

# ENTER AND VIEW REPORT



**SADDLERS HEALTH CENTRE**

25TH OCTOBER AND 12TH DECEMBER 2024

## Contents

	Page
About Healthwatch	2
What is Enter and View?	3
Introduction	3 - 4
Healthwatch Principles	4
Purpose of visit	4
What we did	5
Environment	5
Practice services	6
Access to services	6
Patient information	6
Patient responses	7 - 9
Staff responses	9 - 12
Findings	13
Recommendations	13
Provider Feedback	14

## About Healthwatch Walsall

Healthwatch Walsall is your local health and social care champion. Across all the Borough, we make sure National Health Service (NHS) and Social Care leaders and other decision makers hear your voice and use your feedback to improve care.

Through our community engagement activities, data intelligence systems, Enter and View programme and our Healthwatch Champions, we continually monitor service delivery through concerns raised, feedback received, and the Healthwatch Independent Strategic Advisory Board use this intelligence to inform and shape the Healthwatch priorities and activities.

We analyse consumer feedback as well as a broad range of data sources to produce evidence and insight reports and information dashboards which can provide trends, statistical and performance analysis of services for use in monitoring and challenging service commissioning and provision.

# What is Enter and View?

## Enter and View

Part of Healthwatch Walsall remit is to carry out Enter and View visits. Healthwatch Walsall Authorised Representatives carry out these visits to health and social care premises to find out how service users access, use and understand what the overall service user experiences are, highlighting findings and potentially making recommendations that may lead to areas of improvement.

The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential/nursing homes, GP practices, dental surgeries, optometrists and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service but equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Walsall Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Walsall Safeguarding Policy, the service manager will be informed, and the visit will end. The Local Authority Safeguarding Team will also be informed.

## Introductions

### Disclaimer

Please note that this report is related to findings and observations made during our two visits made on the 25 October and the 2 December 2024. The report does not claim to represent the views of all service users, only those who contributed during the visits.

### Authorised Representatives

Tom Collins – HwW staff, Authorised Representative (2 December visit)  
Richard Jolly – HwW volunteer, Authorised Representative (2 December visit)  
Loretta Higgins HwW staff, Authorised Representative (25 October visit)  
Pete Allen HwW staff, Authorised Representative (25 October visit)

### Who we share the report with?

This report and its findings will be shared with the GP Practice (provider), members of the public, Black Country Integrated Care Board (Walsall Place), Care Quality Commission (CQC) and Healthwatch England. The report will also be published on our website and through our social media.

### Provider details

Name of Service: Saddlers Health Centre  
Address: Within Hatherton Medical Centre, 1 Hatherton St, Walsall WS1 1AF  
Telephone: 01922 622326  
Website: <https://www.saddlershealthcentre.nhs.uk/>  
Service type: e.g. GP practice and medical services

The practice is located in Walsall and delivers services to 4,500 patients at present.

Care Quality Commission (CQC) information. Latest inspection 22 February 2017, published 27 March 2017) Latest review: 6 July 2023.

Link to CQC website: <https://www.cqc.org.uk/location/1-551547882>

## Healthwatch Principles

Healthwatch Walsall's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

1. Healthy Environment: Right to live in an environment that promotes positive health and wellbeing.
2. Essential Services: Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis.
3. Access: Right to access services on an equal basis with others without fear of discrimination or harassment, when I need them in a way that works for me and my family.
4. A safe, dignified and quality service: Right to high quality, safe, confidential services that treat me with dignity, compassion and respect.
5. Information and education: Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.
6. Choice: Right to choose from a range of high-quality services, products and providers within health and social care.
7. Being listened to: Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
8. Being involved: To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

## Purpose of Visit

This was an announced visit.

We sought to gather patient experiences of accessing and using the GP, nursing and provided medical services offered at the practice.

## What we did

We arrived at the building at 9.00am before being introduced to the Practice Manager who gave us a tour of the patient/communal area in the building. Patients had a choice as to whether they wished to participate in our visit and questions. We used a pre-set list of questions/prompts and noted patient and staff responses.

We approached waiting patients and asked if they wished to take part in a short questionnaire. In total we spoke to 16 patients a practice Receptionist and the Practice Manager.

