



Kennet Surgery: findings from a Healthwatch Reading visit

Where: Kennet Surgery, 30 Cholmeley Rd, Reading, RG1 3NQ and branch surgery at 81 Christchurch Road, Reading, RG2 7BD

When: December 10, 2015, for one hour at main surgery plus one hour at branch surgery, in the morning; and December 16, for two hours in the morning

Who: 18 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

- 17 out of 18 patients said they were satisfied with the quality of care, treatment and service they
- 14 out of 18 patients were satisfied with opening times



What patients dislike

- Only 6/18 patients said they could always see a doctor or nurse of their choice; 14/18 said it was important to see someone they knew
- Only 6/18 said they could always get a same-day appointment for something urgent; 8/18 said 'sometimes'



Healthwatch observations

- Posters in languages other than English were prominently displayed in main surgery
- A noticeboard at main surgery indicated which surgery staff were currently on duty
- Branch surgery has made most of small waiting room, including a small children's area



Patients' suggestions

- One patient suggested introducing a children's area with books and toys in main surgery waiting room
- One person said they used A&E if there were no same-day GPs free

'Receptionists helpful and friendly.'

'Have to wait sometimes two or three weeks or a month [for an appointment].'

'I have no preference - any and all doctors are fine.'

'I make an appointment on the phone and it takes two weeks.'

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



How the surgery has responded to the patient feedback

'It's always good to receive any feedback and hence we are grateful for this process so we can look to improve in any areas we may have not considered. Due to us being a small practice, seeing a doctor or nurse of choice is always an option for routine appointments, but not always urgent appointments. We do try to offer a range of appointments with doctors and nurses. We truly believe in continuity of care and our doing our best to maintain it but appreciate it can be challenging in the current climate. We offer all vulnerable groups (including children, people with learning disabilities, carers and patients over 75) and urgent issues, same-day telephone consultations as a minimum (if the face-to-face appointments are fully booked). We have also employed a nurse practitioner to help for minor and acute illnesses but it is taking some time for patients to understand her role. We are considering placing background music in both receptions to reduce the ability for any confidential conversations to be heard. We appreciate the ethnicity of our local population and hence an effort has been made to translate the signage and over half of our staff speak more than one language. The play area in the main surgery was removed for health and safety reasons, however we appreciate the feedback and we will look into funding, for us to purchase compliant play equipment. We offer a range of appointments and are continually trying to change our appointments, to offer: on-the-day, urgent, next-day and routine appointments, as well as telephone consultations, and trying to educate patients on the appropriate skill mix of staff and when to see whom.'

More information about Kennet Surgery (supplied by practice)

Number of patients: 4,500

Number of female GPs: 1, part-time

No. of male GPs: 1, full-time

Open times: Mon-Fri 8am-6.30pm;

Thurs 6.30pm-7.30pm (nurse only);

first Sat of every month 9am-1pm

Branch surgery: Mon-Fri 8am-

12.30pm; Mon, Tues, Fri 4pm-6.30pm;

Tues 6.30pm-7.30pm

Appointment booking: Online access

24/7; contact reception in working

hours, to book up to 1 month ahead

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.