

# ENTER AND VIEW

REPORT



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KASLIWAL, BRACE STREET HEALTH  
CENTRE

14TH JULY 2025



Engaging  
Communities  
Solutions

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## 2 Introduction

### 2.1 Details of visit

Name of GP service	Dr Kumar – Brace Street Health Centre
Service provider details	Brace Street, Walsall WS1 3PS Tel: <a href="tel:01922632421">01922 632421</a>
Opening hours	Monday 8am – 6:30pm Tuesday 8am – 6:30pm Wednesday 8am – 6:30pm Thursday 8am – 6:30pm Friday 8am – 6:30pm
Date and time of visits	14 July 2025
Authorised representative (ARs)	Tom Collins (HwW Staff) Richard Jolly (AR Volunteer Lead)

As the Practice Manager was not available on the day of the main visit, we did not undertake the Practice Manager interview. After further conversation it became apparent that the Practice Manager was new in post, so we suggested conducting this interview 3 months after our initial visit to allow the Practice Manager to gain service delivery experience and to possibly make any changes if deemed necessary.

### 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.

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.

## 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.
- There is internal CCTV in the building.
- There is an off-road car park for up to 15 cars.
- There appeared to be clear signage.
- There was seating for approximately 24 patients.
- The complaints process/policy was displayed in the patient waiting area, along with a patient suggestion box.
- Almost all of patients we spoke to felt that getting an appointment was a positive, and that same day appointments was a common occurrence.
- A staff member was particularly supportive to aged patients and secured a same day appointment for that patient.

## 5 Methodology

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

Care Quality Commission (CQC) ratings and information. There are no inspection reports or ratings for this provider overall.

## 6.2 Premises

The Centre entrance is via the main public entrance on Brace Street. The exterior appeared to be in a maintained condition. There are automatic doors to enter the Health Centre which has two additional GP facilities that service the local community.

The entry to Dr Kumar's service reception and patient waiting area is via an internal door and was clearly marked.

There is a reception area/desk to the right and staff are seated behind a glass partition. Staff greeted patients and asked for details about their visit. There appears to be limited privacy as the patient seating area is close by.

There is an electronic self-booking in system with a hand sanitising unit on the wall. This was tested and was dispensing sanitising solution. Consultation rooms run off the lower corridors.

There is a patient waiting area, with seating for approximately 15 – 20 patients. The interior appeared to be clean and tidy, and décor appeared to be well maintained. There is a range of patient information located around the waiting area. Which included a suggestion box, Patient Participation Group (PPG) and NHS information and advice leaflets and posters.

## 6.3 Services offered

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

Link to the site: <https://www.drkumarbracest.nhs.uk/>

## 6.4 Staffing

We were unable to confirm staffing roles and numbers as the new Practice Manager was on leave. We intend to revisit and interview the Practice Manager when in post over a settled in period of time.

## 6.5 Staff interaction

- Reception staff acknowledged entering patients to the service and confirmed their details and attendance.
- Staff promptly answered the telephone incoming calls.
- One staff member was particularly attentive to more aged patients and was friendly and who appeared to be known by more regular patients.

## 6.6 Patient interviews

We interviewed 13 patients on the 14 July 2025 using a pre-set questionnaire. Below is what patients shared with us.

### Q. How often do you try to access GP services

6 – As and when need to

4 – Monthly or more

2 – Annually

1 – Weekly at present

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

All patients told us they use the telephone as their first choice with some telling us that they also walk in.

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

9 – Yes

2 – Always get an appointment

2 – No

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

11 – Yes

2 – No

Of those that answered no, they said they were getting weekly appointments.

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

All 13 patients asked felt that they are listened to around their health needs.

Patients' comments:

*"Keep you up to date. So professional and helpful and call you back"*  
*"You are able to ask questions and feel comfortable to do so"*  
*"Definitely. Sympathetic and understanding"*

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

11 – no barriers. 1 – mobility issues, condition related. 1 – letter from hospital regarding medication had not been actioned.

### Q. Name one positive and one negative about the service?

*"Get an appointment. Don't have to wait"*  
*"Reception good"*  
*"Couldn't wish for a better place"*  
*"They listen"*  
*"Good treatment"*  
*"Get an appointment same day"*  
*"Get what I need"*

*"Receptionist sometimes ask lots of questions"*  
*"Doctor said would refer but never referred"*  
*"Language"*  
*"Don't always get test results"*  
*"No tea and coffee"*

Other patients did not identify any negatives.

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

8 – receive texts.

5 – texts and phone.

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

9 – Yes.

3 – Never been given a choice.

1 – Not needed so far.

Note: For those that said never been given a choice or no, it may be that they had not need a referral to a hospital.

**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?**

12 – Yes.

1 – Sometimes *"Need an interpreter"*.

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

10 – Yes.

3 – No.

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

8 patients could not think of anything.

5 mentioned the below.

*"7 day a week surgeries"*  
*"Improve communication, speak to you"*  
*"Need an Interpreter"*  
*"People using disabled car parking spaces"*

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

## 6.7 Staff Interviews

Normally we would interview the Practice Manager but as they had only been in post for a short number of hours, we arranged to interview the Practice Manager a few months from the date of the visit.

## 7 Recommendations

1. Continue to encourage patients to get involved to join the 'Patient Participation Group'.
2. Identify if there are further opportunities for evening appointments for workers etc. However, if these are already in place consider circulating information to patients.
3. Promote and raise awareness of 'Extra GP Appointments' to patients.

### 7.1 Examples of Best Practice

We observed one particular staff member who spoke to several patients in a very welcoming way and enabled same day appointments and informed them in their own language.

There was a sense of positivity amongst patients we spoke to about the service and its delivery.

There is a range of patient information across various walls, some of which are in alternative languages. There was a patient suggestion box available to patients.

## 8 Service provider response

No comment received.

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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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