

Enter & View:

St Ann's Medical Practice



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Executive Summary

This Enter & View visit to St Ann's Medical Centre was carried out by Healthwatch Rotherham to understand patient and staff experiences, observe the environment, and identify areas for improvement. The GP offers a wide range of services and is valued by many patients for its accessibility, staff professionalism, and the support provided.

About us

We are the independent champion for people who use health and social care services in Rotherham. We are here to make sure that those running services put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that peoples' worries and concerns about current services are addressed and work to get services right for the future.

Details of visit:

Address	Rotherham Health Village, Doncaster Gate, Rotherham, South Yorkshire, S65 1DA
Service Provider	St Ann's Medical Practice
Date and time of the visit	Tuesday 25th August 2026
Representatives	Danielle Payne
Visit Status	Announced

Disclaimer:

Please note that this report is related to findings observed on the date listed above. Our report relates to this specific visit to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time. This report is written by Healthwatch Rotherham using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch Rotherham.

What is Enter and View?

The Health and Social Care Act 2012 legislation allows Enter and View activity to be undertaken on premises where health and social care is publicly funded, such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. We visit:

- To gather the views of health and social care service users, families and carers
- To report what we see and hear to providers, regulators, Local Authority and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners to improve the quality of health and social care services.
- To develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels.

Purpose of the visit:

- To collect the views from patients, families, volunteers and staff on the services.
- To observe how the facility operates and provides its services.
- To identify 'Best Practice' and highlight any areas of concern.

Methodology:

We follow Healthwatch England guidelines for Enter and View visits. The steps below summarise the process:

- **Plan:**
 - Appoint an Enter and View lead for the visit.
- **Communicate:**
 - Inform the provider of the visit, and relevant details including the purpose, date, time, estimation of how long it will take, how many people will be carrying out the visit, and the name of the lead person.
 - Include information about how members of the public can contact Healthwatch Rotherham if they are not able to when the visit is taking place.
- **Prepare:**
 - Prepare resources such as surveys and questionnaires.
 - Identify any requirements for special support necessary to facilitate the visit such as access or security. This must be done before the visit, as you may be refused entry.
- **Report:**
 - On completion of the visit a draft report is shared with the service provider requesting comments on factual accuracy and responses to any recommendations within 20 working days.
- **Follow up:**
 - The final report is published on Healthwatch Rotherham website and shared with the Care Quality Commission (CQC), Healthwatch England and the service provider.

Practice Overview:

St Ann's Medical Centre is situated in Rotherham town centre and has a well-established patient population of approximately 19,000 people. Due to its central location and the wide area it serves, the practice supports a culturally diverse community, providing care to patients of all ages, from newborn babies through to older people.

They have a substantial work force including:

- 14 GP's
- 1 Business Manager
- 1 Deputy Manager
- 1 Nurse Practitioner
- 5 Practice Nurses
- 3 PCN Practice Nurses
- 4 HCA's
- 1 Nurse Support
- 1 Pharmacist
- 8 premises staff
- 6 PCN Pharmacists
- 4 PCN Pharmacy Technicians
- 4 PCN Physiotherapists
- 3 PCN Mental Health Practitioners
- 2 Mental Health Triage Coaches
- 1 Patient Engagement Officer
- 8 Admin staff
- 30 Reception staff

Amongst its large workforce, St Ann's Medical Centre offers a wide range of services to support its patients. This includes its own independent mental health support, available five days a week and delivered by a team of mental health practitioners and triage coaches. The practice also works in partnership with RDaSH to provide access to peer support services.

They offer a range of sexual health and contraceptive services, including coil fittings and contraceptive implants. In addition, a sexual health satellite clinic, run by The Rotherham NHS Foundation Trust, is available at their Kimberworth branch.

They also have access to social prescribers employed through their Primary Care Network (PCN), who are based at the St Ann's Ridgeway branch. Patients can be referred to the social prescribing service where non-medical or external factors are having an impact on their physical or mental wellbeing.

This may include support with issues such as financial difficulties, access to food banks, social isolation or other personal circumstances. Social prescribers can also help connect patients with non-medical, community-based activities and support services.

