

# Enter and View: Market Surgery



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## Introduction

In November, Healthwatch Rotherham carried out an Enter and View visit at Market Surgery in Wath. Enter and View provides Healthwatch with the legal authority to visit health and social care services in order to observe care, gather patient views, and understand how effectively services are meeting the needs of their local communities. During this visit, representatives spoke with staff, observed the environment, and assessed the accessibility and overall experience for patients attending the practice.

## Purpose of Enter and View

The purpose of Enter and View is to enable Healthwatch to hear directly from service users, observe the quality of the care environment, and identify good practice as well as any areas requiring improvement. Through these visits, Healthwatch aims to amplify the voices of local people and support positive changes within health and social care services. The findings of each visit are

shared through written reports to help influence improvements and ensure that patient experiences inform future decision-making.

## Details of visit:

Address	Warehouse Lane, Wath-Upon Dearne, Rotherham, S637RA
Service Provider	Market Surgery
Date and time of the visit	Wednesday 19th November 13:00-15:30
Representatives	Danielle Payne Kathy Wilkinson Allison North
Visit Status	Announced

## Practice Overview

Market Surgery is a large and well-established GP practice with 12,600 registered patients. The clinical team includes nine GPs and sixteen members of the nursing and wider clinical support team, made up of nurses, pharmacists, and phlebotomists. The practice reports that clinical staffing is stable, with no concerns regarding retention, although the clinical team is operating at full appointment capacity. On the non-clinical side, the surgery has recently recruited three new receptionists who are due to start shortly, demonstrating ongoing investment in the practice's front-of-house service.

The patient list is broad and diverse. At the time of the visit, **2,655 registered patients** were aged between 0 and 17, while 7,486 were aged 18 to 64. A further 2,456 patients were aged 65 and over. This wide demographic spread means the practice must respond to a variety of health needs, ranging from **childhood and**

**adolescent health issues to long-term conditions and age-related care requirements.**

## External Observations

Market Surgery was easy to locate, with clear signage displayed on the exterior of the building. Although the practice has one disabled parking space directly outside, the main parking provision is a large public car park that is not owned by the surgery. Its town-centre location means the availability of parking may vary, potentially causing challenges during busy periods. Access into the building is supported by a slight ramp leading to a self-opening entrance door. The inner door features a large accessibility push pad which is clearly marked and situated at an appropriate height for wheelchair users. The building is arranged over three levels and includes a lift. Red handrails throughout the corridors enhance visibility and accessibility.

Opening times were not clearly displayed at the entrance. A sign indicated that the practice closes on Thursdays for staff training, but there was no additional information advising patients about who to contact or where to seek assistance when the practice is closed. The entrance area contained infection control information, including COVID-19 mask guidance and signage advising anyone with diarrhoea or vomiting to return home. The entrance leads into a lobby, followed by a second door that opens into the reception and main waiting area. Overall, the external environment felt safe and welcoming. Staff access internal areas via secure fobs, and a light and buzzer system is in place above consultation rooms.

## Internal Observations

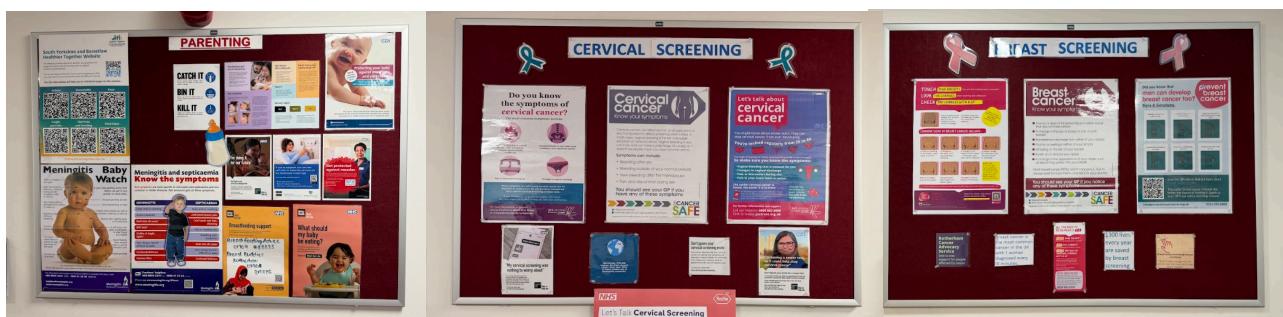
Inside, the atmosphere was calm, clean, and welcoming. Although the receptionist was initially unsure of the team's arrival, she promptly contacted the practice manager, who was accommodating and helpful. All staff members encountered were friendly and professional. The building layout supports patient accessibility, with wide corridors and red handrails offering additional support. One



doorway leading from the secondary waiting room appeared quite narrow. While suitable for a standard wheelchair, it may pose challenges for electric wheelchair users, who would be required to use a wider alternative corridor.



The interior décor was clean and modern, with cream walls and red colour accents used to break up the clinical environment. Clinical rooms and toilet areas feature red panelling. Information displays were well-organised, with themed noticeboards covering topics including cancer screening, mental health, repeat prescriptions, and parenting. A television screen in the waiting area provided patient information and appointment call alerts. Leaflets were available in a dedicated section and were well-presented, although all posters and leaflets appeared to be in English only.



