



# Enter & View Report

Dishley Grange Medical Practice

Maxwell Drive Surgery

November 2025

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# Report details

Details of Visit	
Service Address	Dishley Grange Medical Practice, 32 Maxwell Drive, Loughborough, LE11 4RZ
Service Provider	Willows Group LTD
Date and Time	Tuesday 23rd November 2025, 10am
Authorised Representatives undertaking the visit	Howard Marshall Kim Marshal-Nichols Chris Bosley

## Acknowledgements

Healthwatch Leicester and 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 Leicestershire.

# Purpose of the visit

- To gather patient views of the service provided at Dishley Grange 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 455 responses.

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

# Summary of the findings

## Summary

- Dishley Grange Medical Practice operates across two sites, serving over 8,000 patients.
- **We visited only the main location at Maxwell Drive Surgery.**
- The premises were clean, spacious and well maintained, with good accessibility, including step-free access and ground-floor facilities.
- Between 8am and 9am, incoming telephone calls are handled by the practice reception team; after 9am, calls are directed to an external call centre in India.
- Online appointments are available to book from 6.30am.
- High rate of Did Not Attend (DNAs) across all appointment types, including GP visits and blood tests.
- Health information leaflets available near the entrance; feedback box and notices at seating area.
- Notices cover complaints, dementia care, and 'Right Care – Right Place' but mostly in small fonts.
- No information on appointment procedures, Carer's Charter, or data privacy.

## 455 patients responded to the survey

- 125 (28%) of patients said that it took them 16-60 minutes to get through to the practice by telephone with 87 (19%) of patients said they used the call-back function.
- Comments were made about 'difficulty' with booking appointments and not being able to book appointments using the online system.

- Comments were made where patients highlighted issues with the call centre, stating that some call handlers were perceived as rude and unhelpful.
- The last time a patient requested an urgent-same day appointment, 57 (18%) of patients said they were offered a same day appointment at the practice with a doctor, however 112 (35%) of patients said they were asked to call back later or the following day and (83) 26% were not offered an appointment or any of the alternatives listed.
- 145 (39%) patients have rated the practice opening hours as 'Excellent' or Good'.
- 193 (43%) patients have rated the Reception Service as 'Excellent' or Good'.
- 296 (46%) patients have rated the quality of medical care and treatment as 'Excellent' or Good'.
- Comments were made about staff being kind and helpful.

## Results of Visit

### The Practice

The Dishley Grange Practice has two locations, which serve over 8000 patients. They operate as one and patients can attend either location. Two care homes are served by one GP on a weekly basis. We visited only the main location at Maxwell Drive Surgery. The smaller branch at the Cross Street Surgery in Hathern is open with one GP mornings only.

During our visit, we met with the Site Manager.

The car parking area is shared with other organisations. It has 10 spaces, plus one disabled parking space.

Although there is no external signposting to the premises, 'Maxwell Drive Surgery' is clearly visible in large letters on the building wall. A temporary banner displays NHS & 'Willows Health'. There is no external display of surgery times.

Access at the front door is via a low-level ramp. There is a Pharmacy adjoining the premises.

The ground floor has spacious clinical rooms (including a specialist maternity room), reception area and a large administration office, all served by a wide corridor. The upper floor has a conference room only and a large administration office. We were told that space was not a problem for them.

The internal décor is plain and clean, giving a tidy and spacious appearance throughout the rooms and public spaces. The manager told us effort had been made to clear all spaces and removed any unneeded items. Recently, to improve infection control, carpets in clinical rooms had been replaced with sealed vinyl flooring with only one room yet to complete. All blinds had also been recently replaced.

### Reception and waiting areas

A check-in screen and hand sanitiser are easily accessible by the entrance.

A large quiet waiting area has rows of comfortable individual seats, some with arms. While we were there, only a few were occupied and no queue at reception.



Privacy at reception is limited and no background music. We were told that rooms were usually available, if needed for confidentiality.

When ready, patients were being collected in person by their clinician.

On the main corridor is a large toilet for disabled patients which includes breast feeding facility. A second toilet was temporarily out of order.

## **Appointments**

The Site Manager explained to us how appointment booking was managed.

Between 8am and 9am incoming telephone calls are directed to the receptionists at the Practice. After 9am, they go to a call centre in India. We were told that there are 30 call handlers, which are split into small groups, each dedicated to a specific practice in the Willows Group. Online booking slots are made available at 6.30am.

