



Shinfield Medical Practice: findings from a Healthwatch Reading visit

Where: Shinfield Medical Practice, School Green, Reading, RG2 9EH (located within Wokingham borough, but run by and linked with South Reading Surgery within Reading borough).

When: 9 March, 2016, for two hours in the morning

Who: 12 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

- 12 out of 12 patients were happy with the surgery's opening hours
- 7/12 patients said seeing a preferred doctor was important to them, and all 7 achieved this
- 9/12 patients were satisfied with the quality of care, treatment and service they received

✗ What patients dislike

- Most found it difficult to get through on the phone
- Only 4/12 were able to get same-day urgent appointments



Healthwatch observations

- Large carpark
- Good access - automatic doors
- Children's area within waiting area
- All areas clean and tidy
- TV screen in waiting area gives variety of information e.g. chaperones, safeguarding, 111, patient groups
- Patients have choice of appointments at Shinfield or South Reading Surgery



Patients' suggestions

- Improve phone booking system

'Good generally, but I would like to see one doctor consistently.'

'I had to wait 40 minutes on the phone to get an urgent appointment on the same day.'

'Often helpful with telephone consultations'

'More doctors - this area is increasing in new housing and even though we have South Reading Surgery too, frequently, appointments are gone in both.'

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



How the centre has responded to the patient feedback

'We do appreciate that work commitments do not always allow patients to get into the surgeries during normal hours or even to call the surgery for appointments, so to assist this, we are pleased to inform you that we have increased our out-of-hours' appointments as follows: Mondays: 6.30pm-7.30pm, Dr Akif at South Reading; 6.30pm-7.30pm, Dr Grover at Shinfield Medical Practice [which South Reading Surgery runs]; and Thursdays 6.30pm-7.30pm, Dr Chaudhuri, at Shinfield; every other Saturday, one doctor and one nurse 8.30am-11.30am at South Reading, so 6 hours of appointments. All of these appointments are pre-bookable by phone and can also be booked via our new online service that allows you to book appointments, order prescriptions and see existing prescriptions and allergies. If you are not set up for online services, then please pick up an application form or go to our website www.srssurgery.co.uk to download the form. So now we have a total of 132 out-of-hours' appointments available each month. We also are offering some extra appointments on Mondays and Fridays to assist with extra demand to prevent patients going to A&E: they are know as our winter reilient appointments. At our last review of our appointments system it was apparent there was an increased demand for same-day appointment requests and so we changed our appointment system. Currently we are offering 30% of appointments as pre-bookable and 70% appointments on the day. Urgent requests are dealt with by an on-the-day appointment or via telephone triage with the doctor. Our patients have the freedom to follow the GP of their choice and can access appointments at either of our two sites via one telephone call to either of our appointment lines. We have also increased our reception staff during high demand times to offer greater access via phone.'

More information with Shinfield Medical Practice

Number of patients: 8,000 ethnically diverse (across 2 surgery sites)

Number of female GPs: 2 full-time and 1 part-time

Number of male GPs: 1 full-time and 1 part-time

Wheelchair access: Yes

Open times: Mon, 8.30am-7.30pm; Tues, Weds, Thurs & Fri, 8.30am-6.30pm; every other Saturday, GP and nurse appointments 8.30am-11.30am

Appointment booking: People can book online for routine appointments

Blood tests: 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.co.uk, visit our website www.healthwatchreading.co.uk or visit us on the 3rd floor, Reading Central Library, Abbey