Seating in the waiting areas was clean and appeared new, with a range of seat heights and options both with and without armrests. The temperature throughout the building was comfortable aside from a slight draft near the entrance doors. The children's play area was positioned away from the main doorway, offering a more comfortable space for young families. There were numerous windows allowing natural light into the waiting rooms, along

with air conditioning and central heating to maintain a pleasant environment. Lighting was bright and consistent throughout the building, with automatic lights installed in corridors.

The reception area consisted of a desk with a screen and an accessible drop-down counter for wheelchair users. Staff were dressed in appropriate uniforms, contributing to a professional appearance. Privacy at reception was an area of concern. Conversations between patients and staff were clearly audible from the waiting areas, and triage discussions could be overheard, including sensitive personal information. This arrangement risks compromising patient confidentiality. (Healthwatch Rotherham was unable to photograph this & the waiting rooms due to patients being present)



The practice offered a self-check-in kiosk with multiple language options, and the electronic call system displayed and announced patient names when their clinician was ready to see them. Screens showed additional information such as chaperone availability and vaccination programmes.

Complaints information and details about the

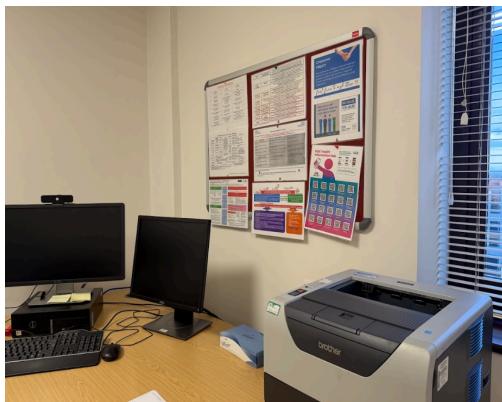
Patient Participation Group were visible, although patient feedback forms were kept in the staff room rather than being easily accessible in public areas. The practice did not have a staff board with photos and names; however, clinical room doors displayed the name of the clinician working inside.

Accessible toilets were available and in very clean condition. Both toilets visited had their emergency pull cords tied up, which may prevent safe use in an emergency. The cords were also red and blended into the red background, making them difficult to see. Adding contrasting tags or labels would improve visibility. Staff across the practice appeared professional and engaged with patients courteously. A physiotherapist was observed apologising to the practice manager for running late, which demonstrated an awareness of patient experience.



First Floor
Consulting Rooms
14, 15, 16, 17, 18
Accessible WC & Baby Change

Consultation rooms were well presented, clean, and spacious, with ample room to accommodate electric wheelchairs. Rooms appeared consistent in layout and equipment, and small design choices, such as red feature walls, contributed to a less clinical feel. Emergency exits were clearly signposted, and patients leave the building through the same entrance they use to arrive. Additional facilities included a Hive Room for staff workspace, a separate administration room, a records room, and a dedicated receptionists' room where call handling takes place without interruptions.



## Staff Feedback

### Summary:

Following a recent Enter & View visit to a GP practice in Rotherham, a staff survey was distributed to collect additional insight into staff experiences, roles, and the internal functioning of the practice. This report summarises the responses received from the nine staff members who completed the survey and presents an overview of the emerging themes.

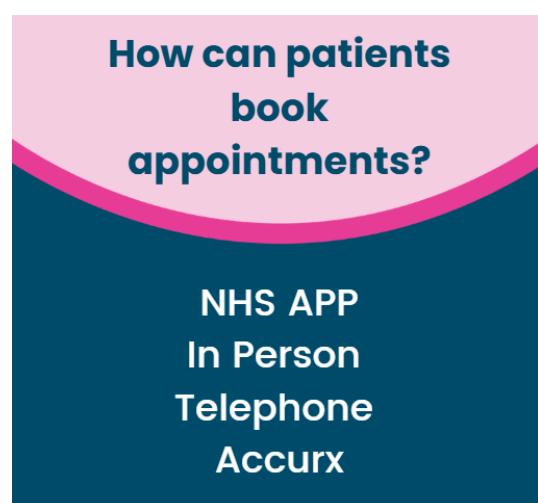
All respondents reported that they were directly employed by the practice rather than through an external agency. This indicates that, at the time of the survey, the practice had a full workforce without the use of any agency or temporary staff.

Staff were invited to describe their job roles and outline their main responsibilities. The responses reflected a wide range of functions that collectively support the day-to-day running of the practice, encompassing both clinical and non-clinical duties.

One respondent described their role as a Clinical Pharmacist and Advanced Clinical Practitioner, with responsibilities that included running medication reviews, leading long-term condition clinics, providing specialist advice on the safe use of medicines, and carrying out quality improvement work such as audits and project development. Administrative staff also detailed their duties, which involved processing and coding incoming correspondence, managing referrals, completing forms, and overseeing email communications.

Reception staff described a highly patient-facing and often pressured role centred on speaking with patients, triaging enquiries appropriately, and ensuring individuals are directed to the correct clinician or service, while also emphasising the importance of strong communication skills, patience, and the ability to remain calm during busy periods. The Reception Lead outlined their role in managing front-desk operations and supporting the reception team, helping to maintain smooth processes and providing leadership during high-volume patient interactions. Collectively, these responses illustrate a practice team made up of diverse roles that each contribute essential functions, demonstrating how clinical decision-making, medication safety, administrative organisation, and patient liaison all work together to support the effective day-to-day running of the practice.

