It would be useful to have a sign on the wall or door to confirm the entrance."



Recommendation 17:

Provide signage so it is clear which entrance is for Gresleydale.

Signage

Once inside Gresleydale, there is good signage available throughout.

Fire exits were clearly signed using both words and images.

Toilet signs on doors were clear. There weren't any signs on the inside of the toilet doors to support dementia patients exiting the toilet.

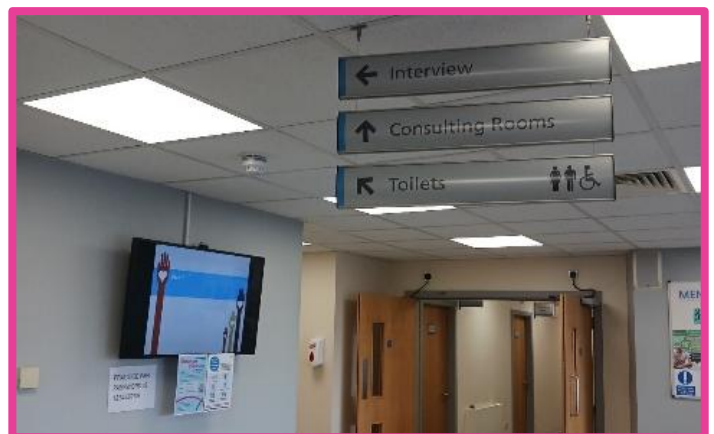


Recommendation 18:

Improve dementia friendly signage by providing an exit sign on the inside of the door within the toilet area.

One AR was seated in the waiting area and could not see the ceiling sign for the toilets.

The sign for the toilets is not facing those sitting in the waiting area. The corridor to the toilets was out of sight.



Recommendation 19:

Consider a sign on the wall next to the screen to ensure everyone in the waiting area can see where the toilets are.

Next to the toilets is the room for taking blood samples. This has the sign 'Phlebotomy Room' on it. Phlebotomy is a medical term that can be difficult for some people to read or understand.



Recommendation 20:

Consider adding a sign saying, 'Blood Sample Room' or 'Blood Tests'.

Two people told us the reception isn't very confidential.

There is a 'patient dignity and respect' form available that sits on the reception desk. Gresleydale has shared information about this in its newsletter.

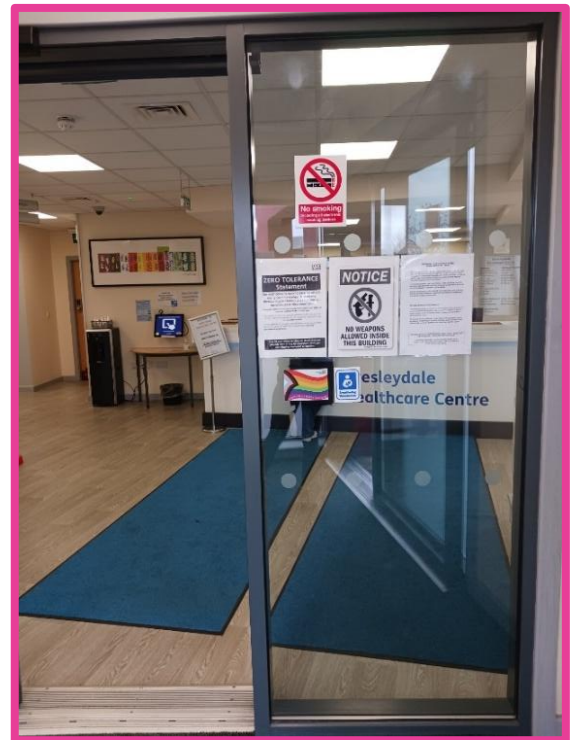
Recommendation 21:

Make it clearer that people can make confidential requests at reception. Discreet signage could help, an example of this might be, "Ask here for private discussions."

Reception

On the day of the Enter and View visit it had been raining. Gresleydale put out non-slip mats to prevent slipping. The enter and view officer was informed that these were dementia friendly.

The reception area is welcoming and everybody entering was welcomed by the receptionist.



When there were three or more people waiting in line for the receptionist, support came from the administration team to reduce people's waiting time.

