

Enter and View: Wokingham Medical Centre August 2023



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1. Background

1.1 What is Enter and View

Healthwatch Wokingham Borough fully supports all local publicly funded health and social care services. We gather residents' views and experiences (positive and negative) about these services, sharing feedback to influence and help make change. Whilst services often seek their own feedback directly from patients, Healthwatch are independent of service delivery and decision making which can make people more comfortable in sharing their views.

As a local Healthwatch, we have the legal power to visit health and social care services and see them in action (announced or unannounced visits to the services). This is called Enter and View and allows us to identify what is working well with services and where services could be improved. The decision to Enter and View particular services fits into the work of local Healthwatch by contributing to a wider programme of work and responding to local intelligence.

Our authorised and trained team of Healthwatch staff and volunteers (also known as Authorised Representatives (ARs)) carry out Enter and Views. They make observations on the nature and quality of care being delivered to people and talk to people using the services to gather feedback. This can also include talking to carers and/or family members and staff working at the premises.

All the information and feedback gathered during Enter and View visits is collated into a report to help improve services. Reports include our recommendations and responses to our findings from the service(s). Reports are published on our website for public access and shared with healthcare organisations.

Further information can be found in Appendix 1.

1.2 Acknowledgements

We would like to thank the management team, all staff (clinical and non-clinical) and patients of Wokingham Medical Centre (WMC) for their contribution to our Enter and View, and for making the Enter and View team feel very welcome.

1.3 Disclaimer

This report relates to observations and conversations during visits by Healthwatch Wokingham Borough to WMC (see 1.4 below) and feedback received via paper/online surveys. Full details of how we conducted the Enter and View can be found in the Methodology (p4). Our report does not represent the experiences of all patients of WMC, only an account of

what was observed and contributed at the time. The aim was to capture mainly qualitative information about people’s experiences of using services at WMC which has been used to identify themes about what’s working and what could be improved.

1.4 Details of the Enter and View

Surgey name:	Wokingham Medical Centre
Address:	23 Rose Street, Wokingham, RG40 1XS
Partnership:	Modality Partnership
Enter and View visit dates:	27 February, 28 February and 1 March 2023
Names of Enter and View Authorised Representatives:	Alice Kunjappy-Clifton, Andy Welch, Graham Baker and Gráinne Colgan

Rationale and purpose

Over a period of 6 months, Healthwatch Wokingham Borough received feedback from patients of WMC. Alongside positive comments, concerns emerged around:

- GP access/booking appointments
- Medication issues
- Quality of care.

At the same time as we started talking to WMC about the possibility of an Enter and View, we were hearing more widely of a mismatch between what people expected from their GP practice versus what they were being offered. Local GPs, via the Wokingham Borough Health Overview and Scrutiny Committee (HOSC), acknowledged that services were under immense pressure due to a variety of factors, many of which are reflected nationally as well as locally. A request was made to the HOSC for support to improve communications to the public about different ways in which to seek help and encourage self-care where possible.

The overarching aim of the Enter and View to WMC was to collect the views of a wider sample of WMC patients in order to develop insights and make recommendations to inform change to improve people’s experiences, both directly for patients of Wokingham Medical Centre and more widely across Wokingham Borough and Berkshire West (including Reading and West Berkshire).

2. Methodology

We contacted the management team at WMC to discuss the positive and negative feedback we had received from patients, our Enter and View intention and how the Enter and View programme works.

We also contacted the Care Quality Commission (CQC) to inform them of our intention to undertake an Enter and View.

To reach the maximum number of patients, we spoke to the WMC management team prior to the visit about using the GP text messaging service. Unfortunately, this was not possible due to the number of patients at WMC and the costs involved.

We produced 3 surveys (2 for patients and 1 for WMC staff) in collaboration with the Healthwatch Wokingham Borough Advisory Group and with the Practice Manager at WMC. We asked patients to think about their most recent experience at WMC over the last 6 months. No identifiable data was asked for so people could give their views anonymously.

Face-to-face / paper survey

To obtain the views and experiences of patients on the days of our Enter and View visits, ARs spoke with patients who were given the option to:

- Fill out the paper survey whilst waiting for an appointment.
- Have questions read out and the survey filled out by an AR as the patient gave answers.
- Complete the paper survey at home and post it back to us in the pre-paid envelope handed out.

