



# South Reading Surgery: findings from a Healthwatch Reading visit

**Where:** South Reading Surgery, 257 Whitley Wood Road, Reading, RG2 8LE

**When:** November 27, 2015 for two hours in the morning

**Who:** 21 people spoke with a trained 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

- 14 out of 21 patients were satisfied or very satisfied with the care, treatment and service they received
- 12/21 were satisfied with the opening hours



## What patients dislike

- Difficulty getting through by telephone
- Waiting times to see a doctor/nurse



## Healthwatch observations

- Some consulting rooms are located in a portacabin, meaning some patients who check-in at main building will be sent outside again to walk to portacabin
- Some patient leaflets may be out of date
- No privacy at reception for patients



## Patients' suggestions

- Offer weekend appointments
- Offer patients the chance to see the same doctor

'Receptionists are very helpful.'

'Takes a long time to get through in the morning, and then appointments gone.'

'Waiting time is long, especially when with baby.'

'Lack of appointments to pre-book.'

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



## How the surgery 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](http://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 info about South Reading Surgery (supplied by practice)

**Number of patients:** 8,000 ethnically diverse, mostly younger people

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

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

**Accessibility:** Wheelchair via ramp

**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:** Phlebotomist available

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](mailto:info@healthwatchreading.co.uk), visit our website [www.healthwatchreading.co.uk](http://www.healthwatchreading.co.uk) or visit us on the 3<sup>rd</sup> floor, Reading Central Library, Abbey Square Reading, RG1 3BQ.