All people attending for an appointment could sign in by:

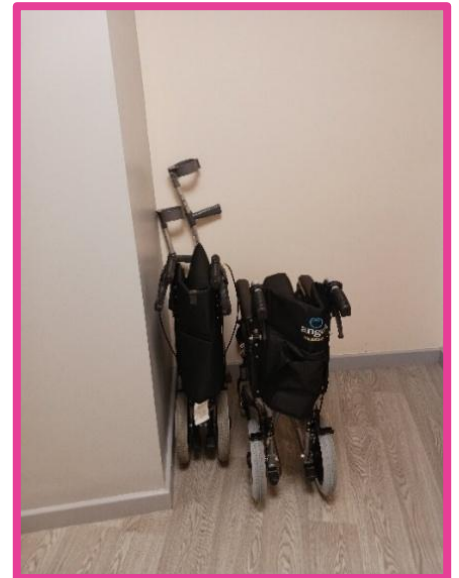
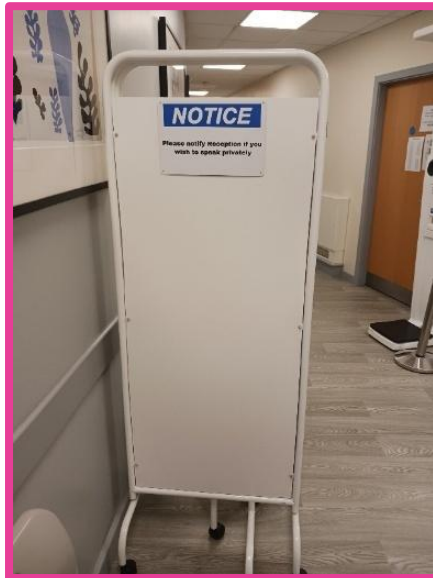
- Speaking to the receptionist
- Using the sign-in machine
- Using the QR code.



There was a separate place to sit for anyone who might be unwell or didn't want to sit in the busy waiting area.

A screen was available for those who needed some privacy.

Wheelchairs were available for anyone who needed one.



Waiting area

The waiting area provides several chairs with space to access these chairs. All chairs were movable to allow for wheelchairs and prams. Priority seating is available for people with physical conditions and those with dementia.

We asked people if any changes could improve the waiting area. 73 people answered this question.

- **58 people** told us 'No', the waiting area doesn't need improving
- **15 people** told us 'Yes', there are changes that could improve the waiting area.



21 people provided feedback about their thoughts on the waiting room. Suggestions to improve include:



"Toys for children would help. It is a more clinical environment than before [Covid pandemic]."

"Magazines to browse. Something for children."

"Something for children. When I bring my two-year-old, there is nothing to get his attention."





Wheelchair access good. If you had children, it would be useful to have a few toys/books. Covid could have impacted this."



An AR shared, "One individual really liked the reception area compared to other GP practices that they have been to because its light and clean."



"The area is clean and free from clutter, so I'm happy."



Below are some of the other things people mentioned to us about the waiting area:



One person suggested improving privacy at the reception area



One person said the area could be more cheerful



Two people suggested a drinks machine



Two people mentioned the Wi-Fi difficulties in the medical centre



Two people said the area was clean and airy



Four people said there could be better chairs for patients with different needs



Five people said the environment could be more child friendly.

Recommendation 22:

Provide resources for children and adults in the waiting area. This could be toys, games and magazines. It could be helpful to ask people attending Gresleydale what they would like in the waiting area.

There are leaflets available in the entrance for people accessing Gresleydale.

Recommendation 23:

Bring leaflets into the waiting area to increase access.



Conclusion

Most feedback about Gresleydale was positive. The area that most people commented on was the waiting time when phoning Gresleydale.

However, many people said they were happy with the quality of care provided.

Many people commented on the poor Wi-Fi connection. Gresleydale could improve access to this, which could improve people's experience.

There could be some improvement with signage, both outside and within Gresleydale, including dementia friendly signage and different signage placement.

An increased awareness of the Ragsdale House would benefit the service. With awareness of this option, more people are likely to use the extended hours offer.

Gresleydale offers reasonable adjustments to support someone's experience and access. Continued use of all communication platforms to advertise this, such as the screen in the waiting area. Also, speaking to people in their appointments could increase access to this offer.

The website is the most popular platform for people to gain information. The website would benefit from some changes to increase its accessibility.

Gresleydale is a welcoming, clean and open place. The waiting area could be better with things for children and adults to do, such as books, magazines or toys.

Gresleydale is to continue to use its communication platforms to keep patients, parents and carers informed. This will support the continued sharing of information about new or lesser-known services.

What should happen next?

The information in this report is intended to support Gresleydale in reaching its goal of improving the patient and carer experience.

In-line with Healthwatch Enter and View requirements, Healthwatch Derbyshire expects to receive an acknowledgment and a response from Gresleydale Healthcare Centre regarding this report and its recommendations. If needed, an action plan should be developed within 30 working days.

Responses to our recommendations from Gresleydale are below.