Staff described a variety of ways in which patients can book appointments or access the service, reflecting a flexible and multi-channel approach. Many respondents noted that patients commonly book appointments through reception, either in person or by telephone, with options for both face-to-face and telephone consultations. Several staff highlighted the frequent use of Accurx, the practice's online triage and booking system, which patients can access through the NHS App, via a link sent to their mobile phone, or by completing the form online themselves. These online submissions are reviewed by a GP and then passed to reception, who contacts the patient to arrange a suitable appointment. In addition to digital routes, patients can still ring the practice directly, come into the



surgery to request support, or use self-booking links where available. Collectively, the responses indicate that the practice offers a combination of online, telephone, and in-person methods, aiming to ensure accessibility for patients with differing preferences and needs.

We asked the staff what they like most from their jobs, a strong and supportive team environment is the most commonly mentioned positive aspect, with staff frequently noting that their colleagues are friendly, helpful, and always willing to provide assistance. This sense of teamwork and collaboration appears to play a central role in creating a positive workplace experience.

Patient interaction is another major theme, with many respondents expressing that helping patients and engaging with them is one of the most rewarding parts of their role. Staff appreciate meeting a variety of people, building rapport, and experiencing positive engagement from patients in the area. This meaningful contact contributes significantly to job fulfilment.

Feedback from the nine respondents to the question, **“What is the most frustrating thing about your job”** highlights several recurring issues that contribute to frustration in the workplace. Many of these concerns relate to **workload pressures, patient behaviour, operational inefficiencies, and staffing challenges**. The comments demonstrate a pattern of strain caused by both internal and external factors, affecting staff morale and day-to-day functioning.

## Workload and Operational Pressures

- “High and increasing workload demands”
- “Delayed hospital letters requiring urgent action weeks later”
- “Clinician unplanned absence leading to rearranged appointments”
- “People attending late, causing disruption for the rest of the day”

## Patient Behaviour and Expectations

- “Patients’ attitudes becoming worse over time”
- “Patients being rude or very demanding”
- “Unrealistic patient expectations”
- “Having to apologise to patients for system shortcomings (e.g., NHS delays)”

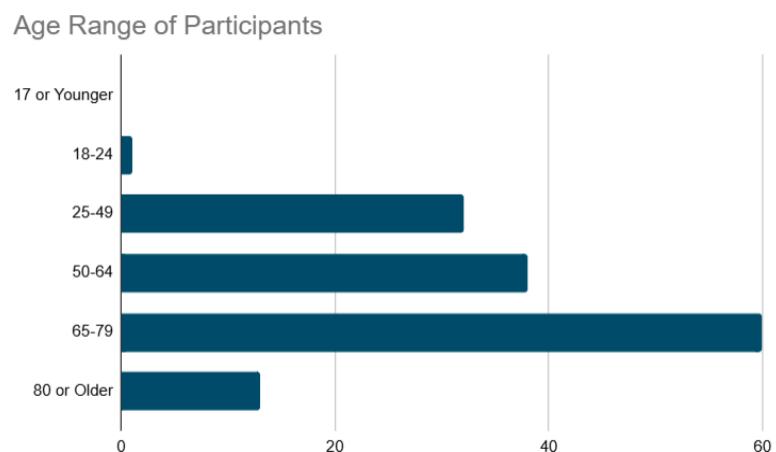
Together, these concerns create a demanding working environment where staff often feel they are compensating for factors outside their control. The feedback highlights key areas that may benefit from organisational review, support strategies, and process improvements.

Staff were asked if they had any “**suggestions for the practice, regarding areas of improvement**”

- “**Improve Communication**, work on **retaining Staff** too many people get employed and leave in a space of months or they go off sick
- More communication between department staff.
- “Personally, I think the surgery needs to be more strict with the patients as some of them can be very demanding even if it isn’t what the patient wants to hear.”
- “**More rooms** for additional services”
- “Honestly, I think that they do things perfectly – sometimes I worry that they may struggle breaking even with money given how much they put into patients and staff alike”
- “To go back to the **agenda for change**. The practice has had to come out of it, meaning my wage has been capped & will never be able to get paid the same as secondary care colleagues.”
- **Increase GPs** (but there isn’t the funding currently available to employ them). We are bursting at the seams and have limited capacity to host more people even if we wanted to.

## Patient Feedback Overview:

A total of **224 patients responded** to the survey, with **144** **completing it in full**, and the following figures are based on those fully completed responses. This strong response rate provides a meaningful insight into patient experiences, expectations, and perceptions of the service.



Of the **144 patients who completed the survey in full**, the majority identified as **White: British / English / Northern Irish / Scottish / Welsh**, accounting for **91.67%** of respondents.

When asked how they would describe their gender, the majority of the 144 respondents identified as **female (65.28%,)**, while **34.03%** identified as male. None of the participants selected **non-binary, gender fluid**, or **self-described** options, and **0.69%** chose **not to say**. This distribution shows that the survey feedback is predominantly shaped by female respondents, with male patients forming the second major group and minimal representation from other gender identities.

## How Patients Booked Their Appointment

Patients used a range of methods to book their appointments, with **online booking being the most common option**, used by **44.44%** of respondents. A further **35.42%** booked via **telephone**, while **22.22%** arranged their appointment **in person**. This indicates that digital routes, particularly online systems, are now the preferred method for most patients, though traditional booking methods still play a significant role.

Several additional comments were provided under "Other," highlighting further variation in how appointments are arranged. These included being **contacted directly by the GP as part of ongoing treatment**, having appointments **booked following a referral**, or using **Accurx**, which some patients specifically referenced. A small number indicated that they **did not personally make today's appointment**, and one patient mentioned using both an **online form and a telephone call** to secure their slot. One comment also reflected a preference for online booking due to feeling that reception staff can seem unapproachable by phone.

