



London Street Surgery: findings from a Healthwatch Reading visit

Where: London Street Surgery, 72 London Street, Reading, RG1 4SJ

When: 2 March 2016, for two hours in the morning

Who: 21 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 21 patients said they happy with the quality of care, treatment and service they got
- 15 out of 21 patients always see the doctor or nurse of their choice



What patients dislike

- Only 12 patients out of 21 feel that the opening hours are satisfactory
- Some patients said they were unable to be seen the same day



Healthwatch observations

- Surgery within converted Victorian building - this had made access difficult but recent improvements include automatic doors
- Parking in the area is limited
- Information given about the NHS in many languages on the website



Patients' suggestions

- Let patients in waiting room know if the GP is running behind and there will be a long waiting time

'My doctor, she is good and caring.'

'If I miss 8am call [to make an appointment], that's it [I can't get an appointment].'

'Extended hours or more staff would be great. Further service on Saturdays is highly desired.'

'I have had to attend the walk-in centre as I can't get to see my doctor.'

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



How the surgery has responded to the patient feedback

'In regards to the survey, we welcome, as always, the feedback from our patients. The doctors will always see any urgent appointments on the same day. This is not via a triage system, all urgent requests are seen by the doctors on the day in question.

The surgery has extended hours every Thursday evening, and a Saturday morning surgery every two weeks, and an additional Saturday morning surgery every third week of the month."

We do however acknowledge the fact that patients need to be aware of any delays or a long waiting time, this is something the surgery will address.

The surgery has seven parking bays and one disabled bay for patients. Due to the location of the surgery, this is all that we can offer. Parking is available in addition on both sides of London Street surgery on a pay and display basis.'

More information about London Street Surgery

Number of patients: 4,500

Number of female GPs: 1 full time; 1 part time

Number of male GPs: 1 full-time

Wheelchair access: Yes

Blood tests: By appointment, with health care assistants

Opening times: Mon-Fri 8am-6.30pm; extended hours some Thursday evenings until 8pm and on some Saturday mornings, prebooked.

Appointment booking: Contact reception to book up to 1 month ahead. No online booking system

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.