## Environment

### External

The practice is based in a shared NHS facility with another GP service.

The outside of the building is well maintained with external lighting/lamps and CCTV cameras in operation. There is a new Pharmacy on the site. The site has a large car park for approximately 150 vehicles. This is a shared car park with Umbrella Medical Practice.

The building appeared to be well maintained, and entry is via automated double doors on two sides of the building.

### Internal

Once in the main reception foyer entered from Hatherton Street, Saddlers Health is to the left of a semicircular reception desk area which is shared with Umbrella a larger GP practice.

We noted:

- Main reception was clearly signed
- There is an electronic self-check in unit at the practice
- Receptionist at reception desk
- The patient reception/seating area was large and spread across areas on 2 floors with seating that could be access from ground floor an internal lift.
- CCTV is in operation inside the building (communal areas only)
- There is good wheelchair/pushchair access for patients and families
- The toilets are clearly signed
- There are two patient notice boards and a patient participation board situated in the waiting area
- The internal décor and furniture was fresh/new and maintained
- The flooring appeared clean
- We noted there is a hearing loop in the reception located to the left of the reception
- There are electronic notification displays to inform patients of their appointments start

## Practice Services

A list of the services they offer can be found on the NHS website: <https://tinyurl.com/mr3pet7w>

We were told that the practice has approximately 4,500 patients registered supported by a number of GPs, Nursing and administrative staff.

## Access to services

Access to the services and appointments can be made by

- Telephone,
- Accurex (online booking request)
- NHS app
- Walk-in.

The practice also offers a text message/reminder service for sending patient updates and messages.

If patients require an interpreter the practice can provide this with adequate notice.

Opening Times are:

Monday: 8.00am to 6.30pm

Tuesday: 8.00am to 6.30pm

Wednesday: 8.00am to 6.30pm

Thursday: 8.00am to 6.30pm

Friday: 8.00am to 1.00pm

Home visits can be arranged for patients who are clinically housebound.

South 1 PCN (Primary Care Network) offer an extended hours service.

Monday to Friday 6.30pm to 8.00pm and Saturday 9.00am to 5.00pm

These are pre-bookable slots that can be arranged with the reception team.

Extra GP appointments available for patients

NHS 111.

Urgent Care Centre located at Walsall Manor Hospital.

Out of hours

NHS 111 online ([111.nhs.uk](https://111.nhs.uk)) or call 111.

111 online is for people aged 5 and over. Call 111 if you need help for a child under 5.

Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk.

## Patient Information

We observed two patient information boards in the waiting area with posters, leaflets, information about practice services, a carers board, healthy choices etc.

# Patient responses

We spoke to patients and collated 16 patient experiences and views during the two visits. All 16 patients completed the questionnaire in full.

## **We asked Patients how often they sought to make contact with the practice?**

The responses were:

- 5 patients answered 'monthly'
- 4 patients said 'as and when'
- 3 patients answered 'every week or more often'
- 2 patients answered '2 or 3 times a month'
- 1 patient answered 'once or twice a year'
- 1 patient answered '3 or 4 times a year'

## **We asked how they currently communicate with practice?**

This was a multi answer choice selection. The responses were very clear

- 11 patients indicated that they call in by 'telephone'
- 3 patients said 'online'
- 2 patients said that they 'walk in'

## **We asked if patients are given alternative routes of care if appointments are not available?**

The responses were:

- 11 patients indicated that they were given alternative care pathways/providers details
- 4 patients said 'no'
- 1 patient answered that they 'couldn't remember'

## **We asked if the patient(s) knew of Extra GP appointments?**

Note: Extra GP appointments may also be known as 'out of hours' or 'Our Net'.

The responses were:

- 8 patients had 'not' heard of Extra GP Appointments
- 6 patients said that they 'had heard of it'
- 2 patients knew about Extra GP Appointments but 'hadn't used'

We signposted those patients who had not heard of \*Extra GP Appointments to the service and passed on the contact telephone number to access should they want to use the service in the future.

\*Extra GP appointments can be accessed by telephoning 01922 501999. A call handler will ask questions and advise the person if a telephone or face to face contact is available. They may also advise the patient if a more urgent pathway may be appropriate.