Together, these responses show a shift toward **greater use of digital platforms**, while also highlighting the continued need for **flexibility and multiple booking routes** to meet different patient preferences and circumstances.

Most patients reported that making an appointment was manageable, with **60.42% describing the process as easy**. A further **30.56% felt it was neither easy**

**nor hard**, suggesting that for many, the process is functional but not without effort. However, **9.03% found it difficult**, and the written comments reveal that experiences vary widely depending on the booking route used, digital confidence, and the nature of the health issue. We received 75 written responses to the question, here are a few themes that were picked up.

### Themes from Patient Comments

#### Positive Experiences

“Easy-to-follow online forms”  
“Fast callbacks”  
“Helpful reception staff”  
“Ability to upload photos”  
“Receiving quick appointments for urgent issues (e.g., children, injections, home visits)”

#### Long wait times

“20–30+ minute waits”  
“Limited availability once they got through”  
“Challenges fitting long waits around work  
Despite this, some still preferred telephone booking due to its familiarity and human contact.”

#### Digital Barriers & Technology Difficulties

“Struggling to complete forms”  
“Feeling overwhelmed by the number of questions”  
“Website links not working”  
“Needing help from family to complete forms”  
“Some patients expressed frustration that online booking felt mandatory rather than optional.”

#### Mixed feelings about Online Triage

“Too long and repetitive”  
“Not user-friendly”  
“Stressful, especially when unwell”  
Multiple felt uncomfortable sharing symptoms online or disliked having their issue triaged before seeing a clinician.

In addition to exploring accessibility and patient experience when arranging appointments, respondents were also asked whether they were required to give a reason for wanting to see a doctor or clinician. Of the 144 participants who completed the survey in full, the majority (**79.86%**), reported that they were asked to explain the reason for their request. A smaller proportion (**6.94%,**) stated that they were not asked for a reason, while **13.19%** indicated that the question was not applicable to their situation. This suggests that for most patients, some degree of clinical triage or information-gathering occurred prior to their appointment being booked, which may support appropriate allocation of appointments but may also contribute to feelings of discomfort reported elsewhere in the feedback, particularly among those who prefer to discuss their health concerns directly with a clinician rather than with administrative staff or online forms.

When patients were asked whether they felt comfortable giving the reason for their appointment request, the majority reported a positive experience. Of the 144 full survey respondents, **76.39%** stated they were comfortable sharing this information, while **6.25%** said they were not. A further **17.36%** indicated that the question did not apply to their situation. Although most respondents felt at ease, the accompanying comments highlight important nuances.

Several participants noted that they were only comfortable because their issue was **“not too personal,”** and many expressed strong **reservations** about **discussing sensitive or intimate health concerns** with reception staff rather than directly with a clinician. Common themes included worries about **privacy at the reception desk, discomfort with non-clinical staff asking detailed questions, and frustration when online forms were followed by additional questioning.** A number of respondents felt that medical matters **“should be between the patient and the doctor,”** with some reporting negative emotional experiences when asked to explain their symptoms multiple times. These qualitative insights suggest that while the majority feel comfortable overall, issues of **confidentiality, dignity, and communication style** are important factors influencing patient satisfaction.

When asked whether they were happy with the appointment they were given, the vast majority of respondents reported a positive experience. A total of **88.19%** said they were **satisfied** with the appointment offered, while **11.81%** were not. The

accompanying comments highlight that **dissatisfaction** was largely driven by **long waiting times**, with several patients reporting **waits of two to three weeks or more**, or frustration after **appointments were cancelled and rescheduled**. Some respondents felt their appointment was too far in the future for the urgency of their condition, including examples where ongoing symptoms or upcoming travel made earlier access important.

A number of patients also expressed concern about being allocated to a paramedic instead of a GP, particularly when they felt this limited the scope of what could be addressed in one visit. Others mentioned challenges such as needing to attend a less convenient location, difficulties **securing consecutive appointments for multiple issues**, or feeling that their clinical care was inadequate. Overall, while most patients were satisfied, the qualitative feedback underscores persistent issues around timeliness, continuity, and the appropriateness of the clinician seen.

## Overall Feedback on Staff:

When visiting the practice, how helpful were the following in relation to your individual needs?

Answer Choices	Helpful	Neither helpful or unhelpful	Not helpful	Not applicable
Reception staff	75.00%	13.19%	3.47%	8.33%
Doctor	78.47%	4.17%	0.69%	16.67%
Nurse	65.97%	3.47%	0.00%	30.56%
Other medical professional	47.22%	4.17%	0.69%	47.92%

Overall feedback about staff was strongly positive. Many respondents praised the professionalism, kindness, and attentiveness of both clinical and non-clinical teams.

**Positive Highlights:**

- Doctors, nurses, and paramedics were described as thorough, reassuring, and clear in their explanations.
- Several respondents named specific clinicians for providing excellent care, continuity, and proactive follow-up.
- Reception staff were frequently described as friendly, respectful, and helpful.
- Quick call-backs and timely urgent appointments, particularly for young children, were highlighted.

**Areas for Improvement:**

- A minority of respondents raised concerns about privacy at the reception desk, noting that sensitive conversations could be overheard. (Offer the private room proactively to anyone who appears distressed or requests confidentiality; record the request discreetly and escort the patient if needed.)
- Some patients felt uncomfortable being asked personal medical details in a public space.
- A small number reported negative interactions, including feeling dismissed or spoken to inappropriately.
- Frustrations were noted when clinical issues were not fully addressed, such as delays in test results, paramedic appointments, or gaps in follow-up.

