



Chancellor House Surgery: findings from a Healthwatch Reading visit

Where: Chancellor House Surgery, 6 Shinfield Road, Reading, RG2 7BW (linked with Tilehurst Village Surgery)

When: December 1, 2015, for two hours, in the morning

Who: 15 people spoke with a trained Healthwatch Reading staff member

Why: Healthwatch Reading is visiting all local GP surgeries to get patient views

How: Healthwatch used 'Enter and View' powers to visit on a pre-agreed date

What patients like

- 12 out of 15 patients were satisfied with the surgery opening hours
- 12 out of 15 were satisfied or extremely satisfied with the quality of care, treatment and service they received

What patients dislike

- How difficult it is to get through by telephone
- Appointments are all gone by time you get through on the phone

Healthwatch observations

- Very clean, bright reception area, with leaflets well positioned and not overloaded
- Lack of privacy at reception
- Two members of the newly former patient participation group attended, giving good feedback



Patients' suggestions

- Introduce weekend appointments
- Make it easier to get through to the surgery by phone

'I get personal attention from my preferred GP and nurse who care and are passionate about doing the right thing for my health'

'GP rushed through my case and I didn't think it was quite helpful.'

'Always friendly, but can't get appointment when I need one. When call on day, appointments always gone, and I am told to go to walk-in centre.'

'Sally, practice nurse, is marvellous'



How the surgery has responded to the patient feedback

‘Currently there is a national shortage of GPs, which is making recruitment of vacant GP positions very difficult. However we have a new full-time female GP joining us in January [16] and we are confident that we will be able to meet the ever-increasing demand for appointments.

To ease the difficulty some patients experience getting through by telephone, we plan to offer more pre-bookable appointments that can be booked online. We do offer a guaranteed on-the-day appointment for any patient who feels their condition is urgent and cannot wait for a routine appointment.

Patients can be seen at either of our two sites to give greater flexibility and extended hours.

We are currently developing plans to enlarge and re-design our reception and waiting area.

We have had a ‘virtual’ patient participation group since 2011 but now have an enthusiastic group that meet quarterly with regular e-mail contact between meetings. Do contact the practice manager Jan Charlton - jan.charlton@nhs.net for more details.’

More info about Chancellor House Surgery (supplied by practice)

Number of patients: 13,000, mixed and ethnically diverse population including 1,500 university students and covering three nursing homes.

Open times: Mon, Wed & Thursday 8am to 6.30pm; Tuesday 8am-7.30pm; Friday 7am-6.30pm; alternate Saturdays 8am to 11am

Number of female GPs: 2 full-time, 2 part-time

Number of male GPs: 2 full-time, 3 part-time

Appointment booking: People can book online usually 4-6 weeks in advance but not on the day

Blood tests: Phlebotomist available

Wheelchair access: Yes, via ramp and automatic doors

Healthwatch Reading thanks patients for giving their time to share their views. We also thank practice staff for their assistance. Enter and View findings are only a ‘snapshot’ of services on a particular day/s so they are not a comprehensive judgement on the overall quality of the service.

Healthwatch Reading is an independent charity with some statutory powers. We can take your feedback in confidence, help you make complaints, and refer serious concerns to other agencies. Phone us 0118 937 2295, email info@healthwatchreading.co.uk, visit our website www.healthwatchreading.co.uk or visit us on the 3rd floor, Reading Central Library, Abbey Square Reading, RG1 3BQ.