## We asked if patients feel they are listened to around their health needs? The responses were:

- 13 patients responded “yes” they are listened to overall
- 2 patients told us ‘somewhat’
- 1 patient responded “no”

## We asked what barriers do they face at the practice

The responses were:

- 10 patients indicated that they felt that there were no barriers.
- 2 patients said “Appointments hard to get on the phone”
- 2 patients said “I’m not listened to properly”
- 1 patient said “I’m a little deaf”
- 1 patient said “not enough appointments”

Patients’ comments around positive and negative points to do with the practice

### + Positive comments



“Good car park system”  
“Building good, so are nurses”  
“Do listen and help”  
“Staff are very helpful”  
“Very efficient staff”  
“Get on with staff, they do listen”  
“Staff are very pleasant”  
“Nice and modern”  
“Building good. Nurses good”  
“Everything good. Reception, doctors and nurses”  
Quicker appointments”

### - Negative Comments



“Hard to get appointment”  
“Appointment booking process is not good”  
“Can wait a long time in the waiting area”  
“Waiting area too congested”

## We asked the patients how they are notified of any changes by the practice?

The responses were:

- 12 patients said that they receive text messages
- 2 patients were unsure
- 1 patient said by phone
- 1 patient said by reception or doctor



### **We asked if they were given a choice of hospital if they are referred**

The responses were:

- 8 patients said they have/are given a choice
- 6 patients said they had not been given a choice
- 1 patient said that they had not needed to be referred, not applicable
- 1 patient was unsure

Patients had mostly attended the Walsall Manor Hospital for a varying range of needs.

### **We asked if the patients understood the information given and if they are able to ask questions or ask for explanations.**

The responses were:

- 14 patients responded yes.
- 2 patients said sometimes

### **We asked if the patient knew how to raise a concern or make a complaint?**

The responses were:

- 7 patients understood how to raise a complaint and follow the complaints procedure.
- 6 patients did not.
- 3 patients didn't and would like to know

A couple of patients said that hadn't needed to complain which may explain the lack of knowledge.

### **We asked if the patient could change/improve anything what would it be?**

The responses were:

- 4 patients stated that no changes were needed
- 4 patients said 'better appointments booking method – long delays on phone'
- 3 patients said 'more appointments'
- 1 patient said 'getting appointments and results quicker'
- 1 patient said 'provide covid injections'
- 1 patient said 'better awareness of conditions/changes in treatment'
- 1 patient said 'don't close early on Thursday'
- 1 patient said 'separate seating areas'

## **Staff responses**

**Staff Member – We spoke to a receptionist.**

### **We asked how patients can get in touch**

We were told:

- Walk in
- By telephone,
- By online booking
- NHS App

### **We asked how the practice communicates with patients**

We were told: There is a fixed and a portable hearing loop. We do have interpreters.

**We asked how they identify vulnerable patients or carers.**

We were told: Carers normally book over the phone and years of experience help to avoid issues.

**We asked if there was a Patient Patient/Reference Group (P.P/R.G.)**

We were told: At present there is a P.P.G.

**We asked if patients could see a male or female doctor**

We were told: Yes, patients can ask for either. However, patients, may need to rebook or delay appointments as sometimes have only male doctors on duty.

**We asked what training do they receive**

We were told: The training is generally E learning via Clarity with pop-up email reminders.

**We asked if staff experience aggressive patient behaviour**

We were told: There is a 'zero tolerance policy'. If it happened, a statement was made and sent to management for further action.

**We asked the staff to highlight any positives and negatives regarding the practice**

+ Positives

- More GP's now available to patients
- Larger, purpose-built facilities to offer services
- More appointments now available to patients

- Negatives

- Patient and parking booking in machines not totally reliable

**We asked how they make patients aware of the right to complain and the process to do so.**

We were told: There are leaflets explaining how to complain by email or in writing. Patients wishing to make a complaint over the telephone were asked to email or write to the practice.