What has happened so far?

	Recommendations for improvement:	Provider response:
1	Provide more accessible information on bus services that link to Gresleydale in the waiting area of Gresleydale and on the website.	<p>Thank you for your feedback and service improvement suggestion. The information on bus services has now been added to our website in the appointment section.</p> <p>Gresleydale Healthcare Centre is easily accessible by bus. The bus stops near Gresleydale can be found at:</p> <ul style="list-style-type: none">• Drum And Monkey, Church Gresley, 5 min walk.• Toons Furnishings, Castle Gresley, 8 min walk

		<ul style="list-style-type: none"> The 21 and 21E buses are operated by Diamond Bus.
2	Review the triage questions that are asked over the phone to see if they could be improved.	<p>‘Why does the healthcare navigator team need to ask what is wrong with me?’</p> <p>Thank you for your feedback and your service improvement suggestion. Our healthcare navigators are valuable members of the practice team, supporting clinicians.</p> <p>We have trained our staff to ask certain questions to help make sure that you receive the most appropriate medical care, from the most appropriate healthcare professional, at the most appropriate time.</p>
3	Consider the need to increase awareness of lesser-known services delivered by Gresleydale, including the HPV vaccine, teenage health and minor surgery and joint injections.	<p>Thank you for your service improvement suggestion. Our website has been amended to add details of when clinics run to increase awareness and accessibility.</p>
4	People prefer email and text over other communication methods. However, it is important to make sure that multiple communication methods continue to be used, and that they are accessible.	<p>Thank you for your feedback. We will continue to ask patients about their preferred method of communication, and multiple options will be available.</p> <p>To provide this information, patients are encouraged to complete the form available on our website or request a form from reception.</p> <p>We also share regular updates on our Facebook page, asking patients to contact us if their contact details change.</p> <p>Accessible Information Standard Request: Gresleydale Healthcare Centre</p>

<p>5</p>	<p>Raise awareness of other appointment booking options. Such as the NHS app and other online services.</p> <p>It may be helpful to offer tech support sessions for people, which could decrease the waiting times on the phone.</p>	<p>Thank you for your feedback and service improvement suggestion. We are collaborating with our Patient Participation Group and Swadlincote Primary Care Network to increase NHS App awareness.</p> <p>We will provide patients with educational material on the NHS App in our practice Newsletter, Facebook page, and website.</p> <p>We are in the process of organising educational support sessions and we will keep patients updated in our practice newsletter when they become available.</p> <p>To enable notifications on the NHS App, you need to:</p> <ul style="list-style-type: none"> • access the app's settings • access the device's settings • log in to the NHS App • navigate to 'Account', then 'Settings' • then 'Manage notifications' • follow the link to your device's settings to enable notifications for the app. <p>After enabling notifications on your device, it can take up to 24 hours for the changes to take effect.</p>
<p>6</p>	<p>Discuss options to increase access to the walk-in clinic.</p>	<p>Thank you for your feedback and service improvement suggestion.</p> <p>Urgent treatment centres (UTCs) or walk-in centres can treat everything from broken bones to cuts and gashes, minor eye infections, insect</p>

bites, bruises, scalds, wound infections and much more.

UTCs are open between 8am -8pm.

As a resident of Swadlincote the nearest UTC in Derbyshire is 14 miles away on Osmaston Road, Derby. This can take up to 35 minutes by car or longer depending on the traffic.

In Swadlincote, patients often travel 15–30 minutes farther than those in less deprived areas to reach UTCs. On public transport, it can take up to an hour longer.

Joined Up Care Derbyshire (JUCD) and the Derby and Derbyshire integrated Care Board (DDICB) are currently reviewing the way urgent care and same day care is delivered to our patients.

JUCD and the DDICB published a document 'A strategic review of community urgent and same day care for change' in May 2025.

This document explains how urgent and same-day care services are working in Derby and Derbyshire. The system is under pressure. People are finding it hard to get care quickly, which is causing frustration and affecting their health.