Despite some concerns, the overall sentiment reflects high appreciation for the dedication and compassion of most staff. Key opportunities for improvement include enhancing privacy, communication, and continuity of care.

If you need an interpreter, do you know how to arrange this with practice?

Yes	4.17%
No	12.50%
I don't need an interpreter	83.33%

**When you are seeing a Doctor/Nurse/Other Medical Professional, do you feel you're listened to?**

Yes	81.94%
No	2.08%
Sometimes	15.97%

**"I have always found the people who work here very helpful"**

When the appointment was arranged, I got a call from the receptionist/clerical staff, they were very helpful, getting us in very fast for an appointment. When questioned if I was ok as we didn't want to spread a sickness bug they were very caring and made me feel at ease that it was important and would really like to check over my very young daughter"

**"Told receptionist my little boy had been a little sick and she never went to go check if anything need cleaning up"**

"Carly was great easy to talk to made me feel very comfortable and listened offered to do bloods along my appointment as I was feeling unwell along side with the reason I went in found me another appointment credit to the surgery"

**"I was listened to carefully and given advice"**

**"I feel the doctor could have referred me to hospital to get a proper diagnosis. Instead of asking me what I thought was wrong and her guessing."**

"The paramedic did get me antibiotics which I had a reaction to, and was prescribed some more which the pharmacist told me was from the same family and I would more than likely have a reaction again. Which I did and I've had nothing since, a doctor sent me for a chest X-ray but I've had no results, I am under a respiratory specialist but the same again had a test but still waiting six months later for results. The whole system is failing.

**"I only spoke to the receptionist on the way out to book a blood test but she was**

very polite and helpful. The doctor I saw for my appointment was one of the best I've seen at the practice I attend. He was very attentive, listened well and understood my issues and concerns. He provided options for further investigations and made me feel in control of the decisions about my health."

"Explained everything they were doing discussed the treatment they thought I needed But they needed to speak to my GP first"

"There was time pressure on my appointment as the doctor's appointments were running 45 minutes late so it felt rushed."

"Dr reassured me and referred me for specialist opinion."

"I'm happy to explain over the phone why I need to see a Doctor, I'm not comfortable having to explain at the reception desk due to the fact that others can hear what's been said."

"I've always had good treatment from diabetic nurse she always keeps me informed about my condition I can discuss anything I'm not sure about."

"The receptionists are very friendly, helpful and respectful."

"All staff are excellent."

Patient feedback is overwhelmingly positive, with **82%** feeling listened to by clinicians. Staff are praised for their professionalism, attentiveness, and caring approach, including friendly receptionists and supportive specialist nurses. Key strengths include clear explanations, timely appointments, and patient involvement in care. Areas for improvement include privacy at reception, rushed appointments, and delays in follow-up or test results. Overall, patients highly value the dedication and compassion of the staff, with opportunities to enhance communication and continuity of care.

If you have any concerns, do you feel they are taken seriously?

Yes	78.47%
No	5.56%
Sometimes	15.97%

## Compassion, Understanding and Listening

"They are approachable and show compassion and understanding."

"They could see my situation... and didn't fob me off with platitudes."

"I wasn't rushed and listened to my condition."

"The lady explained in detail why I was feeling like I was, and what to do."

"Always taken seriously."

"Yes... very understanding, very reassuring and will always explain how matters can or will be dealt with."

## Compassion, Understanding and Listening

"You're made to feel belittled."

"Doctors don't always understand."

"They don't always listen."

"Everyone is forgotten about the minute they leave the room."

"Felt like I was not welcome."

"I think because of my age I'm expected to have these problems."

"You never get fully listened to... multiple illnesses..."

"The effects of my long-term deafness were underestimated."

Several patients described experiences where their concerns were downplayed or not fully acknowledged. Examples include feeling *belittled* or as though symptoms were "*all in your head*," being advised repeatedly to "*wait*" or rely on basic pain relief, which, in one case, contributed to a delayed diagnosis for a child.

In contrast, one patient noted a positive experience where they "**weren't fobbed off with platitudes**," highlighting how meaningful it is when staff take concerns seriously and provide substantive responses.

What are your views on the waiting room, and your experience waiting for your appointment?

Answer Choices	Very Poor	Poor	Ok	Good	Excellent
Privacy	5.56%	4.17%	33.33%	31.25%	25.69%
Comfort - Chairs	0.00%	2.08%	36.11%	40.28%	21.53%
Comfort- Temperature	0.00%	1.39%	30.56%	45.14%	22.92%
Comfort -Lighting	0.00%	1.39%	32.64%	45.14%	20.83%
Cleanliness	1.39%	0.69%	21.53%	36.81%	39.58%
Being updated on your appointment ie Any delays	4.89%	16.67%	33.33%	29.17%	15.97%
Practice Information - Is it up to date and relevant to you	1.39%	1.39%	34.72%	40.28%	22.22%

Patients expressed generally positive experiences with the practice, frequently describing it as ***"an excellent practice"***, ***"very accommodating"***, and ***"a total breath of fresh air"*** compared with previous surgeries. Several comments highlighted strong communication, with one patient noting that ***"the practice sends messages and updates to my phone and via the NHS app"*** and praising the online triage system as ***"easier than waiting in a telephone queue."*** Others reported being ***"very pleased with the treatments"*** and commended the staff and facilities.