**Practice Manager (PM) interview**

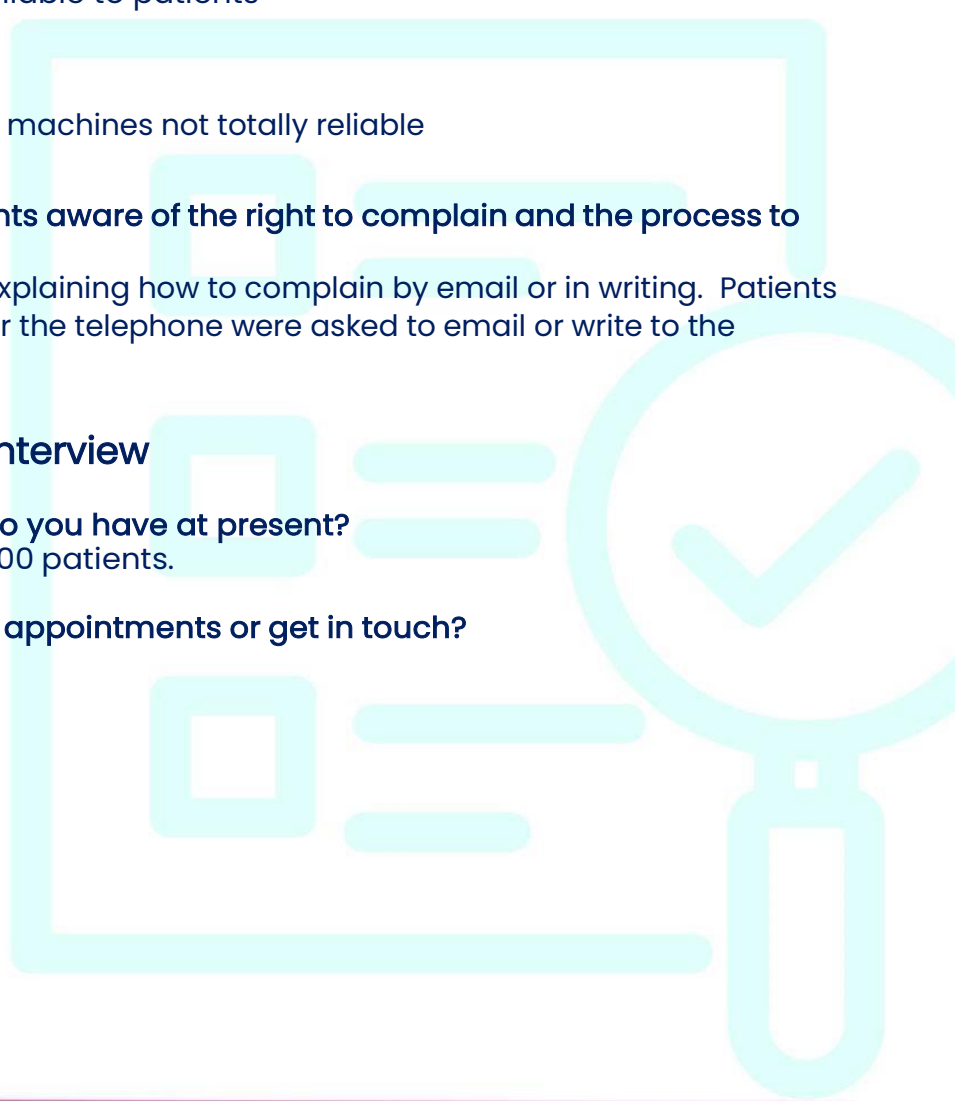
**We asked how many patients do you have at present?**

We were told approximately 4,500 patients.

**We asked how can patients get appointments or get in touch?**

We were told:

- Walk in
- Telephone
- Accurx (online)
- NHS app



### **We asked how does the surgery/practice communicate with patients?**

We were told: There is a fixed and a portable hearing loop.

Also, there is access to interpreters and can use texts, letters, website, Facebook and paper copies to help communication with patients.

There is also a part trained British Signed Language staff member.

### **We asked how the practice identifies vulnerable patients or carers**

We were told: Current system prompts/code and has flags for Deaf/Blind and venerable patients. Carers are sent an information pack to help and are prioritised.

### **We asked if there is an active Patient Participation Group (P.P.G.)**

We were told: There is, and it is made up of 8 patients who meet quarterly.