During this time conversations with each patient were adapted to also capture more information on experiences to help further assess the quality of service and care.

Online surveys

To ensure we captured a larger pool of experiences from patients registered with WMC (other than those attending the medical centre on the days of our visits), an online version of the survey (created using Smart Survey) was distributed via our website, the medical centre's website, and social media channels. We asked our local networks to spread the word and we contacted people who had given us previous feedback on their experiences at WMC.

We also included a QR code on a specially designed postcard for this Enter and View through which people could access the survey at the medical centre or at home.

The survey was open for one month.

Staff survey

We produced a short anonymous online survey focusing on the well-being of staff. With the current pressures all GP staff are under across the UK, let alone Wokingham Borough, we thought an online survey the easiest solution, rather than conducting face-to-face interviews with staff.

The survey link was sent to the Practice Manager to send out to staff but no staff completed the survey. The Practice Manager did inform us on the first day of the Enter and View visits that staff had recently filled out a longer but similar internal survey of for which they were waiting the results.

Observations

During the Enter and View visits, ARs also recorded their own observations on the environment setting and patient experience. A tour of the centre by the Practice Manager was extremely helpful in assisting with this.

3. Findings

We received 207 responses from patients. Whilst this is a small number in relation to the total number of patients registered at WMC, the findings gave us a picture of people's experience of using services at WMC.

This Enter and View also gave a voice to patients/carers who wanted their views to be heard:

- 134 (65%) completed online surveys, of whom 92% said they were patients and 8% were parents/carers/relatives of patients.
- 14 (7%) paper surveys, of which 6 were completed with an AR during the visits and all said they were patients of WMC.
- 59 (28%) partially completed online surveys.

For full findings, see Appendices from page 28.

During our Enter and View visits, ARs found all patients to be friendly and accommodating. Many wanted to fill out the survey at home for an array of reasons such as concerns about potentially missing their appointment, anxiety over their appointment, wanting more time to fill out the survey's questions and the ease of completing the survey at home.

3.1 Survey findings

There was a mixed response to all questions from patients we spoke to during our visits and from those who completed the online survey. We have used the data from the 134 completed online surveys and 14 responses via our paper survey.

The responses fell into four themes: quality of care, GP access, patient self-care, communication with patient, each outlined below.

Quality of care

Overall, **57%** of patients on the days of the Enter and View visits, and **55%** who completed the online survey, were either very satisfied or satisfied with the overall quality of medical care and treatment they received at WMC, over the last 6 months.

19% of patients felt neutral – neither satisfied nor dissatisfied – about the quality of medical care and treatment they received.

65% felt that the healthcare professional they saw was best placed to deal with their health issue/concern, while **59%** of patients agreed and strongly agreed they felt their needs were met.

Here are some of the comments which show several of the positives we heard with some of the frustrations:

“I was extremely impressed with the quality and standard of the Physio – she took time to ask about my injury and investigated all eventualities. The examination was very thorough and afterwards explained everything comprehensively which I understood. A course of exercises was emailed to me which were explanatory and worked in resolving my issues.”

“I would like to know who my named GP is. Apparently, it's changed again which I found out when I saw the phlebotomist, as she couldn't find my request because it wasn't under the GP name I expected it to be under, so we wasted time digging about trying to find the appropriate form! Apart from that the care is exemplary.”

“The staff are all very professional and it doesn't matter whom you speak to, they tend on the whole to be able to find answers and help you out.”

“If I could change some things, I'd make it a lot easier to request repeat prescriptions. The website is not intuitive and don't believe it can be done via the Patient Access app and facilitate online bookings, even if just to enter a queue system and await a call-back.”

“The Practice Nurse was superb.”

“No ability to book future appointment when you are managing a chronic condition sometimes you need to do this. No one at the practice gave me any information on how to manage my new chronic condition.”

“Very satisfied with the access and service provided.”

“I wish I get to see one doctor who knows my medical history, so I don't have to repeat again. And not just be given medication and never have a follow up because booking is a mission.”

“The GPs and other staff I meet there are all friendly and helpful and caring, getting appointments is difficult and stressful.”