However, some patients raised areas for improvement. Concerns included that there is ***"no room for wheelchairs"*** in parts of the waiting area and that there is ***"definitely no privacy when the receptionist needs to know why you want to see***

**a doctor.**" A few were unsure about the accuracy of waiting-room information, stating they "**don't remember being informed regarding appointments running late**" or "**don't know if it's up to date.**" One patient also felt that the service "**is not welcoming**" and that they were "**passed round.**"

In summary, the quantitative data demonstrates a **strongly positive overall waiting-room experience**, particularly for cleanliness, comfort, and practice information. The written comments reinforce this positivity but highlight a few key areas for improvement:

- **Enhancing privacy at reception**
- **Improving wheelchair accessibility**
- **Ensuring consistent communication about appointment delays**
- **Considering small environmental enhancements**, such as background music.

The practice receives considerable praise for its staff, facilities, and modern communication methods, indicating a **high level of trust and overall satisfaction** among patients.

Are you clear about what to do next? For example how to:

Answer Choices	Yes	No
A repeat Prescription	93.06%	6.94%
Your Test Results	85.42%	14.58%
A follow up appointment	86.81%	13.19%
Referrals for other treatment or advice	87.50%	12.50%

The majority of respondents reported feeling confident about what to do next after an appointment. Clarity was highest around arranging a repeat prescription, with **93%** saying they understood the next steps. Most patients also felt clear about follow-up appointments (**87%**) and referrals for further treatment or advice (**88%**). Understanding was slightly lower for test results, though still strong, with

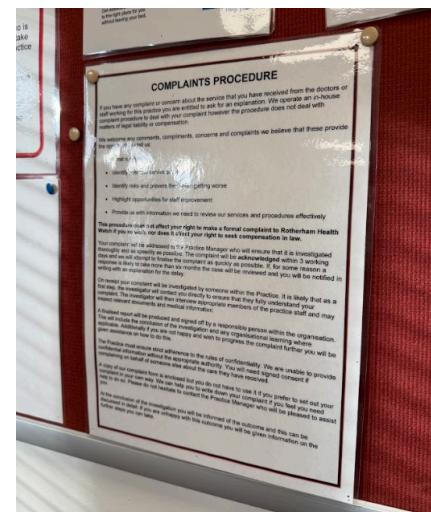
**85%** reporting clarity. Across all areas, only a small minority between **7% and 15%** said they were unsure about what to do next.

Do you know how to give feedback about the practice? For example:

Answer Choices	Yes	No
Through the patient participant Group (PPG)	56.25%	43.75%
Complaints procedure	51.39%	48.61%
Friends and Family Test	48.61%	51.39%

Just over half of respondents said they know how to give feedback about the practice, though awareness varies across the different routes. The highest level of awareness was for providing feedback through the Patient Participation Group (PPG), with **56%** saying they knew how to do this. Awareness of the complaints procedure was slightly lower at **51%**, while knowledge of the Friends and Family Test was the lowest, with only **49%** aware of how to use it.

Despite this, **on the day of the Enter and View visit, posters were clearly displayed in the surgery outlining both the complaints procedure and the PPG process**, suggesting that visibility alone may not be enough to ensure patients feel informed. A significant proportion around **44–51%** still reported not knowing how to give feedback through these channels, indicating that further communication or engagement may be needed.



If you have left feedback or made a complaint, what was the outcome? (If

relevant)

"Not received any outcome"
"Not Sure"
"Never bothered, don't want to be struck off be vindictive Dr's"
"Missing items on prescription"
"Have sent emails to the practice manager, but don't always get an acknowledgement. PPG... Not very often and not enough notice given that it is not always convenient to attend. No information given out about any matters discussed at PPG although this could be due to confidentiality matters for PPG only"
"Never complain about NHS staff"
"I have left feedback via family friend test but this was positive so no outcome needed."
"I have left feedback, no outcome"
"Just an acknowledgement of the complaint, but nothing really sorted in regards to the complaint"
"I've had no reason to leave a complaint. I have given feedback on the service when requested. Don't know what is meant by Friends and Family Test"

Responses show a mixed picture, with several patients reporting difficulties in receiving clear outcomes after leaving feedback or making a complaint. A number of people said they had **not received any outcome** or were **unsure** whether their feedback had been acted on. Others reported leaving feedback but receiving **only an acknowledgement with no resolution**, or **no acknowledgement at all**.

Some respondents described practical issues such as **missing items on prescriptions**, while others chose **not to complain** due to fear of repercussions or because they generally "never complain about NHS staff."

One person noted that although they had emailed the practice manager, responses were inconsistent, and the **PPG was not well publicised or convenient**, with limited information shared about its activities.

A small number of comments reflected positive experiences, such as feedback via the Friends and Family Test not requiring further action because it was positive.

Overall, the findings suggest that while some feedback routes work well for certain patients, others experience **poor communication, unclear processes, or a lack of follow-up**, which may discourage people from raising concerns in the future.

We also provided respondents with an opportunity to share any additional comments or information they felt was important. This open-ended section allowed participants to elaborate on their experiences, raise concerns, or highlight issues that may not have been covered elsewhere in the report.

"I have only been with Market Surgery for just under 2 years but every experience I have had has been positive. When I listen to family members who are with other practices, both in Rotherham and in other areas of the country, I feel really lucky to have such a great facility 2 minutes walk from my house"

"I don't think it's fine that you can only discuss 1 ailment when you see the doctor last year I waited 3 weeks for an appointment when I saw doctor everything was sorted in a couple of minutes I went on to ask about another problem and was told to make another appointment where does this save time or money I was disgusted"

"All staff are approachable, polite and attentive. Access to a professional is easy and triaged appropriately."

