



# Pembroke Surgery: findings from a Healthwatch Reading visit

**Where:** Pembroke Surgery, 31 Alexandra Road, Reading, RG1 5PG

**When:** 15 January 2016, for 2 hours in the morning

**Who:** 23 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

- 17/23 were satisfied or extremely satisfied with the quality of care, treatment and service they got
- 13 out of 23 patients were satisfied with the surgery opening hours, 9/23 said hours were 'ok'
- 13/23 reported being seen within a few days for routine appointments; 16/23 noted they needed a time to fit with work or caring commitments

## What patients dislike

- Less than half said they could always see doctor of choice
- Only 7/23 are 'sometimes' seen on same day for urgent matters

## Healthwatch observations

- The waiting room is pleasant with well-organised noticeboards
- A patient showed us the electronic log-in screen and suggested that it could be confusing for older and more vulnerable people as the screens change quickly

## Patients' suggestions

- One patient suggested it would be good to have more permanent GPs on staff, so it would be easier to see a GP

'Friendly staff. Feel valued and listened to.'

'It's quite easy to contact them through telephone.'

'Not the end of the world [not seeing the doctor or nurse you prefer] - it's about what you can get as a patient.'

'I believe the surgery should be open 7 days.'

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



## How the surgery has responded to the patient feedback

Edited response from detailed statement, which also notes the practice's plans for a new health centre and reasons of adopting a multidisciplinary approach to staffing: '*... We have [in response to Family & Friends test feedback] provided additional appointments, alternative ways of contacting the doctor to obtain test results more quickly, advising patients on arrival of any likely delay in their appointment times and all staff have been reminded to deal with patient queries courteously at all times...We have two senior nurses and an experienced clinical pharmacist all of whom are able to assist in the assessment and management of a range of conditions presenting in primary care....We are exploiting modern technology [via our web-site]....Fully automated telephony allows patients to book, change and cancel appointments 24/7 with the option to book an appointment up to 5 weeks in advance....Appointment reminders are being sent out automatically to help reduce wasted clinical appointments and an automated check-in system has recently been introduced to avoid patients having to wait on arrival at reception....Telephone and email triage enables our clinical staff to ensure those patients needing a same day face-to-face consultation are able to see a clinician with experience in dealing with their presenting concerns or ailments. [We] are very pleased to note that ... [patients largely welcomed] the innovations described above....Thank you for highlighting the lack of clarity with regards to use of the automated check-in touch screens located at both sites. For their information, patients **do not need** to use these screens...We will make sure the existing signage is displayed more prominently with clear legible instructions to enable all, including the elderly to understand their choices on arrival...*'

### More info about Pembroke Surgery (supplied by practice)

**Number of patients:** 5,200

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

**No. of male GPs:** 1, full-time

**Open times:** Mon-Thurs 8am-6.30pm;  
Fri 8am-6pm (7am-8am branch site);  
one late evening, usually Thurs, 6.30-7.30pm; Sat slots can be pre-booked)

**Accessibility:** Can be accessed by people in a wheelchair

**Appointment booking:** People can book online/by phone, 24 hours a day, for routine appointments up to five 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 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.