Patients can book appointments up to 1 week ahead. Urgent appointments can be up to 48hours ahead.

Two slots are held vacant for emergency appointments - one in morning and one in afternoon. These are kept available up to 1 hour in advance.

A complex care clinic is held for regular reviews of patients who are over 65 with complex conditions; have safeguarding concerns; or have cancer. Disabled patients are contacted on a regular basis and invited to attend. Patients with Mental Health conditions have regular follow ups.

Appointments are usually 10 minutes, but longer time can be allocated for patients with multiple health conditions. Extra time can also be allowed for patients who require an interpreter. If the patient does not bring their own interpreter, phone interpretation services are used.

If a patient cannot physically attend the surgery and a telephone appointment is not adequate, a home visit is possible, 30 minutes are allocated for the GP to travel, see the patient and return.

We were told that patient can request to see the same GP each time and request preference for in-person or phone appointments.

When a patient calls, the receptionist/ telephonist will follow a 'template' of questions to carry out a 'non-clinical triage' and decide who the patient should be seen by (i.e. Pharmacy First, GP, nurse etc.)

Automated text reminders are sent out 24 hours before the appointment. Appointments can be cancelled via the NHS App, online, telephone or in person.

The surgery experiences a lot of DNAs for all types of appointment, including for GPs, blood test and often by the same patients. There are more DNAs from the over 60s than younger patients, which the manager said contrasts with their city surgeries.

## **Medication**

An in-house Pharmacy team at the Willows Group manage patient reviews and contact patients as required (e.g. when tests are needed). If something arises that the Pharmacist cannot deal, they will refer to a GP.

## **Test Results**

Batches of blood test results are received 3 times a day. GPs review the results and send texts to patients whether the results are okay or not. Specific details of the results can then be accessed via the NHS App. Similar procedures are followed with X-Rays, scans etc.

## Accessibility

Access to the practice is at the front door via a low-level ramp. There are wheelchairs available for patient use.

All publicly accessible rooms, including reception, are located on the ground floor.

The toilet is spacious and equipped with emergency pull cords.

The surgery has a hearing loop.

## Information available to patients

A rack with health information leaflets is close to the building entrance. A shelf at the front of the seating area has a box for feedback and A4 size notices (mostly in small fonts), which include complaints procedures, dementia care and 'Right Care – Right Place'. No information was displayed about the surgery's appointment procedures and criteria. We did not see any information on the Carer's Charter or data privacy. There were no 'Friends and Family Test' forms available, but there was a QR code at reception.

A large video screen was currently out of order. (The Manager said that if they get it working again, it will display patient information.)

The practice does not have its own website. It is included within the Willows Group corporate site. There is limited information about the specific practice, and it does not include the names or photographs of GPs.

## Staffing

The practice employs four long term locums GPs (including one female) and a salaried GP from the Willows group for 2 days a week. We were told that recruiting GPs has not been a problem, but they were reluctant to become salaried.

The rest of the Practice Team consists of a Nurse and Health Care Assistant (HCA); a Pharmacist and a Dispensary Assistant; the Site Manager and five Medical Administrators.

Staff recruitment, particularly reception staff is difficult. Abusive patients at the front desk and low pay inhibit their recruitment and retention.

## Patient Participation Group (PPG)

The practice does not currently have a PPG. [At the time of the 2016 CQC report a PPG met bi-monthly and contributed to developments.] The Practice Manager is trying to re-establish a PPG, but there has been no takers so far. The Practice recently held a Q&A session at Dishley Health Centre with 40 patients attending.

A PPG for the whole of the Willows Group meets in Leicester, but Loughborough is too far for members to travel to.

## Additional Information

The Manager said that the main benefit of being part of the larger Willows Group was the team support and flexibility. When needed, patients can be referred to specialist GPs or services in the Willows Group. Although, the distance to Leicester was a problem for most patients.

The surgery is part of the Beacon Primary Care Network (PCN) within the Charnwood Federation. We were told that being owned by a Leicester based group was inhibiting for sharing staff and integrating within the PCN.

The surgery has not been CQC inspected since it was registered in June 2024. There is a 'Good' CQC badge on the Dishley page of the Willows Group website dating from a 2015 inspection under previous ownership. The Manager told us that they had recently had a mock CQC inspection carried out by the Willows Board who gave them a 'Good' rating.

