

ENTER AND VIEW

REPORT



KHAN MEDICAL PRACTICE
22ND JUNE & 15TH JULY

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2 Introduction

2.1 Details of visit

Name of GP service	Khan Medical Practice – Pinfold Health Centre
Service provider details	Pinfold Health Centre, Field Road, Bloxwich, Walsall, WS3 3JP. Tel: 01922 775194
Opening hours	Monday 8.00 am – 6.30 pm 6.30 pm to 9.00 pm via Our Net extended hours Tuesday 8.00 am – 6.30 pm 6.30 pm to 9.00 pm via Our Net extended hours Wednesday 8.00 am – 6.30 pm 6.30 pm to 9.00 pm via Our Net extended hours Thursday 8.00 am – 6.30 pm 6.30 pm to 9.00 pm via Our Net extended hours Friday 8.00 am – 6.30 pm 6.30 pm to 9.00 pm via Our Net extended hours Saturday 8.00 am – 6.30 pm 6.30 pm to 9.00 pm via Our Net extended hours
Date and time of visits	22 June and 15 July 2026
Authorised Representative (ARs)	Tom Collins (HwW Staff) Richard Jolly (AR Volunteer Lead)

2.2 Acknowledgements

Healthwatch Walsall would like to thank the service provider, staff, service users and their families for contributing to this Enter and View visit.

2.3 How we gathered the data

This report is based on our observations on the day and answers/experiences shared by patients to a set questionnaire that was used.

On the visit on 22 June, 2026, patients were asked if they wished to take part whilst they waited for their appointment.

They had choice whether to take part or not. Responses were collected and the paperwork was later collated to establish what people told us. Staff were interviewed in the same manner albeit on a different day. We returned on Wednesday 15 July 2026 to interview the Practice Manager who was on leave on the previous visit.

3 What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch Authorised Representatives (ARs) carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement if applicable.

The Health and Social Care Act allows local Healthwatch ARs to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential 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 we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

Healthwatch Enter and Views are not intended to identify safeguarding issues specifically. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch safeguarding policies. If at any time an Authorised Representative observes anything that they feel uncomfortable about, they need to inform their lead, who will inform the service manager, ending the visit.

In addition, if any staff member wishes to raise a safeguarding issue about their employer, they will be directed to the Care Quality Commission, where they are protected by legislation if they raise a concern.

3.1 Purpose of visit

We wanted to understand how this service delivers a quality service and how this service is received by its patients.

3.2 Strategic drivers

There are almost 60 GP services in Walsall that serve the Walsall public. We strive to visit a number of mixed service types i.e. GP services, Care and Nursing Homes and Pharmacies.

The majority of people's experiences are based around GP services and GP access. So, our main areas of Enter and View are largely based around GP service provision.

4 Overall summary findings

- The premises appeared well maintained and clean.
- The reception desk area is on the right after turning left through the main entrance.
- There is internal CCTV in the building.
- There is an off-road car park for up to 68 cars including 6 disabled parking spaces.
- There appeared to be clear signage.
- There was seating for approximately 13 patients.
- The complaints process/policy was displayed in the patient waiting area.
- We pointed out an out-of-date HSE poster behind reception desk. (On the second visit on the 15 July we noted that it had been changed to the latest HSE poster).
- We noted and informed the staff of the out-of-date carers information on their notice board (On the second visit on the 15 July we noted that it had been changed to the current carers information and contact details).
- The service had recently been inspected by the Care Quality Commission (CQC) and received the result of “good” across all inspected areas.

5 Methodology

1. This was an announced visit.
2. Demographics: We spoke to a mix of patients from the local community.

The Authorised Representatives (ARs) arrived at 9:00 a.m. and actively engaged with waiting patients and relatives.

On arrival, the ARs introduced themselves to staff, and the visit details were discussed and agreed.

The ARs used a semi-structured questionnaire when talking to patients on a one-to-one basis, mainly in the patient waiting area. Waiting patients and relatives were approached and asked if they wished to take part in a short questionnaire relating to their experiences of using the GP services.

It was made clear to patients that they could withdraw from the conversation at any time especially if called in for their appointment. They were also advised they could continue to completion if they wished to, once they had finished their appointment.

6 Summary of findings

6.1 Overview

The Care Quality Commission (CQC) very recently visited and inspected the practice rating it as 'Good', report issued 14 July 2026. Further reviews in the meantime have not found evidence of any significant changes.

Link to CQC inspection report: <https://www.cqc.org.uk/location/1-484539081>

6.2 Premises

The Centre entrance is via the main public entrance on Field Road. The exterior appeared to be well maintained. There are automatic doors to enter the central lobby serving a number of services.

Dr Khan's service reception is on the left through a set of doors and then on the right with the patient waiting area on the left opposite.

There is a reception area/desks and staff are seated behind a glass partition. Staff greeted patients and asked for details about their visit. There is limited privacy as the patient seating area is short distance from the reception area.

There is a hand sanitising dispenser bottle in the reception area. Consultation rooms run off the corridor adjacent to the waiting area.

There is a patient waiting area, with seating for approximately 13 patients. The interior appeared to be clean and tidy, and décor appeared to be well maintained. There are information boards displaying a range of patient information located behind the waiting area seats, as well as on the reception area.

6.3 Services offered

The provider has a website page that identifies the services delivered to patients.