### **We asked how the practice gathers patient feedback**

We were told:

- Various patient surveys
- Internal questionnaire
- NHS UK review – checked daily and reviewed monthly as a Practice
- Friends and Family comments

### **We asked what the staffing structure is**

We were told:

- 2 permanent GP s
- 1 Locum
- 1 Clinical Pharmacist
- 1 Full Time Nurse
- 1 Health Care Assistant
- 1 Phlebotomist
- 1 Paramedic
- 3 Pharmacists
- 6 Receptionists/Call handlers

There is availability and visits from services such as a Midwife, Social Prescriber, Mental Health Nurse.

### **We asked if a patient can choose to see a Male or Female GP**

We were told: Yes.

### **We asked what training staff receive**

We were told: Staff have a training matrix.

- Induction
- All statutory required training
- E-Learning online

### **We asked if staff suffer from aggressive patient behaviour**

We were told: The practice has a zero-tolerance policy that it abides by. Staff have conflict resolution training.

### **We asked if there were any barriers that the practice faces**

We were told: Reducing the number of DNAs as can be 21% (336) of over 1,600 appointments offered every month.

### **We asked the PM to name a positive and one negative about the practice**

Positive – Massive team effort with staff crossing roles

Negative – Sharing of desks at reception area as this can confuse some patients and be noisy.

**We asked how they make patients aware of how to complain**

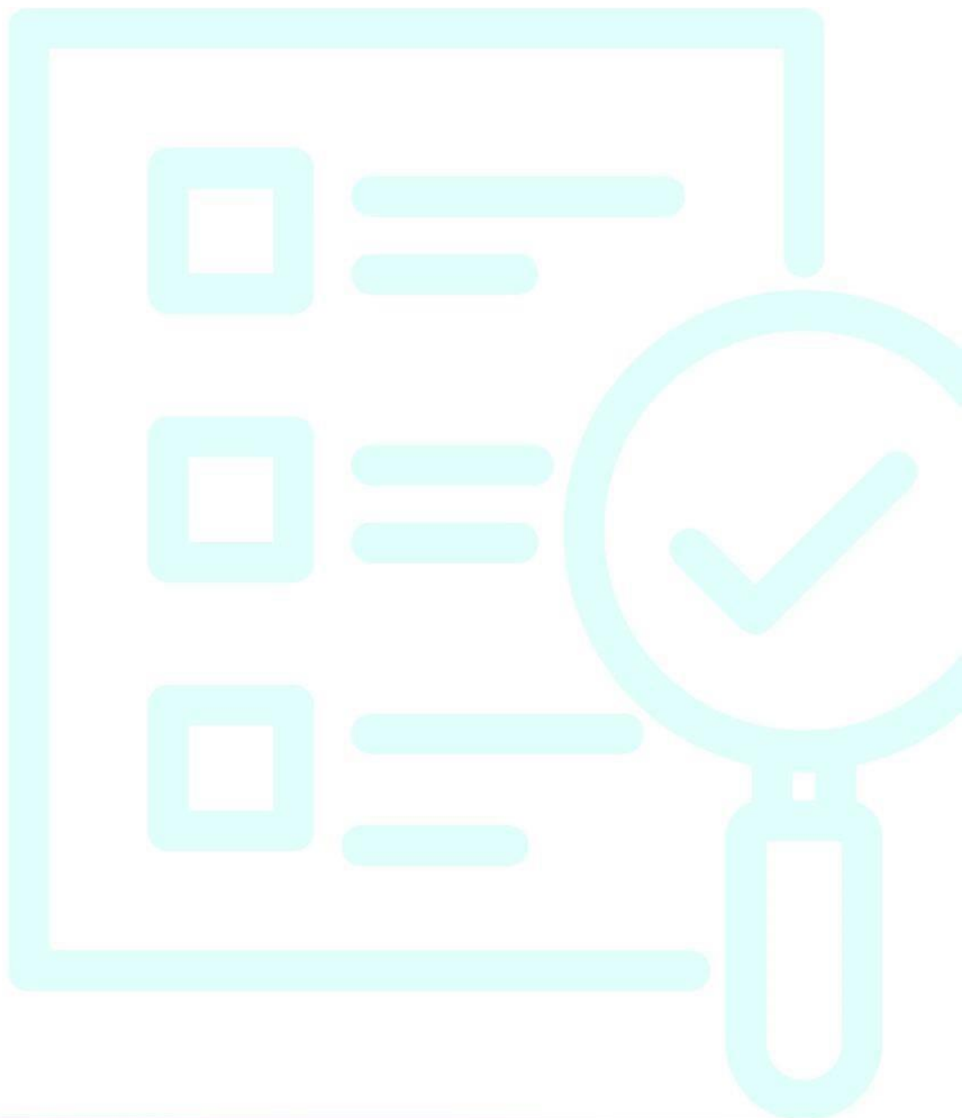
We were told: There is a notice at reception. Also, there are leaflets explaining how to complain by email or in writing. Patients wishing to make a telephone complaint were asked to email or write to the practice.