The practice has implemented these additional care provisions in response to the growing demand for support in these areas and the wider needs of its patient population. By recognising the demographic of the community it serves, St Ann's Medical Centre has developed and expanded its services to provide more targeted support for the physical, mental and social wellbeing of its patients.

Prior Healthwatch Insights:

Our visit was informed by recent insight received by Healthwatch Rotherham, including several concerns relating to mental health support.

Prior to conducting the Enter and View visit, Danielle spoke with the Practice Manager, Dawn, who explained that the practice had experienced challenges with an external service provider delivering mental health support. As a result, the practice has now returned to providing mental health support directly, as this was considered to be the best option for their patients.

It is important to note that the concerns received by Healthwatch Rotherham were raised prior to this change in service provision. Therefore, the experiences shared with Healthwatch relate to the previous arrangements and do not necessarily reflect the practice's current approach to providing mental health support.

During the discussion, the Practice Manager also informed us of ongoing difficulties with the translation service. The service is commissioned by the ICB and has recently undergone changes to its provision.

Since these changes were introduced, the practice has experienced difficulties arranging translation support for patients. The practice would typically use face-to-face interpreters but is also experiencing challenges accessing telephone interpreting services due to limited availability.

The Practice Manager acknowledged that these difficulties are beginning to have an impact on the quality of care patients receive, particularly where effective communication and access to appropriate interpreting support are essential. Despite these challenges, the practice is making every effort to accommodate patients and meet their communication needs as effectively as possible, using the limited resources available to them.

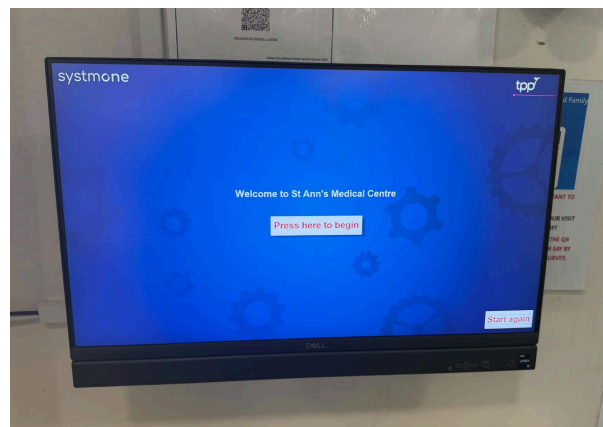
External Observations:

The practice is located behind Rotherham College in the town centre, with good access to local bus routes and a designated drop-off area. There is also a large car park, including several disabled parking spaces to support accessibility for patients and visitors.

Internal Observations:

The practice is located within a building that is jointly shared with Clifton GP Surgery. On arrival, visitors enter through automatic doors into a large shared waiting area, which has ample seating for patients and visitors.

To the right of the entrance, there is a pharmacy, while a staircase and lift provide access to the additional floors and consultation rooms. Information boards are displayed throughout the waiting area, providing useful information on topics including appointment bookings, vaccinations and how to make a complaint. The practice was spacious and had plenty of room to accommodate people with accessibility needs.



Staff Feedback Summary:

Leading up to our Enter and View visit at St Ann's, 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 22 staff members who completed the survey in full and presents an overview of the emerging themes.

