

ENTER AND VIEW

REPORT



BEECHDALE SURGERY
12TH FEBRUARY 2026

1 Contents	Page
2 Introduction	
2.1 Details of visit	3
2.2 Acknowledgements	3
2.3 How we collected the data	3
3 What is Enter and View?	3 - 4
3.1 Purpose of Visit	4
3.2 Strategic Drivers	4
4 Environment findings	4 - 5
5 Methodology	5
6 Summary of findings	
6.1 Overview	5
6.2 Premises	5 - 6
6.3 Services Offered	6
6.4 Staffing	6
6.5 Staff interaction	6
6.6 Patient interviews	6 - 8
6.7 Staff interviews	8 - 10
7 Recommendations	
7.1 Examples of best practice	10
8 Service provider response	11

Legend - Authorised Representative (AR)
Healthwatch Walsall (HwW)

2 Introduction

2.1 Details of visit

Name of GP service	Dr Kumar – Beechdale Surgery
Service provider details	Beechdale Health Centre, Edison Rd, Walsall, WS2 7EZ Tel: 01922 605260
Opening hours	Monday 8am - 6:30pm Tuesday 8am - 6:30pm Wednesday 8am - 1:00pm Thursday 8am - 6:30pm Friday 8am - 6:30pm
Date and time of visits	12 February 2026 9am
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.

Patients were asked if they wished to take part whilst they waited for their appointment. They had a choice whether to take part or not. Responses were collected and the paperwork was later collated and analysed to establish what people told us.

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 allow 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 Summary of environment findings

- The premises appeared well maintained and clean.
- The reception desk area is shared.
- There is an internal CCTV system in the building.
- There is limited off-road car park for up to 5 cars to the side of the Surgery. However, there is no disabled parking. There is further on road parking at the front of the building.

- There appeared to be clear signage to reception.
- There were two areas of seating shared with surgery patients and patients that had appointments with visiting community services.
- The complaints process/policy could not be seen in the patient waiting area.

5 Methodology

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

On arrival, the ARs introduced themselves to staff, and the visit details were discussed and agreed. The Authorised Representatives (ARs) then actively engaged with waiting patients and relatives.

A structured questionnaire was used 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, and listed for a Dr. Gian Singh, May 2019.

Dr Kumar has taken over since then. The current service provider has not been visited by the CQC so does not have a current CQC rating.

6.2 Premises

The Centre entrance is via the main public entrance on Edison Road. The exterior appeared to be well maintained. There are automatic doors to enter the Health Centre which has additional facilities used by other health care organisations.

Dr Kumar's service reception and patient waiting area is straight ahead and through a glazed screen door to the left.

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 some privacy as the patient seating area is separated from reception area by the glazed screen.

There is a hand sanitising dispenser bottle on a table near the entrance. Consultation rooms run off the corridor adjacent to the waiting area.

There is a patient waiting area, with seating for approximately 16 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 including details of the 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://www.beechdalesurgery.nhs.uk/>

6.4 Staffing

We were informed that the surgery had the following staff:

1 Partner doctor	1 Social Prescriber
1 GP locum	1 Midwife
1 Practice Nurse	1 Diabetic Nurse
3 Pharmacists	1 Practice Manager
2 Paramedics	4 Receptionists
1 Physiotherapist	

We were advised that the Extended Healthcare Team were used although 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 8 patients on the 12 February 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 2 weeks and 6 months previously or not regularly/as and when needed.

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

8 – Phone / text

1 – Online and phone

2 – App and phone

0 – Face to face

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

8 – Yes

0 – Can't remember

0 – No

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

4 – Yes

4 – No

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

7 – Yes

1 – Somewhat

Patients' comments:

"The nurse is very good"
"Appointments are extended if needed"

Q. Have you had issues around access to your health records, results etc.?

5 – No

3 – Never tried

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

4 – no barriers.

1 – parking not always easy.

2 – having to wait on phone for appointments.

1 – back pain means nervous about falling down.

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

Positive comments

"Good response and very convenient"

"Do listen. Can chat and not rushed"

"Quick referral to hospital"

"Caring. Listen. Good explanations."

"Staff are good"

"Good listeners"

Negative comments

"Not really. Quite happy"
"Wait to get through on the phone"
"Getting appointments"

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

6 – receive texts.

1 – no changes.

3 – phone and text.

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

4 – Yes.

1 – Didn't know I had a
choice.

3 – 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?

8 – Yes.

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

4 – Yes.

4 – No.

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

6 patients could not think of anything.

2 mentioned the below.

"Car parking can be an issue"
"Get appointments easier though new system is easier"

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, and responses were noted as follows:

Q. How many patients do you have?

We have about 3,100 patients.

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

We use a triage form, either on-line or face to face. We are still in transition from face to face to triage.

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

We use Global Translation Service. We also have a mobile hearing loop.

Q. How do you identify vulnerable patients or carers?

We have daily meetings which are used to raise any concerns. Concerns are then flagged on records. The monthly practice meeting reviews these records.

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

Yes, we have 7 or 8 people in the group. Last meeting was in December and are mainly happening quarterly, still catching up after other changes.

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

Patients complete the form on the website – some are complaints, some are feedback. Also receive emails and comments at reception.

Q. What is the staffing structure?

We noted the numbers in section 6.4 above.

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

Yes. Either Partner or Locum.

Q. Do you have any vacancies at the moment?

No.

Q. What training do staff receive?

We use a face-to-face induction course to go through all clinical systems and ways of working. Other training on general health and safety e.g. manual handling is done on-line.

Q. Do staff suffer from aggressive patient behaviour?

It is rare but our policy is for zero tolerance.

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

Changing landscape means a lot of changes. We're part of the Walsall pilot for Neighbourhood Teams. Means a lot of reaction required while we wait for more guidance on delivery.

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

Positive

Fantastic team. They go above and beyond requirements and know a lot of the patients personally which helps get the whole picture.

Negative

Space. Other half of the building is used on an ad-hoc basis.

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

Website. I'll check on a poster for the noticeboard but a lot of contact with staff in reception. Also receive emails.

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

We are hoping Neighbourhood Teams and Triage will increase our clinical capacity. Still identifying whether there is a need for another paramedic or practice nurse.

7 Recommendations

1. Continue to roll out triage to increase clinical capacity.
2. Promote and raise awareness of 'Extra GP Appointments' to patients.
3. Display poster re: complaints process on patient noticeboard.
4. Seek to increase regularity of PPG meetings.

7.1 Examples of Best Practice

1. Patients were supportive of the surgery as they spoke about the service and its delivery.
2. There is a large range of patient information across various walls.
3. The surgery has now started using a proactive home visit system, assessed on an individual basis.

8 Service provider response

We received the following comments to the report from the service provider.

Section 4

There are some allocated disabled bays at the practice carpark.

Section 6

Mentions Dr Gian Singh as last CQC inspection in 2019, it may be confusing, wondering if it's worth putting here that Dr Kumar took over the Practice since then?

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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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