GP access

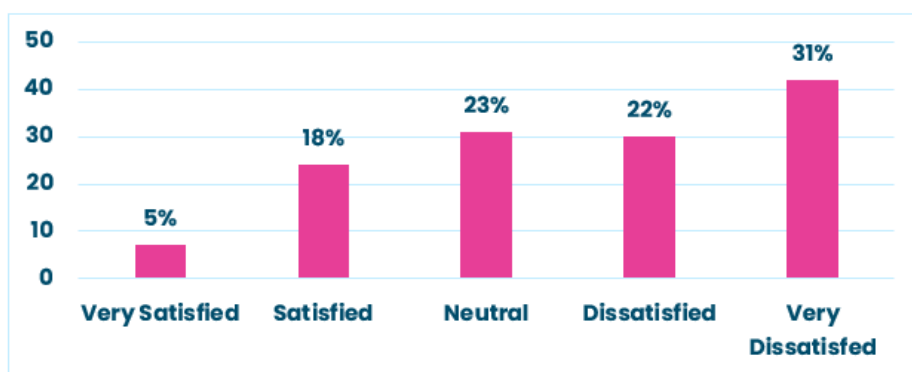
Patients have raised varying issues and themes around GP access at WMC during our visits and through the surveys. Some of these issues mirror those that thousands of people face with their GP surgeries, across the UK. This includes, but is not limited to:

- having to ring the medical centre at 8:00 am to try and get an appointment for the same day even if the issue is not urgent.
- long times spent on hold waiting to get through to the reception team or to get a call back.
- being unable to have a face-to-face appointment when it is felt necessary.
- not being able to see a GP of choice.
- time restrictions on online appointment services.

In summary, **74%** of patients told us they do not get a choice of who they can see, such as a preferred doctor. Only **23%** of patients do get a choice sometimes whilst **3%** told us they always get a choice. WMC's website states *“As we know continuity of care is important, so we do our best to book you with your named GP where possible”*.

Whilst **81%** of patients are aware of Push Doctor, and **78%** aware of eConsult services, only **22%** of patients have used Push Doctor, and **44%** of patients have used eConsult in the last six months.

Overall, only **23%** of patients from the online survey are satisfied or very satisfied with booking appointments for the medical centre, with **53%** of patient dissatisfied or very dissatisfied.



There was a mix of positive and negative feedback about reception staff with only 48% of patients who took the online survey, feeling that the reception staff were helpful in the last six months. We recognise that some dissatisfaction may be underpinned by frustrations from patients not getting an appointment or being told something they do not want to hear.

Patients left lots of feedback on GP access which includes:

“Being I am hard of hearing, I find phone consultations difficult so would prefer face to face appointments, also I think older people like myself find eConsult and push doctor difficult to use re technology involved.”

“More often than not I have found it incredibly difficult to get appointments, whether for me or my 22-month old toddler. There have been occasions where I've just given up after phoning at the appropriate times, sitting waiting in a queue only to be told there's nothing today and to try again tomorrow. So much so, that there have been a few instances where I've just not bothered phoning the medical centre about something that has been worrying me, because I just think, what's the point?”

“My experience over the last six months has been that it has been easier to get appointments provided you are very accurate about what you want. However, I do feel that the system requires you to know what you want in the first place, and I don't think that it is very easy to use for anybody elderly with hearing or memory problems.

eConsult is only available for two hours very early in the morning which I don't think is acceptable.

To book a Push Doctor appointment you need to be trying on the Monday or Tuesday because they get booked up very quickly. However, you can book a Push Doctor appointment for Saturday which is useful.”

“eConsult or online services are for people who are confident with mobile phones, tablets or computers. My mother is nearly 90 and is not therefore computer savvy.”

“Extremely difficult to get a GP appt but Push Doctor is great as is the clinical pharmacist service.”

“Honestly the process for booking an appointment is the one thing that I would change about this surgery. If you need to see a doctor or nurse the same day you have to ring up as soon as the surgery opens, and I cannot remember the last time that I was less than 30-40th in the phone queue. Inevitably then by the time you get through to someone all appointments are gone. Accessing urgent care is the single biggest problem with this surgery in my view - if you invest in anything at all please, please, please do something about this!”

“Easy enough to book but there are lots of different offerings now and I find it confusing knowing which I should be using - e Consult, Push Doctor, when to phone the surgery, walk in centre.”

“My GP is brilliant, but I can't get to see her. I have a chronic health condition and go round in circles with anyone else.

