

Enter & View Report

The Wycliffe Medical Practice

July 2025

Contents

Report details.....	2
Acknowledgements.....	2
Disclaimer	2
Purpose of the visit.....	3
Methodology.....	3
Summary of the findings.....	3
Results of visit.....	4
Recommendations.....	7
Service provider response.....	7
Distribution	8
Appendix 1: Survey findings	9

Report details

Details of Visit	
Service Address	The Wycliffe Medical Practice Lutterworth Medical Centre, Gilmorton Road, Lutterworth, LE17 4EB
Service Provider	The Wycliffe Medical Practice
Date and time	Thursday 17th July 2025, 10am
Authorised Representatives undertaking the visit	Howard Marshall Kim Marshal-Nichols Riyaaadh Mussa (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.

All comments included in this report are written verbatim to capture the tone and authenticity of the experience, therefore no editing of comments has taken place. This report is not representative of the experience of all service users.

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 the Wycliffe Medical Practice.
- 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 **940** responses.

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

Summary of the findings

Summary

- The Wycliffe Medical Practice has approximately 11,000 patients.
- The practice is based in a building which is shared with another practice.
- Clear signage helps patients distinguish between the two practices and avoids confusion.
- Reception area was clean, with accessible design, but lacked bariatric seating and a children's play area.
- Appointments must be booked by phone or NHS App; the practice is not accepting walk-ins requesting to book appointments.
- Accessibility features include step-free access, hearing loop and accessible toilets.
- Staffing includes 4 GP Partners, 5 salaried GPs and various clinical and support staff.
- The Patient Participation Group (PPG) is active and involved in gathering patient feedback via telephone WhatsApp groups.
- Care Bags are available at reception containing small toys and calming items.

940 patients responded to the survey.

- 215 (23%) of patients said that it took them **16-60 minutes** to get through to the practice by phone and 204 patients (22%) have said they have used the telephone call back function.
- Comments were made about not being able to book appointments in advance.
- 268 (39%) of patients have said they were offered a same day appointment at the practice with a doctor.
- 265 patients (28%) said the telephone service to book appointments was '**good**' however 154 patients (17%) said it was '**poor**'.
- Comments were made on having better use of the NHS App.

- 693 patients (74%) said face to face appointments was 'excellent' or 'good'.
- 638 patients (68%) said the reception service was 'excellent' or 'good'.
- Comments were made on staff being helpful and gave support when needed.
- 723 patients (77%) said the quality of medical care and treatment was 'excellent' or 'good'.

Results of Visit

The Practice

The Wycliffe Medical Practice has approximately 11,000 patients and shares the building with another GP Practice. It has 20 rooms, although two are no longer used as clinical rooms, as being too small.

Upon arrival we met with the acting Practice Manager and the PPG Chair.

The reception and the clinical rooms are all on the ground floor with admin and offices on the first floor. Two small rooms are available for breast feeding mothers.

There is a large car park, which includes several disabled spaces, both front and left of the building. There were signs showing opening hours which were clearly visible both outside and inside.

Access to the practice is via a no step entrance through wide doors.

Signage is clear (both external and internal) with additional signs visible on entry, directing patients to the two separate GP Practices located within the building. The Internal decor was bright and clean. Cleaning is provided by contractors; a check list is on the door of the 'cleaning room'.

We were informed that there are plenty of rooms available to meet the needs of the practice.

Reception and waiting areas

The main waiting area, which is well spaced out, is opposite to the reception. A dot matrix display is used to call patients.

A lot of good quality chairs were available, many with arm rests, however, there were no bariatric chairs.

Hand sanitisers were available at reception and around the building.

There were no queues of patients during our visit. One of the small rooms could be used if a patient wanted to speak to a receptionist confidentially.

A lot of reading materials and notices were available on the many notice boards, which were easy to read and up to date.

There was no background music. There was no children's play area.