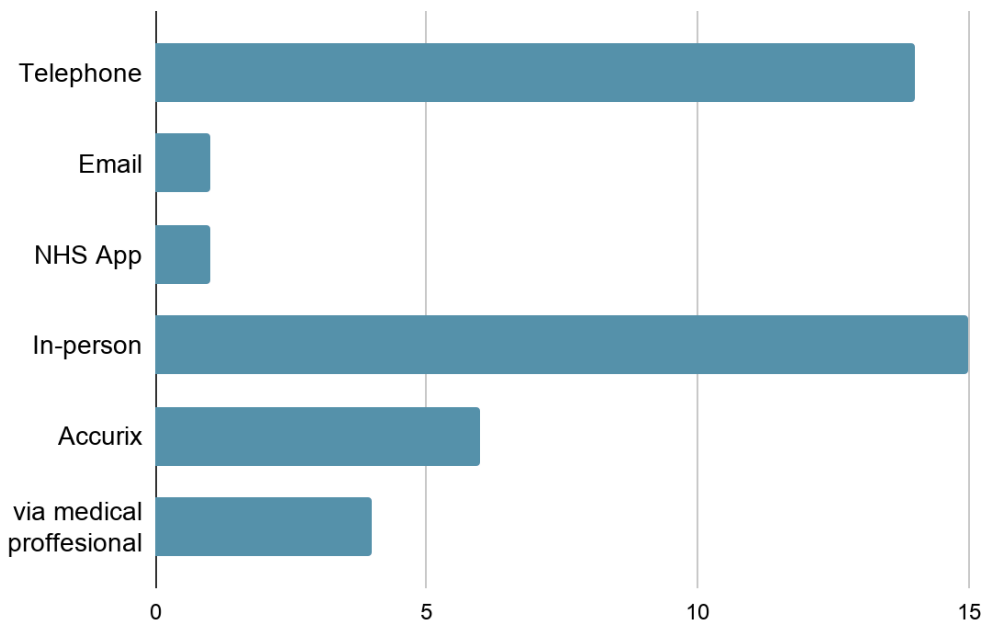
Question 1: Out of the 22 respondents 100% of them were employed by St Ann's medical centre.

Question 2: Please briefly describe your job role and key responsibilities

Domestic and the key responsibilities are to keep kimberworth park doctors surgery clean and inviting to our patients and staff	Salaried GP Undertake on call duties, clinics, contraceptive implant fit/removal, shared care clinics, dementia clinic, home visits, care home ward round, ad hoc supervision of GP and allied healthcare trainees if their supervisor is on leave/not available	As a Practice Pharmacist I carry out medication reviews, process hospital letters and deal with any medication queries. As an independent prescriber I am involved in reviewing , up titrating and starting patients on hypertensive and lipid medication. I also run a heart failure clinic
Medical Records	Salaried GP	General practitioner and Partner.
Reception / Care Navigator - To Triage Patients and navigate to the appropriate clinician	salaried GP, seeing patients, managing script queries, reviewing bloods, home visits, responding to tasks, making referrals, audits	deputy reception manager - support the reception manager in the daily running of the reception team. Offer support to the management team, admin teams and the nurses/doctors.

Personal Assistant to practice managers. Plans rotas for Dr's and the Nursing team.	Lead Nurse and ANP conduct acute illness clinics and long term condition review and support junior members of the team and provide supervision and support.	practice nurse - administer vaccines, wound care, bloods, blood pressure checks, cervical smear sample taking
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Question 3: How do people book an appointment or access the service?



Question 4: What's the best thing about your job?

I enjoy helping people, and the quick paced environment. I also really enjoy problem solving.	Meeting people from all walks of life and different age ranges gives a variety of experience,	Taking care of patients is very rewarding. Also good teamwork makes things much better
I love planning and organising. There is no patient contact.	My colleagues. We get on well as a team.	Being able to help and support patients with their medication to improve their quality of life

Good team, supportive and good links with admin staff and other healthcare roles eg physio, nurse, HCAs etc	Working hours, no weekends etc It's quite easy if expectations are sensible and staffing levels adequate The services we offer The staff	It can be very rewarding, the management team has always been very supportive and the drs and clinical staff are always happy to help.
good team to work with, management very helpful, very organised place to work	having previously worked in patient facing roles i enjoy that i dont do this now	I work with very nice people, and the hours suit my lifestyle
Helping the vulnerable and Elderly	People I work with & helping all staff & patients when required.	The people I work with and around
People I work with And helping all staff and patients When required	Making sure the patient records are correct	The job varies from day to day
good team to work with, management very helpful, very organised place to work	having previously worked in patient facing roles i enjoy that i dont do this now	I work with very nice people, and the hours suit my lifestyle

Question 5: What's the most frustrating thing about your job?

