



Tilehurst Surgery (Pottery Rd): findings from a Healthwatch Reading visit

Where: Tilehurst Surgery, Tylers Place, Pottery Road, Reading, RG30 6BW

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

Who: 29 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

- 24 out of 29 patients said they were happy with the quality of care, treatment and service
- More than half of patients who had needed to be seen urgently said they could be seen the same day



What patients dislike

- Only 7 out of 29 patients said they could always see a GP or nurse of their choice



Healthwatch observations

- Large airy waiting room with attractive posters and displays
- Reception staff are polite and there appears to be a 'customer service' atmosphere
- Patients' conversations with reception could be heard from the queue



Patients' suggestions

- A triage system would be helpful to prioritise who is most urgent
- Make more appointments available
- More parking

'I had a bit of crisis...and 2 GPs at the surgery helped me get an appointment at the RBH [and gave] very good follow-up and advice.'

'I love this surgery, it is a very nice surgery - if only they could answer the phone.'

'I wish I could see my own doctor the same or next day and not wait a fortnight - it feels more comfortable and reassuring with a doctor you know.'

'Excellent - reception staff very helpful.'

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



How the surgery has responded to the patient feedback

'At Tilehurst Surgery we do value patient feedback. We are aware of the issues and our goal is to provide the best patient care we can within a rationed service.'

As with every other GP practice in the land, we are facing an unprecedented rise in demand. We are implementing strategies to address this such as care planning, employing a pharmacist, setting up more nurse clinics e.g. contraception/minor illness, and we will be installing a new telephone system.

In addition we will be having an additional member of staff to answer the telephones at peak times.

We are always looking for patients to join the Patient Participation Group and would be very happy to welcome new members.'

More information about Tilehurst Surgery Partnership

Number of patients: 13,700

Number of female GPs: 8 (all part time)

Number of male GPs: 3 (2 full time, 1 part time)

Wheelchair access: Yes

Blood tests: Phlebotomist service daily

Opening times: Mon-Fri 8am-6.30pm; plus extended hours on Mondays until 8pm, and from 7.30am two mornings a week and two Saturday morning surgeries per month, depending on GP availability

Appointment booking: Online or contact reception during open hours to book up to six weeks in advance

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.