



Whitley Villa GP Surgery: findings from a Healthwatch Reading Enter and View visit

Where: Whitley Villa Surgery, 1 Christchurch Road, Reading, RG2 7AB

When: December 8th 2015, for two hours in the afternoon

Who: 19 people in the waiting area spoke with a trained Healthwatch employee

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 19 patients could get a same-day urgent appointment
- 15/19 patients were satisfied with surgery opening hours
- 15/19 patients liked the care, treatment and service
- One person praised the approach to mental health care



Healthwatch observations

- Reception is in the waiting area so difficult to achieve privacy
- Surgery has an active Patient Participation Group
- Reception staff appeared very friendly and welcoming
- Only three people said they booked appointments online



What patients dislike

- 11 out of 19 said it was important to see a GP they knew but only five people achieved this
- Difficulty in getting through to the surgery by telephone in the mornings
- Quality of locums



Patients' suggestions

- Improve phone lines, as difficult to get through
- Review quality of locums

'Not aware of any other way to book but by phone.'

'Appointments usually gone by the time I get through.'

'Very professional doctors - especially Dr Janjua - she takes time to listen and discuss.'

'Polite receptionist creates good impression.'

Patients' comments



How the surgery has responded to the patient feedback

'1. Our salaried GP is on maternity leave and for a short time we had difficulty employing a long-term locum, so patients did find it frustrating booking in with different locums. We now have a long-term locum and things have settled down.

2. It is very difficult some mornings to get through to the practice first thing. We try to minimise people from holding the lines up by promoting online booking; by doing this they can access requests for their prescriptions as well as looking at their results. We also encourage people to ring for results/queries etc. to wait until after 11am.

3. We try to leave some emergency slots available at the end of some surgeries, especially in the afternoon so people that have difficulty getting through in the morning may have that slot.

4. Our reception area is open, but we have notices up telling people that they can speak to us confidentially, which our reception staff promote.'

Catherine Middleton, practice manager

More info about the surgery

Number of patients: 5,646. Ethnically diverse population including Nepalese and Eastern Europeans. Higher than average number of 20-45-year-olds and reduced elderly population

Number of female GPs: two (full-time); one is a locum for maternity leave

Number of male GPs: one (part-time)

Opening times: Monday-Friday 8am-6.30pm, plus alternate weeks Monday or Wednesday 6pm-8.30pm pre bookable, plus second Saturday of the month, 9am-11am

Appointment booking: People can book online, up to six weeks in advance and on the day if there are any free appointments

Blood tests: Phlebotomist every day

Accessibility: Wheelchair accessibility

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.

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