



Whitley Wood Lane Surgery: findings from a Healthwatch Reading visit

Where: Whitley Wood Lane Surgery, 96 Whitley Wood Lane, Reading, RG2 8PP (part of Westwood Road Practice that also has surgeries in Westwood Rd and Overdown Rd, which are covered in a separate visit report)

When: December 10, 2015 and January 15, 2016, for two hours in the morning on each visit

Who: 22 people (9 on Dec 10 and 13 on Jan 15) spoke with a trained Healthwatch staff member

Why: Healthwatch Reading is visiting all local GP surgeries to get patient views

✓ What patients like

- 21 out of 22 patients said they were happy with the opening hours
- 17 out of 22 patients were satisfied or very satisfied with the care, treatment and service they received

✗ What patients dislike

- Some patients said they had difficulty getting through to make an appointment by telephone
- 12 patients said it was important to see a preferred doctor but only 4 of them said they got this choice



Healthwatch observations

- The electronic check-in was not working on both Healthwatch visits
- Some lack of privacy at reception
- Locum arrived late to work on one occasion, but came out and collected, greeted and apologised to, each patient
- Some out-of-date leaflets, including some in the surgery folder
- No patients during the visits said they had booked online so this may need more promoting



Patients' suggestions

- Improve phone service
- Offer some earlier morning and later evening appointments

'Very good surgery. Receptionist and nurse very good.'

'I don't know the doctors - there are different ones each time I come in.'

'The help you receive is excellent.'

'I have been waiting one month to get a suitable GP appointment, as I work.'

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



How the surgery has responded to the patient feedback

'The phone issues are one we are addressing and are in fact reviewing a new system that will keep patients informed of a queuing system particularly in the morning between 8am and 10am, when we experience a particularly high volume of calls.

Staff have been advised to reduce the number of leaflets displayed in the waiting area, and the surgery information folder is being reviewed following the change in partnership.

We do have a number of pre-bookable appointments that can be booked online, and we operate a triage system every morning and guarantee that if a patient wants to be seen the morning they phone in, they will be seen. We will remind patients of this in our next newsletter.

The issue of privacy [at reception] will be discussed at our next practice meeting, when this report will be reviewed with practice staff.

There is an ongoing problem with the electronic signs and Dr Tiwari now wants them removed.

Seeing the same doctor has been an issue over the past six months as one of our salaried GPs has been on long term leave, so therefore her sessions have been covered by locums. She is back with us from March 2016, so this situation should improve.'

More info about Whitley Wood Lane Surgery (supplied by practice)

Number of patients: 5,300 (across three surgery sites)

Number of female GPs: 2 (1 full-time, 1 part-time) across all 3 sites

Number of male GPs: 1 part-time (across all 3 sites)

Blood tests: Phlebotomist service available daily

Open times: Mon, Tues, Thurs 8am-12pm & 2pm-6pm; Weds 8.30am-12pm; Fri 8.30am-12pm & 2-6.30pm

Appointment booking: Pre-bookable appointments can be booked online, and on the phone up to four weeks in advance. Same-day appointments can be booked by calling by 10am

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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