



Reading Walk-In Health Centre: findings from a Healthwatch Reading visit

Where: Reading Walk-In Health Centre, 1st floor, 103-105 Broad Street Mall, Reading, RG1 7QA (The centre has a registered list of regular patients and also sees any member of the public on a walk-in and wait basis)

When: 26 February and 10 March, 2016, for two hours in the morning, each visit

Who: 16 registered patients and 4 walk-in patients 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

- 15 out of 16 patients were happy with the centre's opening hours
- 15/16 were happy with the quality of care, treatment and service they received

✗ What patients dislike

- Most found it difficult to get through on the phone
- 7/16 people said it was important to see a doctor of their choice but only 2 said they achieved this
- Less than half said they could book a same-day urgent appointment

👁️ Healthwatch observations

- Good access, including lift, and automatic doors into centre
- Good variety of information boards, and leaflets, in multiple languages
- All areas clean and tidy
- Registered and walk-in patients have to line up in same queue to talk to reception - often long queues going back to main door
- Registered patients sit in separate waiting area from walk-in patients
- Recently launched a patient participation group, with 6 people



💡 Patients' suggestions

- Make it easier to see preferred GP

'The treatment is good but sometimes I feel they rush you - I know they have lots of patients but that decreases the quality of the consultation.'

'Mostly have to wait [in queue] 10-15 minutes to get to reception.'

'Staff very helpful.'

'I am supposed to have a set doctor because of an ongoing medical condition, but I have no idea who.'

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



How the centre has responded to the patient feedback

The centre did not provide a response to the visit report, despite repeated requests made by Healthwatch Reading. The centre is run by Assura Reading, part of VirginCare.

More info about Reading Walk-In Centre

Number of registered patients: 7,700 (according to 2015 inspection report)

Number of female GPs: Information not supplied by centre on request, or stated on website

Number of male GPs: Information not supplied by centre on request or stated on website.

Blood tests: Information not supplied by centre on request or stated on website.

Wheelchair access: Yes

Open times: Registered patients can book appointments for sessions running 10am-5.20pm on weekdays, an extended evening up to 6.40pm on a Monday, and some weekend hours. At all other times, registered patients can use the centre on a 'walk-in' basis, during the opening hours of 8am-8pm seven days a week, including bank holidays.

Appointment booking: Online or by contacting reception

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.