There was a large QR code on one of the internal doors which could be scanned to access the 'Friends & Family Test', however, we didn't see any actual forms.

Appointments

Appointments can only be made by telephone which features a ring back option or via the NHS App. The practice has recently stopped accepting on the day walk-ins requesting to book on the day appointments.

We were told appointments cannot be made more than a day in advance, however, if a clinician has for example, told a patient to see them in 3 weeks' time, the GP/Nurse can either make the appointment there and

then or send a 'task' to the reception team to contact the patient to arrange the appointment.

Emergency appointments with the on-call duty staff (am or pm shifts) are available between 8.30am and 6.30pm. We were told the practice are in the process of setting up a triage system, whereby a patient with a smart phone can fill in the online forms. However, for those without a smart phone, they can call the Practice and the receptionist will fill the forms in.

Appointments can be cancelled by a dedicated telephone number or via the NHS App. If a patient misses an appointment, they are marked as 'did not attend' (DNA) unless they have cancelled or notified the Practice in advance.

We were told fit notes, sick notes and medical letters are dealt with appropriately. We were told patients can request for clinician of their choice, but this depends on availability of the clinician.

We were told home visits are carried out by the Acute Visiting Service. The practice has one Care Home on their books, which is visited by the GP Partners every Wednesday.

Medication Reviews are normally carried out on a Saturday, usually by the Primary Care Network (PCN).

For test results, once reviewed by a clinician and confirmed as normal, results are made available via the NHS App and Accurx.

Accessibility

For patients with disabilities, wheelchairs are available and there are toilets equipped with alarm pulls. A hearing loop is installed. We were told translation services are available.

Patients with additional needs, we were told Mental Health support is managed by the PCN. There are 'Care Bags' available, which contain a selection of small toys etc. and are available from reception for patients who need something to help calm them down.

Information available to patients

There were several notice boards with a wide range of health-related information, alongside paper leaflets available to patients. There are notices at the practice which give information about not accepting people turning up at the surgery to obtain on the day clinician appointments.

A video screen was present which displayed the date and time and various advertisements authorised by the Practice.

A notice on one of the notice boards clearly stated a copy of the Practice Complaints Procedure was available from reception.

The PPG also have a WhatsApp group for PPG members to communicate with each other.

A Carers Register is accessible on SystemOne, the medical system used by the Practice.



Staffing

The practice consists of: a Practice Manager, an Operations Manager, 4 GP Partners, 5 Salaried GPs, 5 Practice Nurses, 1 Nursing Associate, 2 Health Care Assistants, 1 Phlebotomist, 2 Advanced Nurse Practitioners, 2 Medical Secretaries, 1 Care Coordinator, 1 Data/Coding Administrator, 2 Prescription Administrators, 2 Reception Team Leaders and 4 Receptionists.

The Practice is part of the South Blaby and Lutterworth Primary Care Network, which also includes Countesthorpe, Hazelmere, Northfield and Masharani practices.

Patient Participation Group (PPG)

The PPG has 26 members, they meet every 2 months; the Practice Manager and a GP Partner usually attend.

We were told the PPG collect information from patients by word of mouth and via the WhatsApp groups.

The PPG members are currently working on setting up mother and baby sessions.

To support the growth of the PPG, they are looking for more proactive members to get involved.

We were told that a WhatsApp group has recently been created to improve communication and coordination, which should be a helpful tool moving forward.

Previously the PPG have held a 'Health Fest', supported by the Practice but funded by the NHS, with 2000 people attending. This year, due to lack of funding, they are planning a few smaller events such as Diabetes and Dementia, with a presentation on Dementia planned.

The PPG were presented with an award from the Lutterworth Town Council in recognition of their outstanding services to the community of Lutterworth following their Health Fest last year.



When asked about the challenges patients have spoken to the PPG about, we were told the top challenges raised by patients are booking appointments and appointment availability, telephone access and getting test results. As a result of patient feedback, a new booking system has recently been introduced and patients have been stopped from turning up asking for 'on the day' appointments; all appointments now must be by phone.

