



# University Medical Centre Surgery: findings from a Healthwatch Reading visit

**Where:** University Medical Practice, 9 Northcourt Avenue, Reading RG2 7HE

**When:** 5 November 2015, for two hours in the morning

**Who:** 30 people in the waiting area spoke with two Healthwatch staff members

**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

- 27 out of 30 patients were satisfied or very satisfied with opening times
- 15/30 patients could get a same-day urgent appointment and 8 out of 30, sometimes
- 29/30 praised the quality of care, treatment and service



## What patients dislike

- 2 out of 30 could not always see a doctor or nurse of their choice & they would prefer to
- One patient needed access to an interpreter but was unaware that this could be offered



## Healthwatch observations

- A sign asks patients to respect the privacy of people ahead of them in the queue at reception
- A box was at reception for patients to submit questions or comments about proposals for merger with another practice.
- The practice complaints and comments leaflet was included in leaflets for patients
- Waiting room signage is welcoming, directing and clear.
- Staff are courteous and respectful to patients & visitors



## Patients' suggestions

- One person suggested more Saturday appointments

'Everyone has always been extremely helpful for any problem that I have had.'

'I still struggle to see the doctor I would like after work - often have to book 3-4 weeks in advance.'

'The online system is excellent and allows me to find a time with the doctor I wish to see at a time convenient to me... instead of feeling rushed deciding a time on the phone.'

'Occasionally I have had to see doctors I am unfamiliar with.'

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



## How the surgery has responded to the patient feedback

*'The University of Reading Medical Practice would like to thank patients for giving their time to share views and valuable feedback. We recognise and appreciate during busy periods it can at times be difficult to book in with the GP of your choice at short notice. We offer online appointments which can be booked up to 6 weeks in advance and a guaranteed on-the-day appointment for any patient who feels their condition is urgent and cannot wait for a routine appointment. We welcome feedback from our patients and would encourage them to join our Patient Group at:*

*<http://www.readinguniversitymedicalpractice.nhs.uk/patient-participation-group,50370.htm>.*'

### More information about University Medical Centre

**Number of patients:** 19,830, representing every section of society in south Reading, including many minority communities

**Number of female GPs:** nine (who all work part-time)

**Number of male GPs:** two (one of whom works part-time)

**Blood tests:** Phlebotomist is available week days

**Wheelchair access:** Yes

**Opening times:** Monday to Friday 8am-6.30pm; plus extended hours of:  
- Thursday and Friday, mornings from 7.30am

- Tuesday and Thursday evenings up to 8pm

- Saturday morning slots can be prebooked 8am-12 midday

**Appointment booking:** People can book online, 24 hours a day, for routine appointments up to 6 weeks in advance; or by contacting receptionists during opening hours

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](mailto:info@healthwatchreading), visit our website [www.healthwatchreading.co.uk](http://www.healthwatchreading.co.uk) or drop in to us on the 3<sup>rd</sup> floor, Reading Central Library, Abbey Square, Reading, RG1 3BQ.