Econsult forms can only be submitted between 7-9 am which is ridiculous if you have a morning routine that involves travelling to work or getting children to school. Seriously - what's the problem with having them available all day as it's impossible to get through on the telephone."

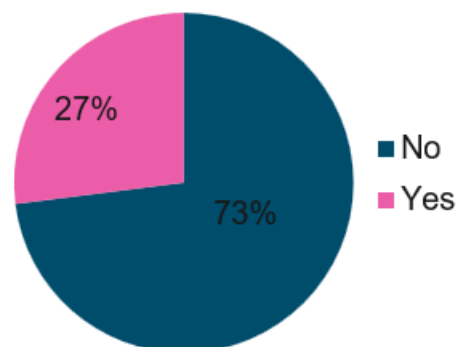
"I can never book online and find it hard on the phone. I was meant to have a check about mediation I was taking and still didn't hear.

It's only because I've been referred to hospital I am sometimes able to hear from a doctor. I never see the same doctor. I see different ones all the time and told different things."

Patient self-care

It's clear from speaking to patients during Enter and View visits and from survey findings that there is an urgent need for more patient awareness of self-care to help WMC. However, locally, this is not just WMC-specific. The Healthwatch Wokingham Borough team are aware this is an ongoing need across the local primary care network/GP surgeries across the borough.

Our online survey found that **73%** of patients did not seek alternative support and/or advice before making an appointment with a GP at the medical centre. Only **27%** of patients did so, with **32%** using eConsult first, followed by **26%** seeking help and advice from family and/or friends, and **24%** looking to the internet for help.



Communication with patients

A common theme running throughout the findings is the desire from patients to receive more communication from the medical centre, whether this is to understand the different options available to make appointments and how these services work, to wanting general updates and to feel part of a community. Patients also want to see more updated information on the medical centre's website. **60%** of patients are not aware of how to raise a complaint or how to share positive feedback.

Healthwatch Wokingham Borough understands that there is a Patient Participation Group which last met in February. Notes from this meeting have not been uploaded to the website and therefore it is not clear whether this group is active and what they are discussing.

Comments from patients about communication include:

"I don't know how you solve this issue but more of your patients need to understand how to use eConsult and Push Doctor. They need to understand that there are alternatives to phoning the surgery and that practice nurses and pharmacists can often do just as good a job as a GP"

"If they have a patients' participation group (?) then its members do not canvas outsiders on issues eg. relating to disabled patients. The website is well out of date. It no longer produces a newsletter describing changes, or even to 'sell' itself."

"The website is woefully out of date. It gives front page information about covid booster clinics in autumn 2022 and advises about problems due to staff shortages due to Covid from earlier in 2022."

"I think it would be useful to visiting patients to have a display or nameboard in reception showing the names of medical practitioners on duty each day. All too often it seems that not many are, or at least their names don't come up on the announcement screens, so we're left thinking that all the flexible working (reception saying "oh Dr X doesn't work on Thursdays or Dr Y isn't in today") is impacting on doctors' availability."

"I would urge them to engage more with their patients. Use Facebook and other online platforms to let patients get to know the staff? They get negative press because they appear unhelpful and uncaring. Because patients no longer think they care. Particularly during Covid they made it quite clear they didn't want anybody near them. They shut the gate. Many patients haven't really got over that attitude. They felt and still feel uncared for. This is despite the surgery making great efforts to be caring, responsive and friendly when you contact them now. It's going to take time for the trust to return to the surgery from the patients. Also, patient's expectations have moved on. They expect to be part of any decision. Paternalism isn't acceptable anymore. Patients can often know more about what they need than the health professionals as they're the person living the problem. Patients are also being bombarded with online messages to contact their doctor if they have symptoms only to find they can't see them! And when they finally get there further investigations take too long."

"The number of face-to-face appointments needs to increase at this medical centre. The communication also seems poor. I joined the practice in the last 2 years but when I filed the application, they failed to get back to me and so I resubmitted an application and again the same. Errors made on setting me up on their system also they had not updated the details as being my registered GP practice on the NHS site."