This review will help improve urgent and same-day care by focusing on these goals:

- 1. Understand current services:** Look at what services we have and where there are gaps or problems
- 2. Follow updated NHS guidance:** Make sure care meets national and local standards

		<p>3. Create a clear plan for the future: Design care that puts patients first</p> <p>4. Make care fair for everyone: Fix differences in access and quality between areas</p> <p>5. Meet local health needs: Plan services based on what people in the area need</p> <p>6. Find ways to improve and grow: Look for new ideas to make services better and more sustainable.</p> <p>Addressing these priorities will help to reduce wait times, improve patient access, and ultimately improve the overall quality of care for the community.</p> <p>JUCD and the DDICB are committed to meaningful public involvement throughout this review. They will engage with patients, carers, and the wider community to help shape future services.</p> <p>To get the latest information and opportunities for involvement please visit the engagement platform: Derbyshire Involvement - Urgent Care.</p> <p>We will also run an article on this in our next addition newsletter.</p>
7	Provide instructions to access the Wi-Fi. Add clear step-by-step instructions (with network name) near the Wi-Fi code.	<p>Thank you for your feedback and service improvement suggestion.</p> <p>We have now provided clear step-by-step instructions in the reception waiting area on how to access Wi-Fi in the surgery.</p>
8	Check Wi-Fi availability for those in the waiting area.	<p>Poor Wi-Fi and telephone signal in and around the practice continues to be an issue, and for residents on the estate.</p>

		<p>A Service Improvement project has commenced in the area by our IT service providers. On Tuesday 20th May our service provider along with our IT provider, completed an initial survey for fibre upgrades.</p> <p>We are working with our providers to identify any barriers to a successful improvement delivery as this has been an ongoing issue that has not been resolved by previous upgrades.</p> <p>DDICB and our IT service providers are hoping to get this rolled out as quickly as possible, and the practice is doing everything we can to support this.</p>
9	Increase awareness of Ragsdale House and what it can offer, using the screen and notice boards available to people in the waiting area.	<p>Thank you for your feedback and service improvement suggestion. We have now updated our website, TV screen and notice board available to people in the waiting room to increase awareness of Ragsdale House and what it can offer. See the update below:</p> <p>Swadlincote Primary Care Network Services</p> <p>From 1st November 2024, same day appointments for minor illness during normal surgery opening hours are available to book at Ragsdale House. The building is located opposite Woodville Surgery near Clock Island and is next to Woodville Cricket Pitch. Full address: Ragsdale House, 138 Burton Road, Woodville DE11 7JG.</p> <p>These appointments will be offered by our Primary Care Network team of experienced paramedics and advanced nurse practitioners, supported by supervising GPs.</p> <p>This is a service by appointment only. Contact the surgery on 01283 227870 to book.</p>

Add specific details of Ragsdale House to the website, to increase awareness of this venue and services.

Thank you for your feedback and service improvement suggestion. We have now updated our website, TV screen and notice board available to people in the waiting room to increase awareness of Ragsdale House and the services offered.

Swadlincote Primary Care Network (the collaboration of all five Swadlincote GP surgeries) have been working hard to provide opportunity for an increased capacity of services for our patients over the last year or so.

Central to this has been the acquisition of Ragsdale House in Woodville. It has clinical rooms and facilities for various health care professionals to offer extra services and appointments.

All of this has been done by the five GP surgeries working closely together for the benefit of everyone in our area.

From the 1st November, for certain services you may be offered an appointment at Ragsdale House rather than your own surgery.

All patients must continue to contact their surgeries in the usual way. If your surgery's reception or triage team feel that your problem is suitable to be seen by the clinicians at Ragsdale, you may be offered an appointment here.

Overall, this new service allows for an increased number of people to be seen on the same day for minor illnesses that at present surgeries are unable to accommodate.

Increase awareness of the offer of reasonable adjustments.

- Continue to utilise the screen in the waiting area
- Provide information on Gresleydale's notice boards in the waiting area
- Add information about reasonable adjustments to the website's appointment page
- Utilise all communication tools to inform people of reasonable adjustments
- Think further about how to let people know they can ask for helpful changes. During appointments and through all communication tools.

Thank you for your feedback and service improvement suggestion.

Under the Equality Act 2010, organisations have a legal duty to make changes in their approach or provision to ensure that services are as accessible to people with disabilities as they are for everybody else. These changes are called reasonable adjustments.

We have reviewed the information we provide patients and our offer of reasonable adjustments to make sure services are as accessible to people with disabilities.

We have provided information on reasonable adjustments on the screen in the waiting room.

We have provided information on the notice board in the waiting.

We have provided information on our website: [Reasonable adjustment digital flag – Gresleydale Healthcare Centre](#)

We have also added the information to our website's appointment page: [Appointments – Gresleydale Healthcare Centre.](#)

All practice staff have received training on reasonable adjustments, and we will let patients know they can ask for helpful changes during appointments with clinicians or by speaking to reception.



We can offer a tailored service to each patient depending on their needs. We can offer an appointment with our Health and Wellbeing Coach, who will record reasonable adjustments needed. Patients can get in touch with us or by completing our questionnaire available to print on our website, or patients can ask for a paper copy at our reception desk.