Other issues raised by patients was the lack of children's play toys etc.

Communication to patients is via the Website and posters in the waiting area.

Additional Information

Some of the GPs are using an AI system, which is a useful tool to assist them during consultations with patients.

The main challenge highlighted to us was managing appointments while balancing the needs of all patients.

Patient feedback

A survey was completed on the visit, where we asked if patients would like to take part in the survey, and we received 940 responses. 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 The Wycliffe Medical Practice:

1	Consider all the comments recorded from patients and what the implications are for the operation of the practice.
2	Consider providing bariatric chairs in waiting areas.
3	Consider creating a small children's play area in the waiting room.
4	Consider offering patients the option to book in person appointments at the practice, particularly for those who are unable to phone or use online services.
5	Offer patients the ability to book advance appointments via the online system.
6	Ensure that the telephone service is meeting patients' needs and look to improve waiting times to book appointments.

Service provider response

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

In response to your recommendations listed above:

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

Response:

We are extremely aware of the need to improve patient accessibility to obtain appointments. We have been exploring our options and visiting other Practices throughout the area to identify better ways of working. We have been doing research into the options on the market and as a result are very keen to look towards implementing an autonomous clinical intelligence system that assesses patients, determines care pathways, and allocates appointments accordingly. More about this will come out to patients shortly.

2. Consider providing bariatric chairs in waiting areas.

Response:

We will endeavour to investigate this, identify need, and implement as required.

3. Consider creating a small children's play area in the waiting room.

Response:

We used to have a small children's play area in the waiting room, however, slowly, piece by piece the toys were removed and not brought back. It also highlighted a cross contamination issue during Covid, so taking into consideration infection control, as a Practice we chose not to replace.

4. Consider offering patients the option to book in person appointments at the practice, particularly for those who are unable to phone or use online services.

Response:

Patients were able to come into the Practice and book in person up to a few weeks ago. What then happened is more and more people started coming in early and queuing to get an appointment. This meant that there were no appointments left for those waiting in a que on the telephone, meaning that patients were being disadvantaged by not being able to come into the practice in person. We endeavour to ensure that all our services are accessible by all, and to that end, we made the decision to withdraw the option of coming into the practice in person. However, this has highlighted the need to address the issue of accessibility to appointments by everyone and as a result we are currently looking at implementing a triage system.

5. Offer Patients the ability to book advance appointments via the online system.

Response:

As mentioned in some of the above responses, we are currently looking into implementing a triage system which will reduce the demand for 'on the day' appointments and open up appointments within 2-5 days, within 14 days and within 28 days. Again, more on this will be made available to patients in the near future.

6. Ensure that the telephone service is meeting patient's needs and look to improve waiting times to book appointments.

Response:

We are extremely aware that the telephone service is currently not meeting patient's needs and as a result we are looking to take on an autonomous clinically intelligent triage system. Our hope is that we will move over to this by the 1st November 2025 at the very latest. We met with the company that we have chosen to provide this on Wednesday, 28th August 2025. We invited members of the Patient Participation Group (PPG) to be present and were pleased to welcome the Chair and Deputy Chair of the PPG in joining us. They were active participants in the meeting and asked pertinent questions on behalf of all our Patients.

In Summary, we very much welcome all the feedback provided to us via the Healthwatch visit and all the feedback obtained and collated from our patients. Our mission is to provide high quality, caring and professional healthcare services, that are accessible to all, and inspire confidence in our patients and local community. Together with our PPG, staff, and patients, we are constantly striving to achieve this and welcome all feedback to aid us on our journey.

Distribution

The report is for distribution to the following:

- The Wycliffe Medical Practice
- 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

940 Patients

Q1. When did you last visit your GP practice?

(612) 65% - In the last 3 months

(169) 18% - In the last 6 months

(108) 11% - In the last year

(36) 4% - 1-2 years ago

(15) 2% - Over 2 years ago

Q2. How did you book your last appointment?