**We asked if there were any future plans**

We were told that they are seeking to bring on board a Nurse Practitioner to extend the opening hours.

**We asked if they had any additional comments**

The service seeks to always offer a face-to-face appointment to patients and even did so during COVID. They would always try to signpost a patient to out-of-hour services.



## Findings

1. There is an electronic patient booking in system in reception.
2. Patients use a range of access methods to book an appointment. By phone, Walk In, Online, NHS etc.
3. Some patients were attending to manage a long-term condition(s). Others on an as and when need basis.
4. There is a seating area that is split into two areas, both with seating availability.
5. The patient waiting area(s) were clean and tidy.
6. There were at least three patient information notice boards. However, the information did not seem organised i.e. information relating to mens health, womens health, childrens health or condition related information or support were spread across the different notice boards.
7. There is a hearing loop in place. Support also available from a staff member re: BSL.
8. There are electronic patient appointment GP/room notification displays.
9. Patients generally seemed satisfied with access to appointments. However, some would like shorter waiting times on the phone to book appointments.
10. Patients felt that the Doctors were caring and attentive to their needs and would spend the time that they needed to be listened to.
11. We were told that there is a patient flagging system in place for carers, deaf or blind and vulnerable patients that is actioned appropriately. i.e. if a blind patient, then staff would verbally tell them the GP was ready to see them and guide patient to appointment.
12. There are a number of 'Did Not Attend' patient appointments lost each month.

## Recommendations

1. Help patients understand what times are best to telephone for appointments.
2. Maintain reduction of patient 'Did Not Attend' (DNAs).
3. Check that patient that electronic registration/attendance system works more reliably.
4. Consider identifiable patient notice boards. I.e. Men's Health, Women's Health, Children's Health etc.
5. Promote Extended Hours appointments on poster and display.
6. Continue patient awareness of 'Extra GP Appointments'.

## Provider Feedback

Below is the feedback received.

Thank you for sending the draft report, I have reviewed and will action recommendations accordingly. I will also feedback the outcome of the final report with our PPG members. On page 7 the last paragraph it mentions Extra GP Appointments\* by calling 01922 501999 this is not for our surgery, our extended hours are through our South 1 PCN. Appointments can be arranged through our reception team (you do mention this on page 6).

I have taken the feedback from the patients regarding extra GP appointments and will ensure that this is made clear for patients on website, Facebook, telephone system and also in reception waiting areas (posters/leaflets).

I would like to thank you for taking the time to complete our visit and report.

Kind Regards  
Practice Manager

### \*Note

Extra GP Appointments relates to a service a patient can call if they cannot get an appointment/medical treatment from their own GP practice/surgery. Whilst a practice/surgery may offer extended hours "Extra GP Appointments" is a stand-alone service that they can make patients aware of as an alternative such as NHS111 and also the Urgent treatment Centre based at Walsall Manor Hospital.

Share your Walsall Health and Social Care services experiences by getting in touch by using our services review platform "Have Your Say" on our website. Link: <https://tinyurl.com/3778j3ps>

Find us and our reports on our Social Media platforms



Facebook: @HealthwatchWSL

X (Twitter): @HWWalsall

Instagram: healthwatchwsl

YouTube: Healthwatch Walsall 2020



We are committed to the quality of our information. Every three years we perform an in depth audit so that we can be certain of this.



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