"I was very impressed with the experience. Seems a very well run practice. Comes across as efficient, caring and happy."

"Altogether very satisfied with the practice. Feel very lucky to be a patient"

"Keep up the good work and thank you for what you do I really appreciate

at this surgery and that we have such a good team."	your hard caring professionalism"
"I'd like to go back to the old way of booking an appointment by phone or in person to the reception"	"All good"

## Overall Summary of Patient Feedback

The feedback gathered presents a broadly positive picture of patient experience at the practice, with **high levels of satisfaction** across most aspects of care, access, staff interactions, and clarity of information. However, **several areas for improvement** also emerged, particularly around **communication, privacy, follow-up, and the consistency of processes.**

Patients use a range of appointment-booking methods, though online booking is now the most common route, followed by telephone and in-person requests. Written comments show that digital tools such as Accurx are valued, but not universally easy for all patients. While **60%** found booking easy, others noted challenges linked to digital confidence, urgency of the problem, or difficulties using online forms. A minority **9%** described the process as **difficult**, reflecting varied experiences.

Most patients **80%** reported being asked the reason for their appointment, reflecting triage processes. While **76% felt comfortable** providing this information, many emphasised discomfort when personal issues needed to be shared with non-clinical staff or in a setting where conversations could be overheard. Privacy at reception was a notable concern throughout the report.

Satisfaction with the appointments provided was high 88%, though dissatisfaction centred on waiting times, appointment cancellations, and feeling that some appointments, such as those with paramedics, were not always the most appropriate for complex issues.

**Feedback about staff** was **consistently positive** across reception, clinical, and allied health roles. Between **66%** and **78%** of patients rated staff as **helpful**, and

many written comments praised **kindness, professionalism, clear explanations, and proactive care**. Quick call-backs and responsive care for children were frequently highlighted.

However, **some patients** described **rushed appointments, occasional dismissive communication, or a feeling that symptoms were minimised**. A minority raised concerns about **gaps in continuity of care, delays in test results, or conflicting advice between clinicians**.

The majority of patients **82%** reported feeling listened to during appointments. Most also felt that their concerns were taken seriously **78%**, though nearly **16%** said this happened only sometimes. Several comments reflected negative experiences, including **feeling belittled, dismissed**, or told that issues were “**in your head**,” and delays in diagnosis due to being advised repeatedly to wait and manage symptoms at home. By contrast, other comments **highlighted excellent communication and reassurance**, demonstrating inconsistency across experiences.

The waiting room was generally rated **positively for cleanliness, comfort, lighting, and up-to-date information**. Privacy was the lowest-scoring area, reflecting broader **concerns about discussing sensitive matters** at the reception desk. Some accessibility issues were noted, including limited space for wheelchairs. A few patients felt insufficiently updated about delays.

Most patients reported that they understood what to do after their appointment, with strong clarity around repeat prescriptions (**93%**), follow-up appointments (**87%**), and referrals (**88%**). Understanding of test results was also high (**85%**). Only a small minority reported uncertainty.

Awareness of how to give feedback varied: **56%** knew about the PPG, **51%** understood the complaints procedure, and just **49%** were aware of the Friends and Family Test. Although posters outlining the complaints process and PPG were visible during the Enter & View visit, this does not appear to translate into widespread patient awareness.

Those who had provided feedback or made complaints reported mixed experiences. Several had not received an outcome or only received an acknowledgement without resolution. Others described inconsistent

communication from the practice manager or uncertainty about the role and activity of the PPG. A minority reported positive experiences, particularly where feedback was supportive rather than critical.

Many patients expressed strong appreciation for the practice, describing it as **efficient, caring**, and **well-run**. Several felt fortunate to be registered there and praised staff across all levels. However, some frustrations were raised, such as **restrictions** on **discussing multiple health issues** in one appointment, **concerns about long waits**, and a preference among some patients for more traditional booking methods.

**Overall**, patient feedback indicates a **high level of satisfaction** with the practice, especially regarding **staff interactions, clarity of next steps**, and **general care quality**. Digital booking systems are widely used and valued, but traditional routes remain essential to meet the needs of all patients. The main areas for improvement relate to **enhancing privacy at reception, improving communication about delays** and **follow-up**, increasing awareness of feedback mechanisms, and ensuring greater consistency in how concerns are heard and addressed. Despite these challenges, the overarching sentiment is **highly positive**, with many **patients expressing gratitude** and confidence in the care provided.

## Practice Manager Interview Summary

On the day of the visit, we met with the Practice Manager to gain a broader understanding of the service and the range of health needs the practice supports. During the discussion, we asked whether the practice continues to offer sexual health services such as contraception, coil fittings, and implant procedures, as several other practices have stopped providing these. The Practice Manager explained that although these services are not financially beneficial for the practice due to the associated costs, they remain committed to offering them. He highlighted that there is a significant gap within the wider healthcare system regarding access to sexual health support, and the practice recognises the importance of ensuring patients can still access these appointments locally.

The Practice Manager also highlighted that the surgery has an award-winning nurse who works closely with the LGBTQ+ community. She has been in regular contact with external specialist services in London and has collaborated with them to establish a shared-care approach for managing hormones and other related medications. This work developed in response to members of the community feeling forced to seek private gender-affirming care due to long NHS waiting times and limited service provision. As a result, some patients had been receiving incorrect or inconsistent medication doses. The shared-care model aims to provide safer, more coordinated support for these patients within primary care.