(719) 77% - Telephone

(19) 2% - Online booking services

(8) 1% - NHS App

(141) 15% - In person

(11) 1% - Someone else booked for me (e.g., family, carer)

(42) 4% - Other (please specify): *Nurse made appointment, surgery called in for vaccinations, repeat booking, hospital made appointment etc*

Q3. When you last contacted the practice by phone, how long did it take you to get through?

(24) 3% - Less than 1 minute

(183) 19% - 1-5 minutes

(132) 14% - 6-10 minutes

(106) 11% - 11-15 minutes

(215) 23% - 16- 60 minutes

(42) 4% - Over an hour

(204) 22% - I used the call-back function

(34) 4% - Not applicable - I have not contacted the practice by phone

Q4. In the last two years, have you attempted to book an appointment where you needed to see a doctor or clinician on the same day?

(682) 73% - Yes

(217) 23% - No

(41) 4% - Can't remember

Q5. The last time you requested an urgent same-day appointment, what was the outcome?

(268) 39% - I was offered a same day appointment at my GP practice with a doctor

(133) 20% - I was offered a same day appointment at my GP practice with a different professional

(22) 3% - I was offered a same day appointment elsewhere (such as at a nearby practice or healthcare hub)

(27) 4% - I was offered an appointment for another day

(42) 6% - I was signposted to an alternative service

(120) 18% - I was asked to call back later or the following day

(67) 10% - I was not offered an appointment or any of the alternatives listed above

261 - Unanswered

Q6. Please rate your most recent experience with the practice on the following aspect: A total of 939 people responded; however, not all selected from the provided answer choices. (1 unanswered).

Answer Choices	Excellent	Good	Neutral	Poor	Very poor	Not applicable/ Not used	Response Total
Telephone service to book appointments	17% (158)	28% (265)	18% (168)	17% (154)	17% (160)	3% (31)	936
Practice Opening hours	17% (158)	43% (399)	26% (247)	8% (75)	4% (40)	2% (19)	938
Reception Service	27% (249)	41% (389)	18% (172)	7% (66)	6% (54)	1% (7)	937
Repeat prescription service	47% (440)	29% (270)	8% (73)	4% (35)	1% (12)	11% (106)	936
Quality of medical care and treatment	34% (315)	43% (408)	14% (133)	4% (34)	3% (27)	2% (19)	936
Face to face appointments	34% (321)	40% (372)	10% (92)	5% (52)	7% (65)	4% (36)	938
Online appointments	7% (67)	11% (104)	10% (89)	5% (43)	9% (84)	58% (545)	932
Telephone appointments	18% (164)	32% (296)	20% (192)	10% (90)	8% (78)	12% (117)	937
Ease of accessing information (website, emails, SMS reminders)	22% (201)	41% (387)	21% (196)	5% (50)	4% (34)	7% (67)	935

Q7. Do you have any other feedback about your experience with your GP practice? What do you like most and what could be improved?

Key themes: Difficulty in appointment access and booking, the telephone system – long queues, more in person appointments, better use of the NHS app and online portals.

Likes:

“Lots of support when needed. Staff do best to understand needs and have always been given excellent service.”

“I think the doctors do their best, but it isn't good enough we definitely need a lot more Doctors Lutterworth is a growing community.”

“Very satisfied. Excellent Practice.”

“Keep up the good work.”

“Accessing the GP has been relatively easy as recently I was pregnant and a priority patient.”

“The Practice is very good and very helpful. I'm happy.”

“I have regular appointments for a leg dressing; all the nursing staff are excellent. They are professional, skilled, and competent.”

“Wycliffe Lutterworth Surgery is the best medical practice I have ever used. I am always treated with courtesy, professionalism and my health concerns always treated seriously.”

“Excellent service with friendly professional staff. Only additional comment is it would be good to be able to book appointments via NHS app.”