3.2 Observations

Accessibility

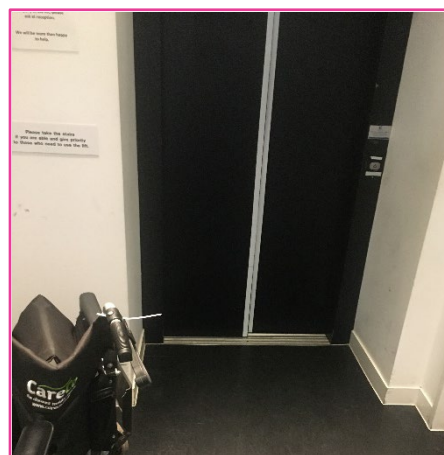
There is a small carpark available with disabled parking spaces and a restricted number of spaces for patients. There are pay and display car parks near the centre for patients to use. The management team have had previous conversations with the Council about more parking for the centre such as the old Marks and Spencer's car park, but this was not available.

Inside the centre, there is wheelchair access available and space for moving around the floors, with lifts too. Although there could be difficulties entering the centre if there is a long queue.

ARs noted that the disabled toilet signage on the toilet door was not at the correct level for a person in a wheelchair.

There are clear markings on the floor. There was one lift out of service which was clearly signed 'out of order.' However, ARs observed a lack of high visibility signage for patients entering and exiting the lifts so people know which floor they are on.

Any patient can speak to reception staff at any time if they have any requirements and needs for their appointment. We noted the Practice Manager talking to a patient in sign language as the patient was checking in.



Reception and waiting areas

On arrival for the first Enter and View visit there was a long queue at reception due to a technical issue with the self-check-in electronic screen. This caused confusion for some patients who were rushing to their appointments hoping to use the screen but then having to join the queue.

The reception staff treated patients in a friendly manner, spoke in a low tone with enough space and privacy between reception and the next patient.



The building itself is spacious, airy, and light with roof lights allowing natural light in the upper floors, plants and artwork brightening up areas across the centre. There are private spaces and areas available and easily accessible, away from the main seating areas if required.

The waiting areas on each floor have TV screens to display when patient appointments become available. The screens are positioned well, big in size with blue backgrounds and white bold font. Information displayed on these screens includes a patient's name, and room number. The name of the medical professional the patient will be seeing is not displayed.

When the next appointment appears on the screen, there is loud beep heard. One patient told an AR that the sound is "horrible as it is too loud" for their hearing aid but liked that they could see their name clearly on the screen.

A patient was heard discussing that the announcement system on the first floor can be unintelligible at times.

Another patient was the only patient on level 3 and told an AR that they had been waiting 30 minutes for an appointment. The patient felt she could not leave the wait area to go down to the ground floor and make enquiries with reception staff in case she would suddenly be called into her appointment, therefore, missing it. There is no way to check the status of an appointment with staff or through technology whilst on level 3.



It was observed that there is only one chair available with handles (level 1) throughout all wait areas and corridors on the three floor levels. Having fixed seating and chairs with no handles makes it difficult for patients that have impaired mobility to get out of their seats. If fixed seating gets full there is no room for patients to move and have support getting into and/or getting up out of their seat.



Information and signage

The ARs observed the confusion of a few patients on not knowing which direction to find their consultation rooms. Room number signs and text are very small, and there are no signs directing patients to room numbers from the waiting areas.

In addition, it was observed that on each consultation room door there is an A4 size poster telling patients "1 problem per consultation." The figure "1" is a prominent feature of the poster and can be confused with looking like a door number.

There is some redundant signage still up on walls relating to the outpatient clinic which no longer exists at the centre.

The NHS pop-up banners on eConsult and Push Doctor in areas of the centre are positioned well.



There are tables on each floor with information and leaflets however the ARs did not see any patients go over to any of these tables during their visits over a 3-day period.

There are good recycling schemes taking place at the medical centre such as batteries and spectacles, with posters explaining these initiatives, and the appropriate recycling boxes for these on display.



Website

Whilst we have not undertaken a full review of the website as part of our Enter and View, a spot check conducted on 6 June 2023 found a significant amount of out-of-date information:

- The initial pop-up regarding Covid-19 is stated as accurate on 27 June 2022 and across the top of the website are 2 banners – one relevant to end of December 2022 and one for 5 May 2023.

! IMPORTANT - Dear Patients, Today (Friday 5th May) we have a high level of sickness in the surgery. We may take longer than usual to answer you call and you could be asked to use the local c... [Find out more](#) [Dismiss](#) ✕

! IMPORTANT - The Shute End clinic will continue to operate on the remaining Thursday and Friday until end of December. Please see below for the upcoming clinics. Bookings will not be require... [Find out more](#) [Dismiss](#) ✕

- There is a webpage dedicated to the work of the Patient Participation Group with contact details but no further information about past or upcoming meetings.
- Information about Wokingham CCG and Berkshire West CCG has not been updated to reflect the change to the Buckingham, Oxfordshire and Berkshire West Integrated Care Board which took effect on 1 July 2022.