### **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 **455** 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 Dishley Grange Medical Practice:

<b>1</b>	Review the feedback and key themes to identify and prioritise improvements in appointment booking, telephone/call centre processes, continuity of care (including access to regular GPs) and the quality and compassion of staff.
<b>2</b>	Collaborates with the Charnwood Federation to ensure effective neighbourhood provision of shared services.
<b>3</b>	Display practice opening hours.
<b>4</b>	Repair the large video screen to display patient information in the waiting area.
<b>5</b>	Review the appointment system to ensure patients can easily book appointments via the online system. To be able to book in advance and for non-urgent appointments.
<b>6</b>	Ensure that patients are effectively triaged when calling the practice.

# Service provider response

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

"I would like to respectfully express my reservations about using patient feedback as a benchmarking tool. While patient feedback can offer useful qualitative insights, it is inherently subjective and often influenced by individual expectations, emotions, or isolated experiences. As such, it may not reliably reflect overall performance or quality of service, and in some cases can be disproportionately shaped by dissatisfaction unrelated to measurable care outcomes.

By contrast, objective indicators present a more consistent and verifiable picture of performance. For example, call statistics and other operational data do not support some of the negative conclusions implied by feedback. In addition, the practice performs very favourably against established standards in areas such as

required signage, facilities, cleanliness, and the provision of patient information posters. These are tangible, observable measures that demonstrate compliance, organisation, and a positive patient environment.

It is also important to note the significant increase in clinical capacity since Willows took over in 2022. Prior to this, the average number of appointments available on a Monday was approximately 15, compared with a current average of around 55. This represents a substantial improvement in access and service provision that is not reflected in the feedback being used for comparison.

Given these factors, I am concerned that some of the feedback may be influenced by broader negative narratives around general practice, which have been widely amplified in public and media discourse, rather than by the actual performance or standards of the practice itself.

The discrepancy between objective measures and elements of subjective feedback raises concerns about the validity of extrapolating broader performance judgments from feedback alone.

In my view, patient feedback is best used as a supplementary source of information rather than a primary benchmarking metric, and should be interpreted alongside objective, quantitative measures to ensure a balanced and fair assessment.”

## Distribution

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

- Dishley Grange Health 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](http://www.healthwatchll.com)

# Appendix 1: Survey Findings

## 355 Patients

### Q1. When did you last visit your GP practice?

62% (283) - In the last 3 months

16% (73) - In the last 6 months

11% (50) - In the last year

6% (27) - 1-2 years ago

5% (22) - Over 2 years ago

### Q2. How did you book your last appointment?

60% (271) - Telephone

17% (77) - Online booking services

2% (12) - NHS App

10% (44) - In person

2% (12) - Someone else booked for me (e.g., family, carer)

9% (39) - Other (please specify): "NHS 111", "They contacted me", "Doctor sent a link on, phone to book follow up appointment" "Nurse", "Failed by phone for weeks, then successfully via app" "Airmid App", "Doctor booked for me".

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

1% (4) - Less than 1 minute

14% (65) - 1-5 minutes

9% (43) - 6-10 minutes

12% (54) - 11-15 minutes

28% (125) - 16- 60 minutes

13% (58) - Over an hour

19% (87) - I used the call-back function

4% (18) - Not applicable - I have not contacted the practice by phone

1 - Unanswered

**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?**

70% (317) - Yes

23% (106) - No

7% (32) - Can't remember

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

18% (57) - I was offered a same day appointment at my GP practice with a doctor

4% (14) - I was offered a same day appointment at my GP practice with a different professional

4% (12) - I was offered a same day appointment elsewhere (such as at a nearby practice or healthcare hub)

6% (17) - I was offered an appointment for another day

7% (22) - I was signposted to an alternative service

35% (112) - I was asked to call back later or the following day

26% (83) - I was not offered an appointment or any of the alternatives listed above

138 - Unanswered

**Q6. Please rate your most recent experience with the practice on the following aspect:** 1 unanswered and not all chose answer choices.