The amount of clinic cancellations we have to deal with and the complaints that come from these	No cover when on annual leave. I therefore work in advance before going on annual leave and catch up when I get back which can cause frustration but not always.	Lack of time to take care of patients properly. I genuinely feel 10 minutes is not enough.
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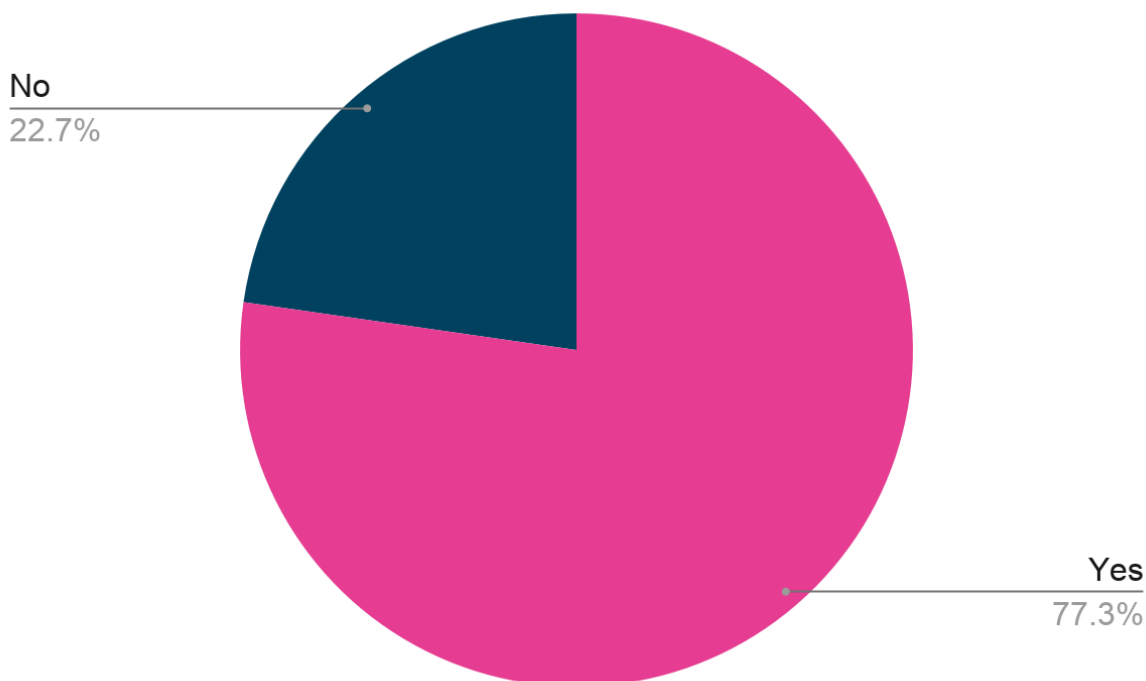
At times the workload	Language barriers with patients	Nothing.
Sometimes I feel there is a lack of communication regarding things like deliveries	No able to offer certain appointments to patients	The patient demands are ever growing.
Difficult to answer - there can be quite wide variations in admin but this is often linked with staffing and annual leave esp in summer hols. Long waiting times in secondary care mean patients can become frustrated and seek further appointments from us in primary care when patients really need specialist review and input. Not an easy thing to fix!	Not enough clinical staff. One part time ANP?? Not enough disease management apps Way too many physios, not enough mental health. The expectations Not matching the reality, wages, staffing, way too much work been expected Low morale across the board	reception staff overbook appointments which leaves nurses stretched for time which could potentially impact patient care, this has been raised multiple times

Question 6: What are the main challenges you face in your work?

When patients sometimes don't get exactly what they want they can sometimes be unpleasant - We have a great support network in the surgery however	Patients' frustrations at limited appointment availability and their waiting time to be seen by other services that are out of our control.	Rising demand. secondary care diverting/deflection their work to primary care
Wider complex cases	last minute demands on changes	Increasing workload and demands from patients

Time pressures	Access to appointments for patients	my main challenges are not having access to cleaning stock
Time constraints, increasing complexity and morbidity, the risk lies with GPs. Secondary care workload being transferred to GP and lack of funding. Soaring expectations that we should see more patients when there is absolutely no capacity.	Too many things been expected of us No thanks or appreciation No 'perks'. Nothing to sell the job to an applicant Blatant favouritism Management.	staff turnover and sickness appointment availability communication barriers with patients abusive patients

Question 7: Do you have a break?