- [Reasonable Adjustment Questionnaire – PDF](#)
- [Reasonable Adjustment Questionnaire – word document](#)


We will continue to contact patients to inform them we can make helpful changes.


12

Increase accessibility of website by reviewing language through the NHS Medical Document

Thank you for your feedback and service improvement suggestion. We introduced our new website in March 2024.

	<p>Readability Tool website: NHS Document Readability Tool.</p>	<p>Our website provider ensures our system complies with the Web Content Accessibility Guidelines (WCAG) 2.1 AA compliance standard, exceeding the stringent requirements set by the NHS.</p> <p>This commitment ensures that patients with auditory, cognitive, neurological, physical, speech, and visual impairments can access and utilise our system without any barriers.</p>
13	<p>Improve accessibility of website:</p> <ul style="list-style-type: none"> • Make the accessibility option easier to find • Rename accessibility option to reflect what it does • Provide a quicker way for users to make the changes they need. 	<p>Thank you for your feedback and service improvement suggestion.</p> <p>We have shared feedback with our website development team.</p>
14	<p>Increase the accessibility of the website with a 'Select Language' option.</p>	<p>We've received feedback from our website provider on this recommendation</p> <p>This has now been actioned, the homepage on our website has a change language option which is more visual.</p>
15	<p>Use the same language in small links to those in the larger boxes.</p>	<p>Thank you for your feedback and service improvement suggestion.</p> <p>We have shared feedback with our website development team.</p>
16	<p>Add images of Gresleydale entrance and car park to</p>	<p>Thank you for your feedback and service improvement suggestion.</p>

	provide visual aids for people accessing Gresleydale for the first time.	<p>We have shared feedback with our website development team.</p> <p>We have added images to our practice Facebook cover page to provide visual aids for people accessing Gresleydale for the first time, showing our main entrance.</p>
17	Provide signage so it is clear which entrance is for Gresleydale.	<p>Thank you for your feedback and service improvement request. We have taken your feedback onboard and we have purchased and installed a new Main Entrance sign to our entrance door. Making it clearer to first time visitors.</p> 

18	<p>Improve dementia friendly signage by providing an exit sign on the inside of the door within the toilet area.</p>	<p>Thank you for your feedback and service improvement request. We have taken your feedback onboard and we have now provided dementia friendly signage by providing an exit sign on the inside of the door within the toilet area.</p> 
19	<p>Consider a sign on the wall next to the screen to ensure everyone in the waiting area can see where the toilets are.</p>	<p>Thank you for your feedback and service improvement request. We have taken your feedback onboard and made the signage clearer for everyone in the waiting room can see where the toilets are situated.</p>
20	<p>Consider adding a sign saying, 'Blood Sample Room' or 'Blood Tests'.</p>	<p>Thank you for your feedback and service improvement request. We have taken your feedback onboard and changed the signage to say 'Blood test room' as opposed to phlebotomy room.</p>
21	<p>Make it clearer that people can make confidential requests at reception. Discreet signage could help, an example of this might be,</p>	<p>Thank you for your feedback and service improvement request. We recently made changes in our reception waiting area for patients to be able to make confidential requests at the front desk.</p>

	"Ask here for private discussions."	We have created a confidential space to provide dignity. We will add discreet signage "Ask here for private discussions".
22	Provide resources for children and adults in the waiting area. This could be toys, games and magazines. It could be helpful to ask people attending Gresleydale what they would like in the waiting area.	<p>Thank you for your feedback. We have a strict Infection Prevention and Control policy, requiring risk assessments to minimize infection risks.</p> <p>To meet high cleaning standards after each patient's use, we do not provide shared toys in the waiting area. Children and adults are welcome to connect to the practice Wi-Fi in practice, please bring in your own devices.</p>
23	Bring leaflets into the waiting area to increase access.	<p>Thank you for your feedback and service improvement suggestion.</p> <p>We have relocated our leaflet stand to increase access. It is now located in the reception area by the exit door.</p>



Thank you & Disclaimer

Thank you

We would like to thank Gresleydale for their support in setting up this Enter and View visit. We would also like to say thank you to the service manager and wider team who made us feel welcome.

A special thank you is also extended to the people who agreed to speak with during our visit and contributed to this report.

Disclaimer

This report relates to findings gathered when visiting Gresleydale Healthcare Centre on the 25 March 2025. It provides an account of what was observed by our ARs and the feedback we gathered at the time of the visit.

Enter and View visits are not inspections but are an opportunity for people to share their views on their care. It is not the role of Healthwatch Derbyshire to see evidence of policies, procedures, care plans, or any other written evidence.

healthwatch

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