Answer Choices	Excellent	Good	Neutral	Poor	Very poor	Not applicable/ Not used	Response Total
Telephone service to book appointments	5% (23)	18% (82)	13% (60)	20% (91)	40% (179)	4% (19)	454
Practice Opening hours	7% (31)	32% (145)	29% (133)	14% (66)	16% (70)	2% (9)	454
Reception Service	13% (57)	30% (136)	25% (113)	16% (74)	14% (64)	2% (7)	453
Repeat prescription service	19% (87)	37% (169)	12% (53)	8% (36)	7% (32)	17% (76)	453
Quality of medical care and treatment	11% (49)	35% (157)	28% (126)	13% (61)	9% (42)	4% (18)	453
Face to face appointments	13% (59)	34% (153)	19% (85)	15% (67)	15% (68)	4% (22)	454
Online appointments	2% (10)	11% (50)	13% (58)	12% (55)	21% (93)	41% (186)	452
Telephone appointments	3% (15)	18% (83)	20% (89)	17% (76)	22% (101)	20% (89)	453

Ease of accessing information (website, emails, SMS reminders)	5% (24)	30% (133)	27% (122)	13% (60)	15% (69)	10% (44)	452
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**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 booking appointments, telephone/call centre issues, continuity of care/ lack of regular GPs and quality of care and compassion of staff.*

Like:

"I saw Doctor on my last appointment. (I have not been to the surgery for many years so was a bit anxious about my appointment). He was very calm, understanding and calm, I really appreciated his approach and advice. So, a very positive experience-thank you."

"Very friendly and helpful staff at all levels."

"I have had no trouble, if I can't get an appointment at Hathern surgery where I live, I am sent to Gorse Covert which is fine for me as I have a car. The staff have always been helpful in getting me sorted!"

"I like that when I go into the surgery, they are helpful on reception. I also like the app to get repeat prescriptions. However, when it says to book an appointment via the app, no dates/ times have availability."

"Was very pleased with the quality of care given. GP appointment for child was made in a timely manner, referral to hospital for blood test likewise. Helpful information was sent digitally (as a pdf) by text from the GP on the same day as the initial appointment, and blood test results were received by text from the hospital within 48 hours (was told up to 5 days), with further medical advice from the GP on the same day."

"The last I went to the surgery was for my Flu jab. All the nurses are friendly and helpful."

"The staff member was very helpful and did exactly what she said she would. She was very measured, reassuring and professional."

"Last few weeks the customer service and doctors change and improve way of work. I had very lovely lady kind, respectful on the phone and also helpful receptionist in GP -practice -new staff. First time from long time I felt someone is caring about patient. Also Doctor is great doctor he took action and send me for professional check. I will soon book appointment to continue and solve my health

problem. Thank you for them and for that amazing work what they do.”

“It has recently improved as you get to a call centre and they can book an appointment for you that week which is what I want. Reception staff are very poor in helping you and make you feel very unwanted. I like phone GP appointments, and the practice have been very good with my medication over the past two years.”

“Just a very good doctors surgery.”

Mixed:

“Practice is often closed. Repeat prescriptions are often delayed past 3 days.

Same day appointments are never available on 8am telephone call. You are always 30 something in the queue. Reception can be both helpful and equally unhelpful and rude. However, when you do get to see a doctor- they are excellent.”

“Good service when you actually get to see a doctor but suggestions for further treatment poor. Have to book physio yourself and that means waiting for a telephone appointment for over three months.”

“Difficult to access same day appointments with GP. Review meeting with nurse difficult to book using online system. Face to face is best - call in and they are really helpful, but this isn't always possible if working. GP is good when you access them. Referrals to hospital and follow up for planned care etc. all really good.”

“Quality of face-to-face appointments very good. Needed to contact the practice and eventually got through to someone working remotely, the line was not good and the person not really helpful.”

“There has, recently, been an improvement in accessing the practice by phone. It had been appalling and one of the reception staff was rude and uncooperative. It is better, but getting through is still an issue via phone.”

“Online appointment system only allows you to book the same day and you have to access it at 6.30am to get one. Online appointments should be available to book for up to 2 weeks for non-urgent/same day cases. Repeat prescription service is good. If you are required to book an appointment following a test there sometimes isn't one available until the following week, which causes you to worry.”

“There needs to be more on-line and future appointments to reduce the 8am rush. Online consultations would also be beneficial.”

Dislike:

"It is nearly impossible to get an appointment with a GP. You are just signposted to the urgent care centre. I'm nearly 90 & struggle."

"Almost impossible to get an appointment. They only issue on the day. Online you have to be on at 6.30am exactly, 8am you wait 30 people before you. Only advice for Shingles was go to Boots the Chemist. Appalling service."

