



# London Road Surgery: findings from a Healthwatch Reading visit

**Where:** London Road Surgery, 172 London Rd, Reading, RG1 3PA

**When:** 27 January 2016 for 2 hours in the morning, and 1 February 2016, for 1 hour

**Who:** 21 people over the 2 visits 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

- 17 out of 21 patients were happy with the care, treatment and service they received
- 14/21 patients were satisfied with the opening hours
- 13/21 could always be seen on the same day for an urgent matter



## What patients dislike

- Some patients mentioned lack of evening or weekend appointments



## Healthwatch observations

- No patients during the visits said they had booked online so this may need more promoting
- Leaflets and posters are displayed in a number of different languages
- The waiting area is small, so it is difficult for patients at the reception window to have private discussions

## Patients' suggestions

- A few toys for children to play with, would help if appointments were running late

'They are very helpful...I wouldn't be anywhere else.'

'I don't get to meet the doctor of my choice.'

'The doctor speaks Punjabi.'  
(Positive comment from a patient who is a Punjabi speaker)

'By 10am there can be no appointments, [so need to] go to walk-in centre.'

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



## How the surgery has responded to the patient feedback

*'We are continually trying to improve access and we welcome patient comments on how to improve our services.'*

*We feel that we offer a good range of timings for all of our patients including mornings, afternoons, late night and a monthly Saturday clinic.*

*We do not have toys in our waiting room purely for infection control purposes, the toys would have to be cleaned and sterilized on a daily basis.'*

## More information about London Road Surgery

**Number of patients:** 2,600

**Number of female GPs:** 1 part time

**Number of male GPs:** 2 part time

**Blood tests:** Phlebotomist clinic on Mon, Tues, Weds & Thurs mornings

**Wheelchair access:** Yes

**Open times:** Mon, Tues, Thurs & Fri, 8am-6.30pm; Weds 8am-2pm; plus late night every Mon 6.30pm-7.45pm

**Appointment booking:** Can be booked online and in person. Appointments can be made up to 6 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](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.