



Tilehurst Village Surgery: findings from a Healthwatch Reading visit

Where: Tilehurst Village Surgery, 92 Westwood Road, Reading, RG31 5PP (linked with Chancellor House Surgery)

When: 22 February 2016, for two hours in the afternoon

Who: 17 people 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 17 patients said they were satisfied with the quality of care, treatment and service
- 11 out of 17 patients were satisfied with opening times



What patients dislike

- Some patients said it was not easy to get through on the telephone
- Some people said they could not always see their preferred doctor



Healthwatch observations

- The practice's philosophy of service and its complaints procedure are displayed
- Music playing in the waiting area created a pleasant ambience, remarked on by one patient
- Waiting room is airy and pleasant, although proximity to reception means little privacy for patients at desk



Patients' suggestions

- Two patients suggested receptionists could be more understanding
- Have more staff answering phones in the mornings

'Brilliantly run...efficient and highly effective.'

'We don't always have regular doctors.'

'It's good to have the radio on in the surgery, more pleasant.'

'It would be good if they could listen and put themselves in your shoes when your ring about an issue.'

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



How the surgery has responded to the patient feedback

"Like most practices, our phone lines are particularly busy between 8am-9.30am, it is always easier if patients can ring after this time. To ease the difficulty some patients experience getting through by telephone, we plan to offer more pre-bookable appointments that can be booked online.

We do offer a guaranteed on-the-day appointment for any patient who feels their condition is urgent and cannot wait for a routine appointment.

To help us better understand the demand for appointments we have recently conducted an "appointment analysis" which will soon appear on our website.

We constantly monitor and review our appointment system and strive to offer the best service to patients.

Patients can be seen at either of our two sites to give greater flexibility and extended hours on three days of the week.

We have had a 'virtual' Patient Participation Group since 2011 but now have an enthusiastic group that meet quarterly with regular e-mail contact between meetings. Patients can contact the practice manager Jan Charlton by email on jan.charlton@nhs.net for more details.

More information about Tilehurst Village Surgery

Number of patients: 13,000, across two sites, mixed and ethnically diverse population including 1,500 university students and covering three nursing homes.

Number of female GPs: 2 full-time, 2 part-time

Number of male GPs: 2 full-time, 3 part-time

Blood tests: Phlebotomist available

Open times: Monday 7.30am-6.30pm; Tuesday 8am-7.30pm; Weds, Thurs & Fri, 8am-6.30pm; alternating Saturdays (with Chancellor House Surgery), 8am-11am via pre-booked appointments

Appointment booking: Online or in person, up to one month ahead

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. 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.