"It is impossible to get an appointment; you ring as soon as they open and have to wait an hour to speak to someone. The phone takes you to a call centre that is not at our doctors so they can't help you half the time if you have a query about other things. I urgently needed a ketone meter for my daughter recently had to go to doctors as couldn't help me on phone. The reception put an urgent message through to doctor and said would ring me ASAP about it. They rang back 3 weeks later, luckily I had sorted it myself. They said they couldn't get one although NHS say they can get them. Leaving a 10year old type 1 diabetic without a ketone meter is bad enough but to not get a call for 3 weeks is a joke. I had rung 2 weeks before to enquire what had happened, but our actual doctors didn't know this as it goes through to call centre who obviously hadn't recorded that I had enquired about this."

"Booking appointments by Telephone. Almost impossible."

"Almost impossible to get appointments as they will not book in advance (or didn't when I was trying) so you can only ring on the day and sit in a queue or go online early. This system does not work for working people who cannot just leave work at the drop of a hat and need to schedule appointments in advance e.g. teachers in charge of a class! The practice no longer offers a range of services and has no flexibility, so I go to private pharmacy practices e.g. travel vaccinations and online doctors. I have found one of the reception staff to be very rude and aggressive. They don't have robust system to review medication e.g. requesting a repeat asthma triggered a refusal as I had not had an asthma check-up - I had not been called for one. Medical records are not accurate e.g. no mention of my allergies. The service is really poor, and I try to avoid going to the doctors if possible."

"Know nothing about online booking. Because of the hours I work and the profession I do phoning early morning is impossible. Hence why I haven't been for so long."

"They barely have any GPs or appointments. Call handlers are hard to understand and rude. The surgery is a nightmare."

"Terrible - the associated call centre staff fob you off with NHS 111, who then send you back to them with a referral. They do not acknowledge the referral and simply fob you off again. This has to be improved urgently so people can actually access a doctor."

"The new system in a morning when you get through to a call centre is horrific! I was even asked about pensions when I last called. Using an outside company has taken away the compassion and empathy."

"Call system poor, very noisy, hard to hear, given appointment then taken away."

"Need to stop having a call centre to answer the calls! Can't even phone the Doctor's surgery directly anymore? Horrible experience. Trying to explain my health to people that do not understand English also giving my personal medical details to a call centre is not very good at all. Dishley used to be a lovely practice but since it moved to another company it has gone downhill massively! Patient welfare is not at the forefront of this company's mind anymore."

"No reply" emails - Impossible to talk to staff member without visit to surgery due to Indian based Call centre."

"Everything needs improving, since it was taken over it has gone downhill. Only ever have one doctor on call, can hardly ever get an appointment and when you do it's always a different doctor. Gone are the days when you had a family doctor."

"Very hard to get appointments sometimes 2 to 3 weeks when get one always different doctor."

"I would like to see permanent doctors not different faces every time I go in there."

"It is virtually impossible to get an appointment with a specific doctor who knows your medical history. I nearly always see a different doctor each day and have to explain everything over again which is stressful. There aren't enough online spots to book. It can take several weeks of going on lots of times in order to find an appointment to book. The whole experience of dealing with the practice is stressful especially for someone who suffers with anxiety. You can't book appointments at the reception. Only by phone at 8am in the morning or online supposedly at 6am but often they're not released."

"Completely dysfunctional GP surgery since taken over by willows health some years ago. As a family with complex health needs we find the standard of care to be very poor. No continuity of care. Broken basic functions e.g. appointment booking, referrals, repeat prescriptions. No pre-bookable

appointments. Same day appointments is a phone / internet lottery as they are so oversubscribed. Some rude clinical staff - notably the "physician associates". Also, their phone lines are closed every Thursday afternoon for "staff training" - so are only a 4.5-day service."

"Everything related to the doctors is dreadful, impossible to get an appointment, reception staff rude, telephone service dreadful, website booking doesn't work, if there is a miracle and you gain an appointment from calling numerous times you wait in reception for ever, being ignored. I've had to leave previously from waiting over 1 hour and reception not being interested. If you can see a doctor, they see you as a number and have no compassion or care. Recent blood test and not even a call to talk through findings, just ignored. The service is appalling, and I expect this questionnaire will be ignored. My repeat prescriptions are questioned and not provided."

"The new system in a morning when you get through to a call centre is horrific! I was even asked about pensions when I last called. Using an outside company has taken away the compassion and empathy."