The practice is also adopting a nurse-led approach to supporting patients with dementia. The Practice Manager explained that nurses are often better equipped to address a wider range of concerns, allowing appointments to be less rushed and ensuring that patients' needs are fully met. As part of this approach, the practice is working to ensure that families and care homes have the tools and guidance they need to help manage day-to-day care more confidently.

This model has reduced the number of GP home visits required, freeing up GP time to see additional patients while still maintaining high-quality support for those with dementia. The nursing team works closely with the GPs, ensuring that any changes in a patient's condition are quickly identified and acted upon, including arranging prescriptions or escalating concerns when necessary.

In conclusion, the visit highlighted the practice's strong commitment to patient-centred care and addressing gaps within the wider healthcare system. Despite financial and systemic challenges, the practice continues to provide essential sexual health services, develop inclusive support for the LGBTQ+ community through shared-care arrangements, and implement innovative nurse-led models for dementia care. These approaches not only improve access, safety, and continuity of care for patients, but also make effective use of the wider multidisciplinary team, ensuring high-quality support while maximising GP capacity.

## Summary and Recommendations

The Enter and View visit to Market Surgery highlighted a practice that is largely delivering high-quality, patient-centred care within a challenging primary care environment. Overall, the surgery was observed to be welcoming, clean, and well organised, with clear efforts made to support accessibility, dignity, and patient comfort. Staff across all roles were consistently professional, courteous, and engaged, contributing to a calm and supportive atmosphere within the practice.

Patient feedback was overwhelmingly positive, with the majority of respondents reporting that they felt listened to, taken seriously, and treated with kindness and respect by both clinical and non-clinical staff. Many patients expressed strong confidence in the care they receive and a sense of appreciation for the dedication of the practice team. The use of digital systems for communication and appointment management was valued by many patients, and clarity around next steps following appointments was generally high.

The visit also identified several areas where improvements could further enhance patient experience. Privacy at the reception desk emerged as a recurring concern for both patients and observers, particularly when sensitive information is discussed in public areas. While most patients were comfortable with triage processes, some felt uneasy sharing personal details with non-clinical staff or in spaces where conversations could be overheard. Addressing this issue would help strengthen patient confidence and confidentiality.

Accessibility and safety were generally well considered, though some practical issues were noted, including tied emergency pull cords in accessible toilets and limited space for wheelchair users in parts of the waiting area. Clearer communication around appointment delays, test results, and outcomes of feedback or complaints would also improve transparency and patient reassurance.

Staff feedback reflected a committed and cohesive workforce, but also highlighted pressures relating to workload, capacity, communication between teams, and system-wide funding constraints. Despite these challenges, the practice continues to demonstrate innovation and commitment, particularly

through inclusive services, nurse-led care models, and continued provision of services that address gaps in wider healthcare access.

## Our Feedback:

We were able to de-brief with the practice manager before our departure and discussed our findings briefly and made some recommendations:

### Immediate recommendations

- **Accessible toilets:** Ensure emergency pull cords are functional, untied, and clearly visible with contrasting tags.
- **Multilingual information:** Provide key posters in additional languages; current signage was English only.
- **Waiting room safety and appearance:** Replace the carpet in the secondary waiting room to reduce trip risk and improve appearance.
- **Service visibility:** Publicise available services within the practice so patients can see them without asking.
- **Staff identification:** Install a staff wall to help patients recognise team members.
- **Celebrate achievements:** Display the surgery's achievements in the waiting area.

### Further recommendations

- **Reception privacy:** Review layout to reduce audibility of conversations or promote use of a private room for sensitive discussions.
- **Accessibility:** Check internal door widths and signpost alternative accessible routes; increase wheelchair space in waiting areas.
- **Staff training:** Reinforce training on sensitive questioning and patient dignity at reception.
- **Waiting time updates:** Provide real-time updates when appointments run late (screens, verbal updates, or texts).
- **Patient engagement:** Better promote the Friends and Family Test, complaints process, and Patient Participation Group across multiple channels.
- **Appointment flexibility:** Consider allowing more than one health concern per appointment where clinically appropriate.

- **Staff feedback:** Create regular opportunities for staff to share feedback and problem-solve workload and behaviour issues.
- **Interpreter services:** Promote how to access interpreter support.
- **Sustain good practice:** Continue to support nurse-led dementia care, inclusive LGBTQ+ shared-care, and sexual health services.

In conclusion, Market Surgery is a well-regarded and trusted practice that delivers compassionate, effective care and demonstrates a strong commitment to its patient population. By addressing the identified areas for improvement, particularly around privacy, communication, and accessibility the practice has the opportunity to further enhance patient experience while building on its many existing strengths.

### **Response from GP Practice:**

The Practice is thankful for the assessment undertaken by Healthwatch Rotherham and appreciates the time taken by patients to provide their feedback. Overall we are delighted with the feedback and overview of our services with the vast majority of patients and staff indicating their positive experiences of Market Surgery.

We recognise that there is always room for improvement and we will utilise the findings of this report to continue to review and improve our service provision for the beneficial experience of our patients and staff alike.

### **Acknowledgments:**

Thank you to everyone at Market View, particularly the Practice Manager and the staff we met on the day for being friendly, welcoming and allowing us to look around the practice despite being very busy. Thank you also to everyone who took the time to complete our surveys and provide such a rounded view of the service.

### **References:**



