



Milman Road (Dr Kumar & Partners): findings from a Healthwatch Reading visit

Where: Milman Road Health Centre (part of Dr Kumar & Partners practice, which also has a surgery in Tilehurst), Milman Rd, Reading, RG2 0AR

When: 22 January 2016, for two hours in the morning

Who: 20 people in the waiting area spoke with a Healthwatch staff member

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



What patients like

- 19 out of 20 patients were happy with opening times
- 16/20 praised the quality of care, treatment and service
- 14/20 said it was important to see a doctor of their choice, and 13/14 were able to



What patients dislike

- Difficulty in getting through to centre by telephone
- Only being able to book same-day appointments



Healthwatch observations

- Reception area separate to waiting room, so provides some privacy
- Waiting area bright and clean, with a selection of leaflets
- Patient participation group has its own board in waiting area
- TV screen gives info on chaperones, safeguarding, smoking cessation & more
- Appointments appeared to keep to time
- Promotion of online booking could relieve phone pressures



Patients' suggestions

- Improve car-parking

'I feel all doctors are part of my family - they know my insides and out and are very supportive of myself and family.'

'Didn't know you could book online. Usually takes 10 minutes to get through on the phone.'

'Car parking is awful.'

'Doctors are excellent - Dr Rana; also Marcia the nurse, and receptionist Yvonne.'

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



How the surgery has responded to the patient feedback

'A new telephone system is in the process of being installed, this should improve our phone system.'

We will also discuss the parking issue with the landlords (Dr Mittal & Partner), they ultimately have control over providing parking facilities for the patients.'

If we are provided with funding to employ more doctors, we will certainly be able to provide more appointments for our patients.'

We would encourage more patients to book appointments on-line via our website.'

The surgery provides Saturday appointments every week, on alternating sites (Milman Road and Tilehurst Medical Centre) from 9.00am-12midday.'

More information about Milman Road Health Centre

Number of patients: 4,250 (plus 2,359 at Tilehurst branch)

Number of female GPs: 3 part-time (including 2 part-time locums) across the practice

Number of male GPs: 3 part-time across the practice

Blood tests: Nurse/health care assistance run 2 sessions per day

Opening times: Monday to Friday 8.30am-6.30pm; plus extended hours of: Fridays 7am-6.30pm, and Saturday mornings alternating each week between Milman Road & Tilehurst Medical

Appointment booking: Online or by telephone

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.

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