"Absolute shambles of a surgery my post-partum health was not considered at all my 6-week check (which was actually performed at 10 weeks because of surgery incompetence) came back with many anomalies after many repeat blood tests (many of them being at the hospital because no staff at the surgery) anomalies are still present 18 months later with no resolve or ongoing investigation. I have been diagnosed with osteoarthritis in my spine and hypertension and there is no ongoing care there or no consideration for pain management referral. The experience of getting an appointment for my children has been equally as frustrating and on occasion I have had to use NHS 111 or the walk in centre to seek what should have been GP treatment for them. Never able to get an appointment and became even worse when they decided to outsource their reception functionality."

"Constantly get messages to request new medication which I accept, and nothing happens. Been going on for months now. Do feel as though cost saving is more important than patient care."

"Possibly the worst experience of medical care I've ever had."

"Surgery just cancels NHS App appointments without letting you know. Type diabetic care is poor with ill trained staff. I was forced to sign a contract with surgery when put into Libre 2 CGM and told would be reviewed to ensure compliance, never heard back 3 years now past. Telephone appointment last had the doctor read the X-ray wrong and told me incorrect information lucky I have the NHS app to read it!!!"

"No call centre please. When you call the surgery, you get to a call centre & most of the time, I can't

understand the accent of the person talking. It's very frustrating & most of the time they can't help you. The surgery is over 4 miles away so I can't just go round to talk to someone. Having long term illness, the care & follow ups are very appalling. I don't even know who my actual doctor is anymore, every time it's someone new & I have to go into depth on what my illnesses are, as they don't read my notes. It's totally rubbish & getting worse."

"When trying to phone to talk to someone you are not talking to someone in the practice which makes it difficult to get what you need."

"To be able to book appointments online again rather than calling at 8am."

"Terrible - the associated call centre staff fob you off with NHS 111, who then send you back to them with a referral. They do not acknowledge the referral and simply fob you off again. This has to be improved urgently so people can actually access a doctor."

"The new system in a morning when you get through to a call centre is horrific! I was even asked about pensions when I last called. Using an outside company has taken away the compassion and empathy."

"Have actual appointments. Actually, be able to book online. Have GPs who don't try to rush you."

"Not possible to make non urgent appointment. E.g. told I needed to make an appointment following routine blood test but tried calling every day for 5 days but no appointments available."

"The booking (appointment) on the app is no longer available at my practice which I found the easiest way to get an appointment, would love to see this re installed, no idea why it was taken off, such a shame."

"More available appointments on day, or to pre book."

"No practice manager - only one who travels between multiple sites managed by Willows Healthcare. Too much use of "no reply" emails - Impossible to talk to staff member without visit to surgery due to Indian based call centre."

"Parent view (child is 8): we could not get an appointment for severe ear infections with a high temperature and extreme pain, followed by burst eardrums. We were told to go via NHS 111, who sent us back to the GP and made a referral for him to be seen. They declined and sent us back to 111. The call handlers have a tough job but they do not care at all - my child became much sicker as a result of us being turned away several times. I wrote to the practice about this but they didn't respond."

"I can never get an appointment! I call at the right time and always get let down. The fact you don't even offer next day or dates later in the week is shocking! I had to call 111 because I couldn't get in and I get sent to urgent care and straight to hospital! The service you provide is shocking."

"To be able to book appointments in advance at reception not everyone is able to ring at 8am in the morning due to work."

"I all but gave up trying to get an appointment. It's impossible and nobody cares. Easier and faster to go to the walk-in centre. Don't know who uses this practice or how cos they never have appointments online and you can't get through on the phone."

"Would be good to see the same doctor for follow up appointments for the same condition."

"Stop the call centre can't understand them and when they can't understand you they hang up. Poor attitude from receptionist and office manager."

"It is not possible to book online easily. When I log into the app at 6.30am, there are regularly no appointments available. Similarly, it is very difficult to get a same day appointment despite calling at the opening time. It is impossible to pre book an appointment. On my previous visit with my daughter to query something, the receptionist was incredibly rude and unhelpful. My daughter's experience at her last appointment was truly awful. She went on her own for the first time and came away feeling very upset, scared and not listened to. Overall, I am very dissatisfied with the practice and now only go when absolutely essential. I have symptoms that I would like to speak to a doctor about but the system is such that it's not worth the hassle."

"The ability to be able appointments for a different day other than the day of the call."

"Online only offer morning appointments and my local surgery closes at midday which limits availability even more. If you are not exactly on time at 6.30am for online very limited availability and often nothing. Telephone appointments no point, use the call back but when at work I'm not able to have my mobile with me. Now it's a call centre makes it even worse."



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