



Peppard Road Surgery: findings from a Healthwatch Reading visit

Where: Peppard Road Surgery, 45 Peppard Rd, Caversham, Reading, RG4 8NR

When: 12 and 16 February 2016, for two hours in the morning each visit

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

How: Healthwatch used 'Enter and View' powers to visit on a pre-agreed date



What patients like

- 19 out of 20 patients praised the quality of care, treatment and service
- 19/20 were happy with the surgery's opening hours
- 18/20 phoned to book appointments and said it was easy to get through and very easy to get an appointment
- 18/20 said they got urgent, same-day appointments



What patients dislike

- One patient mentioned the inconsistent manner across different reception staff



Healthwatch observations

- Surgery within old house; waiting area and reception are clean, bright and tidy
- Receptionist took patient who wanted privacy, to other area
- Notice boards included info on the complaints procedure
- Surgery changed booking system for Friday appointments in response to patient feedback
- The husband and wife GP team do not take leave together, to give consistency of patient care
- Patients gave many positive comments and are concerned about any future closure
- Surgery had not yet set up a patient participation group



Patients' suggestions

- One patient wanted to have appointments on Saturdays

'Extremely satisfied and more. Very good surgery - even saw my child in a lunchtime. Doctors and receptionists lovely.'

'They work well Mon-Fri but Saturday appointments would be appreciated.'

'They always listen to my problems and concerns.'

'99% of the time it is possible to get a same-day appointment.'

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



How the surgery has responded to the patient feedback

'We would like to thank those patients who gave their feedback to Healthwatch and we are delighted to see so many positive comments.'

We have no current plans to open on Saturday mornings and in nearly all instances we are able to accommodate patients with an appointment time convenient to them.'

More information about Peppard Road Surgery

Number of patients: 2,635

Number of female GPs: 1 part-time
(plus very occasional female locums)

Number of male GPs: 1 full-time

Blood tests: Emmer Green Surgery provides this service for Peppard Rd patients

Opening times: Monday to Friday
8.30am-11.15pm & 4.30-6pm - these are core hours and appointments outside these hours are provided as needed

Appointment booking: By telephone or in person. No online booking yet

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.

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