Further comments:

We have a coffee break for half an hour after our morning surgery most days but if we are busy we don't have one	I have 30 minutes during a 10.5 hr shift. I often don't take this full amount of time as it is a very busy and demanding role	I don't work enough hours to have a break , but due to my diabetes i do sometimes have a drink while i carry on my duties
Some people work 10.5 hrs and only get 30 mins Break	I work 8am-6pm and get 1 unpaid half an hour break	Half hour if work over 6 hours a day
Everyday - 30 mins per day for Lunch	We don't work for long enough to earn a break	Lunch, getting a drink from the kitchen

Overall, staff feedback was largely positive, with employees valuing the supportive team environment, good working relationships and the rewarding nature of helping patients. Most staff felt they had the equipment, support and training needed to carry out their roles, and the majority felt able to raise suggestions or concerns. However, some areas for improvement were identified, including awareness of certain policies and procedures, particularly accessing interpreters and the complaints policy.

The main challenges highlighted were increasing workload and patient demand, limited appointment availability, staffing pressures and time constraints, particularly for complex patients. Some staff also raised concerns around communication, being able to take full breaks, staff morale and feeling listened to. Overall, the feedback suggests a positive and supportive workplace, while highlighting opportunities to improve workload management, staffing capacity, communication and staff wellbeing.

Patient Feedback Summary:

Question 1: 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
Receptionist	80%	10%	0%	10%
Doctor	60%	0%	10%	30%
Nurse	80%	10%	0%	10%
Other	70%	0%	0%	30%

Would you like to tell us more:

The receptionist is new and there was only one other person on with her, and I don't think that she is getting sufficient support when it's busy. Seen the dr for a reoccurring issue, severe abdominal pain and no further test have been provided yet and that its normal	The staff at St Anns have all been really helpful, whether this be reception staff, GPs, nurses. I have found I've never had longer than a week to wait for an app, the staff have listened.	For my 1 year old's jabs, the nurse was really welcoming and didn't rush us at all. This helped the process.
Physio	Service definitely improved lately	Everyone I met was helpful.

Question 2: What do you think works well regarding the service, and why?

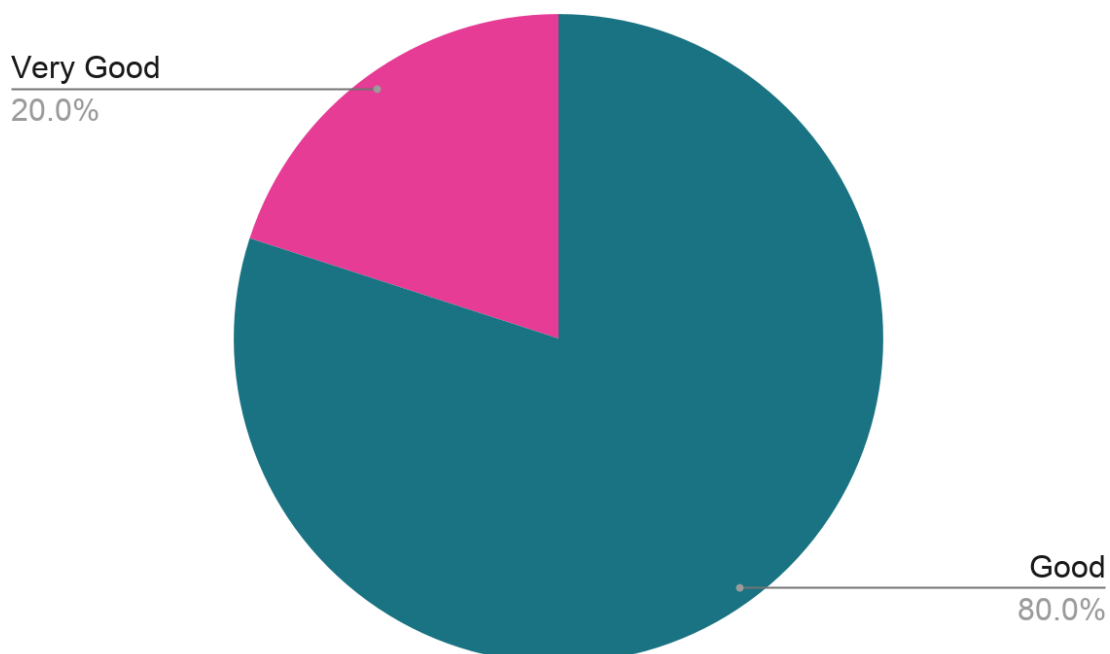
Can get an appointment	Usually have available appointments	Everything you need is in one place
Staff are friendly	Phone system having a call back service	Always able to offer support

They listen to the patients	Appointments more available. Staff friendly	Always having a willingness to help
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Question 3: What could be better about the service, and why?

