



Priory Avenue Surgery: findings from a Healthwatch Reading visit

Where: Priory Avenue Surgery, 2 Priory Avenue, Caversham, Reading RG4 7SF

When: 29 April, 1 June and 17 June 2015, for two hours each time

Who: 31 patients in total shared their views, anonymously

Why: Healthwatch Reading is running a project to gather patient feedback from every GP surgery in Reading between April 1 2015 and 31 March 2016. We also wanted to hear how patients had been affected after Priory Avenue was placed into 'special measures' and temporarily taken over by Berkshire Healthcare NHS Foundation Trust.

How: Healthwatch Reading used its legal 'Enter and View' powers to visit on pre-agreed dates. Trained Healthwatch staff spoke to patients in the waiting areas.

Patients said they liked:

 The reception staff, for staying cheerful through all the changes

 That it was easy to make appointments



Reception staff greeted patients pleasantly and some by name



One patient was given a vague answer when she asked who her named doctor was

Patients said they disliked:

 The high number of locum GPs at the surgery

 Not being able to see the same doctor every time, which meant having to repeat 'their story'

Patient ideas for fixing concerns:



Hire more permanent doctors



Offer patients the chance to see the same doctor where possible

Healthwatch Reading's observations:



Some patients who did not speak English had brought relatives to interpret and seemed unaware they could request a professional interpreter to meet doctors in private



The surgery noticeboards had necessary information such as details of the new temporary management, how to make complaints, and Patient Participation Group reports

How managers plan to fix issues raised:



Locum GPs are now on 3-month contracts for continuity of care



People aged over 75 have been sent letters to tell them who their named doctor is



Staff now know how to offer and arrange interpreters for patients

IN YOUR OWN WORDS...

“Seeing different people [at each appointment] and telling your story is awful.”

Patient with Asperger’s Syndrome, which affects social interaction

“I feel sorry for the staff. They’re trying their best. We need permanent doctors. I’m thinking about moving [to another surgery]. I’m going to give them a month.”

“I would like appointments later in the evening, 8-9pm. Or during weekends. Had to take time off today to come to appointment.”

“Very good with children.”

“Better parking - more disabled spaces [are needed]. Kerb outside the surgery is a problem.”

Patient with mobility issues

“I’ve never found anything wrong.”

“It’s all gone downhill since the old doctors left. Thank goodness for the ladies on reception.”

“Please get doctors who stay - a doctor who knows about you.”

“As long as the GP is good, doesn’t matter seeing a different one.”

Healthwatch Reading thanks patients for giving time to share their views. We also thank practice staff and the chair of the Patient Participation Group for their help.

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 organisation. We can take your feedback in confidence, help you make complaints, and refer serious concerns to other agencies.

healthwatch
Reading
advice • advocacy • action