“All the team are very helpful and competent. They are however very busy, and it does take quite a long time to get an appointment for non-urgent matters.”

“All staff are so kind, polite and professional”

“The online service for repeat prescriptions and the online blood pressure monitoring service are both excellent.”

“Will always be able to talk to a doctor 10/10.”

"It's very good. I hear stories about problems getting appointments in other places, but we are fine. I'm very happy with our service."

"Easy access to see a GP or for any information I need. Cannot think of anything happy with how things are."

"I am happy with my GP practice."

"We are most fortunate to have such an excellent practice in Lutterworth. I have no complaints just think I am very lucky."

Mixed:

"Would really like to be able to book a future date appointment. I don't feel the same day appointments are always necessary and sometimes I just want to see a doctor in the next few days. Not everything is an emergency. It would be great if the practice could go back to having a few appointments each day that could be booked in advance."

"The surgery, staff and doctors are great with good service provided. My concern is the difficulty of getting appointments. I am in full time work with 12-year-old twins and struggle with getting a slot. Admittedly, it is easier to get appointments for the children rather than myself but due to work, I can't spend an hour on the phone just to book one. I've recently heard that the surgery will stop giving appointments to those who turn up at the door at opening hours but sometimes this is my only option. I try to use the doctors as infrequently as possible to allow the appointments to be free for those who need them more than I but having to attend occasionally is unavoidable. Not only is it difficult getting appointments on the day but also, I'm not given the option to book them a few days ahead. I appreciate the hard work that the surgery puts in but need more accessibility at point of service."

"It would be an improvement if I could see a GP when requested instead of being given an appointment with a Nurse Practitioner."

"The staff are good. The appointment system doesn't inspire confidence. I imagine it's a budget and resource issue, but the withdrawal of online appointments was retrograde from a customer standpoint, but understand it was open to misuse and difficult to prioritise needs."

"It's easier to use the App to request a call back for an appointment than trying to call. Very difficult to get same day appointments unless you say it's really urgent. It's usually not that urgent but something needing a sort out within a couple of days!"

"Always had a positive experience when visiting for appointments both for myself and my daughter. It is difficult to get an on the day appointment but appreciate how busy they are. Only issue I ever have is having

to wait for a long time to get through on the phone.”

Dislikes/ improvements:

“Need more doctors, better hours more appointments and less nosey receptionist as they are not trained doctors.”

“Nothing to like. Found staff are very rude. Never get the follow ups as can’t get appointment.”

“I think you should be able to make pre booked appointments instead of being told to phone on the day!”

“To see an actual doctor.”

“Saw Nurse Practitioner not doctor, and she was unable to help me. In such cases, it would be helpful to then be passed on to an actual doctor.”

“Asked for a home visit and was visited by DHU in the evening. Not during the day which for an elderly person is not acceptable. Feels like you’re not actually wanted by your own practice, or they can’t be bothered to see you. The whole way the practice is managed could be improved. Never enough appointments and when you do go there are a handful of patients in the waiting room. And drs/ nurses are always running late. All services seem to be being outsourced.”

“Receptionist not very helpful. Struggling to put my sons’ medications for repeats.”

“Said they would call me still waiting 6 months now.”

“The practice have recently moved away from being able to book appointments in person on the day, forcing everybody to have to phone in and wait in a queue. I’ve not personally had to use this method since the change, but historically it was awful trying via phone, which is the reason I would attend in person and queue for an appointment.”

“I have been with this practice for 50 years but for over six years keep getting told, phone I’ll can’t get an appointment being a full-time live-in carer, I need to see a doctor but even at 8.30am in the morning takes over an hour to get through to be told phone I’ll.”

“Couldn’t get an appointment either by phone or face to face as all booked by the time I got through. Directed to I’ll. Ended up being sent to A&E as it was felt I needed to see a doctor.”

