

ENTER AND VIEW

REPORT



PARKSIDE MEDICAL PRACTICE
26TH AUGUST 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?

3.1 Purpose of Visit	3
3.2 Strategic Drivers	4

4 Overall summary

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 - 9

7 Recommendations

7.1 Examples of best practice	10
-------------------------------	----

8 Service provider response

10 - 11

2 Introduction

2.1 Details of visit

Name of GP service	Dr Jay – Parkside Medical Practice	
Service provider details	Park View Centre, Chester Rd North, Brownhills, Walsall WS8 7JB Tel: 01543 728748	
Opening hours	Monday	8am – 6:30pm
	Tuesday	7.30am – 6:30pm
	Wednesday	8am – 6:30pm
	Thursday	8am – 6:30pm
	Friday	Closed
	Saturday	Closed
Date and time of visits	26 August 2026 9.00 am	
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 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 approximately 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 at the right-hand side via the main entrance (car park).
- There is internal CCTV in the building.
- There is an off-road car park for up to 71 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.
- It appeared the patient calling system was not working.

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 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

CQC last inspected in December 2019 and rated the service as 'Good'.

Link to current inspection report: <https://www.cqc.org.uk/location/1-6098156449>

6.2 Premises

The centre entrance is via the main public entrance accessed from the car park. The exterior appeared to be well maintained. There are automatic doors to enter the central lobby serving a number of services and two other GP services.

Dr Jay's service reception is on the right through the external doors, then right hand end of the reception areas with the patient waiting area on the right.

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

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

6.3 Services offered

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

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

6.4 Staffing

We were informed that the practice had the following staff:

3 GPs (One principle and two other GPs)	3 Pharmacists
1 Registrar	1 Health Care Assistant
1 Advanced Practice Nurse	4 Admin/ Reception staff
1 Mental Health Nurse	2 Secretaries
1 Diabetes Nurse	1 Practice Manager
1 Midwife	

6.5 Staff interaction

- Reception staff acknowledged entering patients to the service and confirmed their details and attendance.

6.6 Patient interviews

We interviewed 15 patients on 26 August 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 1 to 2 times a month and 3 to 6 months previously or as and when needed.

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

12 – Phone

2 – Reception

1 – App

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

10 – Yes

5 – No

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

6 – Yes

9 – No

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

15 – Yes

Patients' comments:

"Very good – sort things out"
"Are helpful"
"Definitely"

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

14 – 'No barriers'.

1 – 'Anxiety issues'.

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

"Always get appointments"
"Very helpful, welcoming"
"Convenient. Pretty efficient. Help when can"
"Friendly staff – try to get me in same day"
"Sense of reassurance"
"Good opening hours"
"Don't wait too long"

"Electronic login not working. First impression not good"
"Few locums"
"Nurse could be more friendly"
"Time slots of appointments"
"Nothing"
"Few Locums"

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

14 – Phone/texts.

1 – Not notified.

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

8 – Yes.

7 – 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?

15 – Yes.

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

7 – Yes.

8 – No.

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

9 patients could not think of anything.

6 mentioned the below.

"Nurse can be arrogant"

"Have a late-night appointment availability"

"Sometimes appointments not convenient"

"Surgery closer to home but not an issue"

"Give staff more pay. They deserve it. Very good here"

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

6.7 Staff Interviews

We conducted a telephone interview with the Practice Manager with responses noted as follows.

Q. How many patients do you have?

We have just under 4,300 patients.

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

Patients can walk in, telephone use Accurx (online booking system) or email.

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

The practice communicates with patients by: text, email, posters and leaflets and via its website.

Q. How do you identify vulnerable patients or carers?

When new patients register or patients' circumstances change its recorded on their records, and a flag/code system is used.

We were told that the practice is adapting to the 'Reasonable Adjustment' system/process to ensure all patients can access services.

Q. Do you have an active Patient Participation Group (P.P.G.)? If yes, how often do they meet?

Were told that there is a group, they have just met and will be meeting next month also, although generally they will meet quarterly. Minutes are put on website.

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

We use surveys, Friends and Family Feedback. Also undertake own survey feedback and there is a feedback book available to patients.

Q. What is the staffing structure?

We noted the numbers in section 6.4 above.

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

Yes they can.

Q. Do you have any vacancies at the moment?

No.

Q. What training do staff receive?

Staff receive mandatory training and if they identify training that will aid them in their work, they can let us know and the practice will fund it.

Q. Do staff suffer from aggressive patient behaviour?

Occasionally but patients know we are trying to help them, but staff can deal with and if really bad, can apply 'Zero Tolerance' policy.

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

Having enough space for services or people. Have to plan almost a year in advance to ensure we have the rooms we need.

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

Positive: Staff. Hardworking, loyal and everyone helps each other.

Negative: Have had staff shortage, but generally none.

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

We were told that there is a poster in the patient area. It is on the practice website and patients can ask.

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

We were told there were none.

7 Recommendations

1. Repair electronic login terminal.
2. Investigate provision of later appointments.

7.1 Examples of Best Practice

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

There is a well laid out, large range of patient information on notice boards.

8 Service provider response

Thank you for your report. Please see our comments below:

Opening Hours and Access

Parkside Medical Practice confirms that it is also open on Fridays from **08:00 to 18:30** and operates a triage system to manage all patient needs on that day, including appointments with GPs, nurses and pharmacy staff.

In addition, we offer an **early-morning surgery on Tuesdays from 07:30**.

Patients registered with Parkside Medical Practice, or any other GP practice within Walsall, can also access additional evening, weekend and bank holiday appointments through the **Walsall Enhanced/Extended GP Access Service**, available as follows:

- **Weekdays:** 18:30 to 21:00
- **Weekends:** 10:00 to 15:00 (hub locations vary)
- **Bank Holidays:** 11:00 to 13:30

Patient Check-In Screen

We have reported ongoing issues with the patient check-in screen. The matter has already been escalated; however, the screen was originally funded through the ICB and this funding has now ceased. We continue to seek a resolution to ensure the system remains operational for patients.

This matter remains under review and has been raised through the appropriate channels.

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



**Committed
to quality**

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.

How to contact us

Tel: 0800 470 1660

Email: info@healthwatchwalsall.co.uk



**Engaging
Communities
Solutions**