- How to book an appointment during the Covid Pandemic is still present and this is the only result that comes back when both 'eConsult' and 'Push Doctor' are typed into the search function.
- Information about Independent Health Complaints Advocacy is out of date. SEAP changed name to The Advocacy People in 2020 and the contact information and weblink are out of date.

4. Recommendations

Our recommendations to WMC fall under three themes: GP access; self-care, patient knowledge and patient communication; and environment.

Our recommendations are based on observations during our visits and survey responses – data from the multiple-choice questions and information from free text comments.

It is noted that since our visits/surveys took place, NHS England have announced changes to all GP practices and PCNs for 2023/2024 in a paper called 'The Delivery Plan for Recovering Access to Primary Care'. The plan sets out the requirements of GP practices and the PCNs to improve patient experience and satisfaction.

1. GP access

- Consider how patients can routinely be given the option of seeing a GP of their choice/same GP, particularly those with specific communication and/or multiple needs.
- Give patients who are hard of hearing the option to have face-to-face appointments first, rather than telephone consultations.
- To ease pressures on the phone system and to free up telephone lines for patients who are less technologically advanced and/or do not have access to the internet, and to increase satisfaction ratings, consider:
 - Allowing patients to book appointments in advance.
 - Removing the need to telephone at 8am for an appointment as this is restrictive for many patients (due to work commutes, family/school runs) and carers in terms of being able to call at that time and plan for an appointment.
 - Extending eConsult hours to later in the morning, such as 7am-11am or later. The current time is restrictive for many patients as above.
 - Reviewing the current list of reasons patients must select to make an eConsult appointment and exploring whether this can be updated. This would allow more

patients to use this service rather than having to phone the medical centre. For example, add Fibromyalgia and Ramsay Hunt Syndrome to the list.

- Including an option in eConsult to let the medical centre know a prescription has not been sent.

2. Patient self-care, patient knowledge and communications

It is clear from the survey findings and feedback that there is a need for more patient awareness on self-care, and the different services available/other clinical practitioners that can be seen/accessed at WMC but this is not just WMC-specific. The Healthwatch team have seen this across the local primary care network/other GP surgeries.

To improve communications and patient knowledge between the medical centre and its patients, we recommend increasing the visibility and activity of the PPG who have a valuable role in helping patients to be better informed and have their say in how services are delivered through:

- Working with the PPG to create more patient awareness on self-care, and the different services available/other clinical practitioners. They have access to resources from the [National Association for Patient Participation](#) (N.A.P.P) to help GP surgeries with patient self-care messaging. This includes self-care fact sheets that can be made available to patients through different communication channels.
- Asking the PPG to create a physical newsletter/quarterly update patients can pick up when visiting the medical centre, particularly by those patients who do not have access to, or do not wish to access information via, the internet.
- Creating and promoting a video that introduces WMC and what patients can expect, including the range of roles people can expect to see/speak to.
- Considering reactivation of the WMC Facebook Page and using this channel as an online information hub/communication channel for patients to find out about the medical centre and pharmacy; updates, changes, self-care messaging, getting to know staff/their roles, recycling schemes etc. As an example, please see Twyford Surgery's Facebook page with 1.3k followers @twyfordsurgeryberkshire.
- Reviewing and updating the WMC website as a matter of priority (examples of out of date information are given in the findings)
- Adding updated information to the website about:
 - eConsult including this link: [How to use eConsult](#) and the self-care resources within it.
 - Push Doctor, including this link: [How it works](#).
 - the [NHS app](#).
 - the PPG; introducing members and current activity.

- Allocating responsibility for website (and Facebook) updates to a member of staff or a member/s of the PPG who has time scheduled each month to check content and make updates.