Have to attend multiple times with the same issue before you get an answer	Sometimes communication could be better. Times there has been issues where i have attended the GP unnecessarily as it could have been said over the phone
Less appointment cancellations	
Translation service has deteriorated	No fine as is - have to come in with prescription though as there is no phone line for them
Nothing at this point	
Improved wait times	

Question 4: Can you rate the service 1-5. (1 being very poor, and 5 being Very Good)



Question 5: Is there anything else you would like Healthwatch Rotherham to know?

None	Please don't get EMMA	No
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Overall, patient feedback about St Ann's Medical Centre was largely positive. Patients generally described reception staff, nurses and other members of the team as helpful, friendly and supportive. Receptionists and nurses received particularly positive feedback, with 80% of respondents rating them as helpful, while 60% rated doctors as helpful.

Patients highlighted several aspects of the service that worked well, including the availability of appointments, friendly staff, being listened to, and the convenience of having a range of services available in one place. The telephone callback system and recent improvements to the physiotherapy service were also positively mentioned.

However, some patients identified areas where improvements could be made. These included difficulties getting answers or further investigation for ongoing health concerns, having to attend multiple appointments for the same issue, communication problems and unnecessary visits to the practice. Other concerns included appointment cancellations, waiting times and a perceived deterioration in the translation service. One patient also raised concerns about a new receptionist appearing to have insufficient support during busy periods.

Overall, the feedback suggests that patients value the helpfulness and friendliness of staff and generally feel supported when accessing the practice, while opportunities remain to improve communication, continuity of care, waiting times, appointment cancellations and access to translation services.

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:

- **Multilingual Notice Board:** The practice has a diverse patient population, representing a range of communities and ethnicities, with many patients not speaking English as their first language. Introducing a notice board containing information and resources in a range of languages would help ensure that information is accessible and inclusive, while demonstrating the practice's commitment to meeting the needs of its diverse patient population. At present they are all in English.
- **Sign-in Screen:** Given the demographic make-up of the patient population, it would be beneficial for the practice to explore whether different language options could be made available on the self-service check-in tablets, to better support patients whose first language is not English.

Further recommendations:

- **Move away from digital call screens:** The use of digital call screens can be impersonal and may not be suitable for all patients. We would recommend that, where possible, healthcare professionals collect patients directly from the waiting area.
 - This could particularly benefit patients with mobility issues, hearing impairments, visual impairments and language barriers.
 - This method also allows staff more opportunity to move around during the day.
- **Review appointment cancellations and communication with patients:**
Both patients and staff raised concerns about cancelled appointments and communication. Reviewing the reasons for cancellations and ensuring patients receive clear and timely information could help reduce frustration and unnecessary visits to the practice.

- **Improve access to and awareness of interpretation services:** Given the diverse patient population, alongside patient concerns about translation services and staff feedback showing some lack of awareness around interpreter procedures, the practice should review both the availability of interpretation services and how staff and patients access them.
- **Review staff workload, appointment lengths and protected breaks:** Staff repeatedly highlighted workload pressures, limited time for complex patients and difficulties taking their full breaks during busy periods. The practice should consider whether there are opportunities to review appointment allocation, workload distribution and protected break times.
- **Seating:** The practice offers ample seating; however, we would recommend adding a row of chairs with armrests to better support older patients and those with mobility issues, making it easier for them to sit down and stand up independently.

Response:

"Thank you for your time and visit. We have reviewed your report and are happy with the reflections from the day. Some of the actions such as workload are national pressures from redirected work from secondary and tertiary care in line with national programs however we will continue to try to protect staff from burnout as much as possible whilst working to ensure our patients get the appropriate care." – Practice Manager