

# ENTER AND VIEW

## REPORT



DR MAHBUB'S SURGERY  
BRACE STREET HEALTH CENTRE  
3RD NOVEMBER 2025

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## 2 Introduction

### 2.1 Details of visit

Name of GP service	Dr Mahbub – Brace Street Health Centre	
Service provider details	Brace Street, Walsall WS1 3PS Tel: 01922 631630	
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	3rd November 2025	
Authorised representative (AR)	Sami Khan (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.

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 (AR) 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 AR 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.

We are currently undertaking a work project around 'Access to Mental Health services via GP services' for members of the public from Walsall minority/diverse communities. It also presented an opportunity to collate experiences towards this project.

### 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. Therefore, 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 21 patients.
- The complaints process/policy was displayed in the patient waiting area, along with a patient suggestion box.
- Some patients felt that get an appointment took a long time.
- Some patients wanted to see the same GP.

## 5 Methodology

1. This was an announced visit.
2. Demographics: We spoke to a mix of patients from the local diverse community.
3. Parking facilities were noted.
4. Signage and patient information was noted.

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

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

The AR 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. The latest inspection report and ratings is displayed on the noticeboard. Though a current CQC entry is not available on the web.

## 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 Mahbub's service reception and patient waiting area is via an internal door and was clearly marked.

There is a reception area/desk to the left 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 a hand sanitising dispenser bottle on a table near the entrance. Consultation rooms run off the lower corridors.

There is a patient waiting area, with seating for approximately 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 a website page that identifies the services delivered to patients.

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

## 6.4 Staffing

We noted the following staffing from the website:

- 1 GP doctor
- 3 GP locum
- 1 Practice Nurse
- 4 Pharmacists
- 2 Paramedics
- 1 Social Prescriber
- 1 Practice Manager
- 1 Care Co-ordinator
- 4 Receptionists

We were advised that the Extended Healthcare Team were used though space sometimes limited this service.

## 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.

## 6.6 Patient interviews

We interviewed 11 patients on the 3 November 2025 using a pre-set questionnaire. Below is what patients shared with us/said.

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

All patients had visited the surgery between 2 weeks and 2 months previously. It was also noted that all patients had been registered at the surgery for more than 10 years.

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

5 – Phone	2 – App
3 – Online	1 – Face 2 face

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

11 – Yes

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

7 – Yes	4 – No
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Q. Do you feel that you been listened to around your health needs?

10 – Yes

1 – Somewhat

+ Positive patient comments:

*"My GP is a very good listener"*

*"Very helpful and kind staff"*

*"Very caring staff"*

*"Reception don't listen to me properly"*

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

7 – no barriers. 4 – all varying issues with getting appointments / waiting times.

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

+ Positive patient comments

*"Helpful"*

*"They always refer me very quickly"*

*"Appointments are better now"*

*"GP's are good"*

*"Very helpful staff"*

- Negative patient comments

*"Appointments not always good"*

*"Waiting times can be a bit long"*

*"Can be a problem to see same doctor"*

*"Reception team should engage with patients. Listen more"*

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

7 – phone.

1 – email.

3 – receive texts.

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

7 – Yes.

3 – No.

1 – Sometimes.



**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?**

11 – Yes.

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

8 – Yes.

3 – No.

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

7 patients could not think of anything.

4 mentioned the below

– Negative patient comments

*"Make easier to see same doctor"*

*"Employ a few more doctors"*

*"Make repeat prescription process easier"*

*"More appointments and better communication"*

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

We interviewed the Practice Manager with responses noted as follows:

**Q. How many patients do you have?**

"We have about 3,400 patients".

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

"We use an on-line triage by telephone and face 2 face. We sometimes have to complete forms for patients".

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

"We use Global Translation Service. Although we have a few languages in-house. We do have a hearing loop".

**Q. How do you identify vulnerable patients or carers?**

"Our record system (EMIS) uses pop-up messages though the regulars are known to staff".

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

"Yes, we have 10 people in the group, of those 5 people were active . We meet quarterly".  
We noted minutes of meetings on the website.

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

We use the Friends and Family Test together with both national GP and in-house surveys.

**Q. What is the staffing structure?**

We noted the staffing structure in section 6.4 above.

**Q. Can patients 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 have a 2 week induction course for reception staff to cover all mandatory training.  
All training is face 2 face".

**Q. Do staff suffer from aggressive patient behaviour?**

"It is rare but we have had to issue a few warning letters".

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

"Our biggest issue is space. We can use other rooms within the centre but have to balance service with logistics".

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

+ Total triage arrangements.

- Pressure on primary care because of external issues/over-crowding.

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

- Website.

- Suggestions box.

- Notice board.

- Face 2 face.

"My door is always open and we have very few written complaints. We can normally find a solution between us".

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

"We want to expand as we need more space. It's a bit of a juggling act to provide services with the current space available".

## 7 Recommendations

1. Continue to identify how to enable space for services.
2. Promote and raise awareness of 'Extra GP Appointments' to patients.
3. Check that the repeat prescription process is working for patients. If not, consider new measures.
4. Check patient communication routes are fully effective for patients.

### 7.1 Examples of Best Practice

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

Received from the Practice Manager of GP service.

"Thank you for the draft report, which I have read with interest.

I am pleased that overall, the report gives a positive feedback from our patients and from your observations, which is encouraging.

We will take on board your findings and endeavour to improve on the areas mentioned in your report.

You are more than welcome to visit us again".

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