3. Environment

Review our observations, investigate, and consider making the following improvements:

- Moving the toilet signage on the disabled toilets' doors to eye level so patients in wheelchairs can see this easily by making sure it is at a suitable eye level.
- Investigate ways in which patients on all floor levels (apart from the ground floor) can check appointment status.
- Installing high-visibility signage for patients coming out of the lifts, so there is differentiation between the lift flooring and flooring outside of the lift area.
- Installing room number directions, larger room numbers and floor level numbers so this information is clear to patients.
- Redesigning the door posters which state "1 problem per consultation" to avoid confusion with room numbers.
- Adding the name of the GP/consultant patients have an appointment with, on the announcement screens in the wait areas or a visible list of healthcare professionals that are in the medical centre each day.
- Replacing some chairs with chairs that have arms (only one chair with arms was observed) in the waiting areas and corridors, as having no arms on chairs can make it difficult for patients with additional mobility needs.

5. Responses

Response from Wokingham Medical Centre Practice

WMC Enter & View – Practice Response

Introduction

Wokingham Medical Centre has always supported Healthwatch Wokingham, ever since we helped the launch at a Rectory Road Surgery flu clinic back in 2012/13.

We welcomed the Healthwatch Team into the practice for the Enter and View process in March 2023 and the opportunity to showcase some of the key improvements and advances we have made to provide a modern healthcare service which ensures the delivery of high quality patient experience

Staff Survey

As part of the wider Modality Partnership, here at Wokingham Medical Centre we complete our own annual staff survey and have done so for the last 4 years. This is important to us as it helps to monitor how we are progressing in the eyes of all our team members and provides valuable feedback.

Since the Enter and View in March 2023 we have received and analysed the results of the staff survey. The results are positive and very similar to the great results we received last year. Our team members work extremely hard in often challenging times, and we are proud of each and every team member.

Findings

Healthwatch informed us that they received 148 completed responses to their surveys, which, given that Wokingham Medical Centre has more than 25,000 patients, gives a response rate of 0.59% of the population. And we should point out that Healthwatch said they were unable to guarantee that all the online responses were from patients registered with the practice.

Friends and Family Test results are an NHS England tool for ongoing collection of patient satisfaction data. The results for the last few months are listed in the table below. Patients are asked how likely they are to recommend the practice to friends and family after every visit to the practice. We also have the paper forms on the front desk and the FFT is available via the practice website.

Month	Number of patients answered- Extremely Likely	Number of patients answered- Likely	Number of patients answered- Neither Likely or Unlikely	Number of patients answered- Unlikely	Number of patients answered- Extremely Unlikely	Number of patients answered- Don't know
March 2023	58	49	16	2	6	0
April 2023	317	251	79	21	16	0
May 2023	278	235	64	32	23	0
June 2023	303	283	70	20	25	0

In stark contrast to the Healthwatch report, we can be assured that these are our registered patients. The results above can be summarised as below:

Total number of respondents:	2148
Total number extremely likely or likely to recommend practice:	1774
Percentage extremely likely or likely to recommend practice:	82.5%
Total number extremely unlikely or unlikely to recommend practice:	145
Percentage extremely unlikely or unlikely to recommend practice:	6.75%

The total number of respondents above represents 8.59% of our list size – 14.6 times the number of respondents to the Healthwatch survey.

Healthwatch Report 'Themes'

Quality of Care

When we met with Healthwatch Wokingham we asked what their criteria were for their assessment of Quality of Care. The answer was there was no specific measurement/definition – it was more about how the survey respondents felt about the care they received – an approach we found concerning and needed reviewing. We believe a far more coherent and detailed assessment is vital to provide a meaningful measurement of the Quality of Care we offer our patient's.

As a practice we take quality of care very seriously and measure ourselves using the CQC (Care Quality Commission) methodology. CQC have clear definitions for quality of care and these encompass the entire breadth of clinical practice. It should be noted what Wokingham Medical Centre had a CQC inspection in August 2021 and attained a Good rating in all Key Lines of Enquiry (quality domains) and a Good overall.

GP Access

As a practice we have introduced several ways that patients can contact us to either make an appointment or request advice. Many of these include using technology. Our aim is for those patients who 'can', to use digital pathways so that the telephone lines will be freed up for those patients who cannot use such systems.

eConsult – the eConsult service was introduced towards the start of the Covid-19 pandemic in most practices in the locality. It allows patients to complete an online form relevant to their medical or administration query. Initially, the eConsult service was open 24 hours a day and like most practices, we found that the volume of requests became unmanageable. Unlike most practices, however, rather than switch it off completely, we decided to limit the times it was open. On average we receive over 250 requests a week – this is a safe level and although we review appointment provision on a weekly basis, it is highly unlikely that we can increase the number of eConsults without reducing the number of face to face appointments.

