



# Chatham Street Surgery: findings from a visit by Healthwatch Reading

**Where:** Chatham Street Surgery, 121 Chatham Street, Reading, RG1 7JE

**When:** 3 February 2016, for two hours in the morning

**Who:** 15 people in the waiting area spoke with a Healthwatch 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 are generally satisfied with the surgery's opening hours
- 9/15 patients are happy with the quality of care, treatment and service they receive



## What patients dislike

- Only 5/15 could always get a same-day, urgent appointment
- Some people cannot always see their preferred doctor or nurse



## Healthwatch observations

- The reception area is pleasant with information boards and a range of leaflets on display
- The layout gives a reasonable degree of privacy for conversations at the reception desk, so long as people in the queue stand back a little way
- Around half of people want routine appointments that fit around work or caring responsibilities
- Nobody during the visit had booked online, so this may need promoting



## Patients' suggestions

- More doctors would help
- Some reception staff could be more friendly

'I am happy with this surgery.'

'It is very difficult to get an appointment - even if you call at 8am and hang on half an hour - it's very disappointing and frustrating.'

'I have no problems with doctors - mixed feelings about reception.'

'It would be better if they were open at weekends, especially Saturday - I have to book time off to come during the week.'

Turn over to read the surgery's response to the feedback



## How the surgery has responded to the patient feedback

*'If patients want to book a same-day appointment, they have to see the doctor available as emergency appointments are opened up at 8am and 2pm every day.*

*The DNA (did not attend) rate here is very high and despite displaying these figures on a chart in the waiting room, and telephoning and writing to persistent offenders, these figures are high. Between 1 March 2016 and 27 April 2016, we have 315 DNAs.*

*Two members of staff start at 7am and then extra staff come in at 8am and 9am to take calls in the upstairs call centre. These phones ring continuously and are answered as soon as possible.*

*Patients can register for online booking, can book six weeks in advance, can book appointments at the desk from 7am and can phone the surgery after 8am, Monday to Friday.*

*We have had discussions with staff and identified that staff should have more training on dealing with patients. This should include: eye contact when talking to patients, greeting patients, how to deal with rude patients.'*

### More information about Chatham Street Surgery

**Number of patients:** 7,000

**Number of female GPs:** 2, part time

**Number of male GPs:** 3, part time; 2 full time

**Blood tests:** Phlebotomist in Monday-Thursday, 9am-11am for a walk-in clinic

**Wheelchair access:** Yes

**Opening times:** check. Monday-Friday 8am-6.30pm plus extended hours from 7am every day by appointment. No weekend opening.

**Appointment booking:** Can be booked online, can be booked up to six weeks in advance, at the desk from 7am or by phone after 8am

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](mailto:info@healthwatchreading), visit our website [www.healthwatchreading.co.uk](http://www.healthwatchreading.co.uk) or drop in to us on the 3<sup>rd</sup> floor, Reading Central Library, Abbey Square, Reading, RG1 3BQ.