“Better appointment system. Appointments only seem available with a 3 week wait. Have also been told to try

again next week as no appointments left.”

“Despite calling at 8.30am on the dot when appointments become available to book, I haven’t been able to get an appointment the past 2 times I have called. I have been advised they are all gone and to try the next day.”

“Three times in last six months I have not been able to see anyone, as a family we only go when needed or try to go.”

“Available appointment needs improvement.to be able to see a gp that you trust well and knows you could be better. A telephone consultation with gp could be better available. I’m not sure there’s anything I like about going drs personally. I just think in general needs improvement.”

“Similar to most people in this country. Difficult to get a face-to-face appointment.

It appears consultations over phone are preferred by the Practice!”

“It is becoming almost impossible to get a face to face with a doctor. Receptionists appear to decide what is going to happen. In my opinion the practice has gone downhill with the care it is delivering.”

“Depends on receptionist one very good. Used to be able to book appointment in person in morning as of June 16th ONLY by phone when message says more than 30 in queue what to do. Prefer doctor appointment to driving round county for a Ill. Why Doctors so keen to send to Ill.”

“Appointments could be improved on it took me 19 daily phone calls to get my appointment with isn’t very good.”

“Receptionists not helpful when trying to book appointment at the desk them saying no they will ring you then getting text saying I need to book appointment prescriptions getting a text saying medication is ready and when get there it’s not.”

“Not enough staff, doctors and nurses for this surgery, receptionist need more training to deal with patients who request to see or speak to a doctor and not refuse them.”

“Generally, the current telephone arrangement for appointments gives cause for concern. Within 2 minutes at 8.30am you can go from unmanned to 100+ other patients and if you let the call go to a call back it appears you go to the back of the queue. There is a tendency to push appointments to future dates without consideration of circumstance.”

“You can never book an appointment for a following day.”

"A face-to-face appointment on the day not the answer that you'll have to call back tomorrow. That is the most annoying response."

"Availability to book appointment online with gp there are no appointments available to pre book."

"It would be better if you could book appointments through the NHS App when you know you need an appointment in the next week, but you don't need one today (and don't want to have to ring at 8am multiple days in a row)."

"You cannot get an appointment, even for a non-urgent appointment, you have to phone up on the day and most times they say they are taking emergency calls only. There is no way to book a non-urgent consultation. You end up having to make out it is urgent to get seen. We need to be able to book non urgent appointments into the future. To have to continually phone back morning after morning to try to get an appointment is not acceptable."

"There's a big push on booking appointments online. But no one I've spoken to, or myself seem to be able to. The surgery just seems to want to go via the phone and with such a large number of calls all at the same time at 8.30am it can be impossible to get through. Also, the same for booking appointments in advance. For general admin such as letters needed from the doctors. I recently needed one of these by a deadline, but this could not be accommodated, and I was forced to call at 8.30am the next day for a same day appointment for something that was only an admin task."

"More appointments available to future book, more appointments available each day. Takes far too long to get to see a doctor."

"Online booking would be better because calling to make an appointment can take ages. Or if you request a call back, by the time they do call back there are no appointments left for that day."

"More face to face with the doctors."

"I registered for online booking through App but have never been able to book any appointments that way. When I complained at the surgery, they said I should come in person when they open at 8.30am. Difficult to phone or go in the morning as I am travelling to work at 8am and then at work from 9am."

"I am frustrated that it seems so difficult to make an appointment in advance with a particular GP. There are frequently no appointments available and no ability to book further ahead, I am just asked to call back in a couple of weeks when more appointments are "released". I have complex multiple health issues and would like to be able to make appointments with the same GP so that I can develop a relationship and experience continuity of care with a doctor who has got to know me a little."



Healthwatch Leicester and Healthwatch Leicestershire
9 Newarke Street
Leicester
LE1 5SN

www.healthwatchll.com
t: 0116 257 4999
e: enquiries@healthwatchll.com



@HealthwatchLeic