Link to the site <https://khanmedicalpractice.co.uk/>

6.4 Staffing

We were informed that the surgery had the following staff:

GPs – Dr Khan plus 3 more.

1 Contracted Locum.

1 Advance Nurse Practitioner.

1 Healthcare Assistant (full time) and 2 as and when needed.
3 Pharmacists.
1 Paramedic.
1 Administrator.
2 Reception staff (who also can deliver Health Care Assistant roles).

6.5 Staff interaction

- Reception staff acknowledged patients to the service and confirmed their details and attendance.
- Reception staff were courteous when asking patients to take a seat in the designated waiting area.

6.6 Patient interviews

We interviewed 14 patients on Monday 22 June 2026, using a pre-set questionnaire. Below is what patients shared with us.

Q. How often do you try to access GP services

All patients had visited the surgery between 3 times a week and 2 – 6 months previously or as and when needed.

Q. How do you currently communicate with your GP service?

Patients may use mixed methods of communication with the practice but generally as below.

11 – Phone/text

2 – Reception

1 – NHS App/Accurx

Q. Have you been notified of other alternative routes to see a clinician to seek medical services?

13 – Yes

1 – No

Q. Do you know about 'Extra GP Appointments'?

9 – Yes

5 – No

Q. Do you feel that you been listened to around your health needs?

13 – Yes

1 – Somewhat

Patients' comments:

"I trust the surgery"

"Definitely"

"Nurses explain and listen a bit, more understanding than doctors"

Q. What barriers if any do you face or encounter?

10 – no barriers.

1 – appointments later in
day – hard to get

Q. Name one positive and one negative about the service? Examples below.

"Always listened to. Easy to talk to"

"Very helpful"

"Reception good, friendly, ensure referral gone through"

"Always positive. Good appointments. Staff lovely"

"Convenient"

"Feel informed, explain every detail"

"Parking"

"Can be busy"

"Doctors could listen a bit more"

Q. How are you notified about changes with your surgery? (i.e. appointments, PPG's, changes of staff etc.)

10 – Texts

2 – phone /texts/email.

2 – email/texts.

Q. If you are being referred to hospital, are you given a choice of hospital?

6 – Yes.

8 – No.

Q. Can you understand the information you have given and are you able to ask questions? Is it always in an easy format such as BSL, Interpreter?

14 – Yes.

Q. Do you know how to raise a complaint or a concern at your surgery?

7 – Yes.

7 – No.

Q. If you could change one thing what would it be and why?

6 patients could not think of anything.

8 mentioned the below.

"Can be fixed attitude in what prescribed. Doctors could listen more carefully maybe"

"Older doctors take you more seriously. Ask what's wrong and listen to you"

"Drinks machine"

"Later appointments"

"My age"

Several mentions of "More parking"

"Free tea or coffee or a drinks machine"

Generally speaking, patients spoke highly of the GP service and reception. There was always of feeling of staff being helpful and attentive to patients and their question.

6.7 Staff Interviews

We interviewed the Practice Manager on Wednesday 15 July 2026. With responses noted as follows:

Q. How many patients do you have?

We were told the practice has 2,361 patients.

Q. How can patients get appointments or get in touch?

By telephone, walking in (face to face) and online and Accurx.

Q. How does the surgery/practice communicate with patients? Interpreters or similar?

Face to face, telephone, text messages and the NHS app.

Q. How do you identify vulnerable patients or carers?

We have a flagging system based on various lists. We use initial registration paperwork. Staff can update patient details if their status changes.

Q. Do you have an active patient participation group? If yes, how often do they meet?

In the past they have had patients that have that have attended but then not returned. It is difficult to get regular committed patients to form and keep a group.

Q. How do you gather patient feedback about the surgery/practice services?

Use surveys, Friends and Family feedback. Some information is received from national survey. Conduct own survey and there is a portal on the website to use to leave feedback or can be used for other comments.

Q. What is the staffing structure?

We noted the numbers in section 6.4 above.

Q. Can Patient choose to see a male or female GP?

Yes.

Q. Do you have any vacancies at the moment?

No.

Q. What training do staff receive?

We use E learning, from Clarity and Teams. Face to face training delivered for CPR training.

Q. Do staff suffer from aggressive patient behaviour?

In the past. There is a zero-tolerance policy.

Q. What barriers if any do you face or encounter at this practice/surgery?

Space and storage are issues here is there is a shared space with other services, so it is a lot of juggling around.

Q. Name one positive and one negative about this practice/surgery?

- + Staff are very caring & take responsibility seriously.
- Space availability is very limited.

Q. How do you make patients aware of how to complain about your services or its delivery?

Leaflets are available at the reception desk and patients can complain via our website.

Q. Are there any future plans for the surgery/practice?

To increase patient list.

7 Recommendations

1. Stabilise and increase numbers of members of PRG when can.
2. Increase patient numbers.
3. Monitor & replace information displayed.

7.1 Examples of Best Practice

Patients were supportive of the surgery as they spoke highly about the service and its delivery.

There is a well laid out, large range of patient information on notice board and reception.

During our first visit we informed the receptionist of the outdated HSE poster and the Walsall Carers closure. On our second visit a new HSE poster was in place and new contact information around carers support in Walsall from the Walsall Council and Forward Carers.

8 Service provider response

Thank you for sending us the recent report and findings noted.

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>

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