



# Emmer Green Surgery: findings from a Healthwatch Reading visit

**Where:** Emmer Green Surgery, 4 St Barnabas Road, Emmer Green, RG4 8RA

**When:** January 19, 2016, for 2 hours in the morning

**Who:** 36 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

- 30 out of 36 patients were satisfied or extremely satisfied with the quality of care, treatment and service they got
- 30/36 patients were happy with the surgery opening hours
- 30/36 patients booked by phone, because it was efficient and quick and the new phone system had improved booking this way

## What patients dislike

- 18 out of 36 said they would like to see a doctor/nurse of choice, but only 11/18 said they did
- Not enough parking spaces for less-abled



## Healthwatch observations

- Clean, bright reception and waiting area
- Patients can use a blood pressure machine in reception, which prints out their reading to take into GP; this may save consultation time
- Dedicated board up for info about the patient participation group
- None of the 36 patients spoken to had booked online, so this might need more promotion



## Patients' suggestions

- Offer Saturday morning appointments
- Allow patients to see same doctor for continuity of care

'I work [outside of Reading] so late evenings and weekend appointments would be good.'

'They have a good team of doctors - I am willing to see any of them. The receptionists are good - it's well run.'

'As a carer for my mum who has had various emergencies, the doctor has visited and acted promptly and effectively.'

'We used to be able to see a duty doctor the same day - it's different now the surgery has got so busy.'

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



## How the surgery has responded to the patient feedback

*'To respond to the specific points raised:*

- *We provide a same-day triage service run by our nurse practitioner and duty doctor, to deal with any patients who feel they need to be seen urgently or require urgent advice. Patients are called back the same morning or afternoon by a clinician who will assess the severity of the problem and book an urgent appointment if required or help over the phone when appropriate.*
- *We operate a system where patients can see whichever doctor they choose to, therefore it is natural that some, particularly those who are part-time, may have a longer wait for routine appointments than others.*
- *We do offer regular early morning and late evening appointments for people that work or struggle to attend during the day.*
- *We have been offering the option to book routine appointments online for some years now - patients can sign up for this service with reception.*
- *We do provide a car park for our patients and there is on-street parking close by. We are aware patients can be frustrated that we do not have more parking available. We have discussed this in-depth with our patient participation group and looked into ways of improving practice it. Unfortunately there is no way of expanding our parking facilities.'*

### More info about Emmer Green Surgery (supplied by practice)

**Number of patients:** 9,400, high proportion of young and older people

**Number of female GPs:** 4 part-time

**No. of male GPs:** 3 full-time

**Blood tests:** Phlebotomist is available every day the surgery is open

**Open times:** Mon-Fri 8am-6.30pm; extended hours: from 7.40am Tues, Weds & Fri; & until 8pm some Mon & Thurs evenings

**Accessibility:** Wheelchair access

**Appointment booking:** People can book online for routine appointments

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 on 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.