



Milman Road Health Centre (Dr Mittal & partners): a Healthwatch visit report

Where: Milman Road Health Centre, Milman Rd, Reading, RG2 0AR

When: 27 January 2016, for two hours in the morning

Who: 17 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

- 11 out of 17 patients were happy with the quality of care, treatment and service they received
- Just over half - 9/17 were happy with the surgery's opening hours



What patients dislike

- 11 out of 17 said seeing a preferred doctor or nurse was important to them but only 3 said they achieved this
- Some people could not get same-day urgent appointments



Healthwatch observations

- People can pick up a 'patient confidentiality' slip at reception and hand it to the receptionist if they need to have a private conversation about their appointment needs
- The noticeboard has information for pregnant women, including photos of the midwife-led unit (Rushey Birth Centre) at the Royal Berkshire Hospital)



Patients' suggestions

- Have more staff answering phone between 8am-9am
- Offer shorter waits for doctor or choice - can be 2-3 weeks

'It's a good surgery - I've been a patient here 30 years.'

'When you finally get through you struggle to get appointments within a realistic time frame of needing to see a doctor.'

'I prefer to see someone I know.'

'Parking is an issue - a warden does patrol on-street parking.'

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



How the surgery has responded to the patient feedback

'We are delighted that the majority of the patients spoken to on the day are satisfied with the service we provide.

However, we do appreciate that trying to contact the surgery at 8am in the morning can be frustrating, as this is the busiest time of the day for us and all surgeries. We are shortly installing a new phone system which will allow for more callers to get through, rather than being faced with an engaged tone, which we hope will help with this problem.

All patients are able to choose which GP they see and non-urgent appointments are always available with a GP of their choice. However, if the problem is urgent and requires a same-day appointment, it is not always easy to accommodate the patient's first choice.'

More info about Milman Road Health Centre (Dr Mittal & Partners)

Number of patients: 9,463

Number of female GPs: 3 part time

Number of male GPs: 3 full time

Blood tests: Phlebotomist in daily

Appointment booking: Online booking for routine appointments up to five weeks in advance; or by contacting reception during opening hours

Opening times: Monday to Friday 8am-6.30pm plus one late evening surgery each week until 8pm, which varies on a weekly rotation to offer maximum flexibility to patients; Saturday slots can be prebooked

Wheelchair access: Yes

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, visit our website www.healthwatchreading.co.uk or drop in to us on the 3rd floor, Reading Central Library, Abbey Square, Reading, RG1 3BQ.