Push Doctor (Square Health) – Our GP Partners fund Push Doctor video appointments for our patients. Patients can download the app and as a Wokingham Medical Centre patient can book an NHS appointment (free) at a date and time that suits them up to 7 days in advance.

AccuBook (self-book links) – For patients with long term conditions who require annual monitoring we are now inviting these patients differently to previous years. For example, we are inviting all our diabetic patients to use an Accubook self-book link to choose and book an appointment time and date that suits them for their annual diabetic (including blood test) appointments. Patients who are not able to use this are written to or contacted directly by our Patient Services Team. Once all our diabetic patients have had this risk-stratification check, we can prioritise those patients who need more support for their next appointment. This way we are

prioritising patients at greatest medical risk. The ICB are aware of our innovative approach as it has the potential to reduce A&E attendance.

We also use self-book links to book our flu clinics as it saves patients having to call the practice and they can pick a date and time that suits them without needing to wait on the telephone at to the practice. We will be sending out this year's flu campaigns messages later in the year for eligible patients.

AccuRx (SMS questionnaires) – For various groups of patients, eg asthmatics, we are again using technology to facilitate risk stratification. Patients are sent a link to complete a specific questionnaire regarding their Long Term Condition (LTC). Once we have received the results of the questionnaire, they are risk stratified and again those with the most need are prioritised.

Telephone – Like all practices in England, our telephone lines open at 8am when the surgery opens and close at 6.30 pm. Patients can phone the surgery throughout the day with appointment requests and queries. All practices find that patients who have a medical need call the practice at 8am. We have recently (October 2022) changed our telephone system and patients can now choose an option to have their place in the queue virtually hold and they can go and do something else. Once they reach the front of the telephone queue the practice phones them back and the Patient Services Team member deals with the query request as usual.

When patients contact the practice, our team will ask questions so that they can direct patients to the most appropriate clinician or service. We can direct patients to the NHS England-mandated Community Pharmacy Scheme (CPCS) as local community pharmacists are able to deal with many medical matters. We can also direct patients to many other clinicians including First Contact Physiotherapists as we know that seeing a GP is not always the most appropriate clinician in the present Primary Care System.

Walk in – Patients are also able to walk in and speak to our Patient Services team at the front desk. Should anyone want to speak in a more private area they can request this.

Comments from the Enter and View

Having to ring at 8am – As described earlier all surgery phone lines open at 8am when the surgery opens for the day and that is the most popular time patients call. We have some appointments that can be booked ahead however, we do most of our appointments on the day as we know patients' expectations are to deal with matters quickly. We do send appointment reminders (via text) for future appointments however we do find that many appointments booked ahead are not attended (DNA'd).

267 patient appointments were DNA'd in March 2023 when the Enter and View occurred. This was on average 19.2 hours a week of appointments that could have been offered to other patients. Patients can cancel appointments online or via the text reminder, so they do not need to contact the surgery by telephone to let us know. We are then able to offer cancelled appointments to other patients.

Unable to get a face-to-face appointment when it is felt necessary - After consultation with our PPG in January 2023 we changed our appointment system from mainly telephone consultation first, back to a traditional face to face system. We still have a few clinicians who continue with telephone consultation clinics to ensure we are offering different options for patients. We know that some patients have become used to telephone first consultations during the pandemic.

Not being able to see a GP of choice - Government policy for at least two decades has been to reduce the role of GP's and to widen the Primary Care Team. Patients can request an appointment with a clinician of their choice; however, it is quite likely that the most appropriate member of the practice multi-disciplinary team is not a GP and that the patient will be care navigated to eg a pharmacist, physiotherapist etc.

Online booking - We know that navigating to who is the most appropriate clinician to see can be difficult. We did try having certain clinicians eg our First Contact Physiotherapist appointments available to be booked online, however there were a high number booked inappropriately which meant the patient services team needed to be taken away from answering the incoming telephone calls to phone these patients back and rearrange the appointment to a more appropriate clinician.

Following a number of these incidents we removed the online option so that the patient services team can navigate to the appropriate clinician when patients call in.

After reading the report it is clear that some patients have been very fortunate and not needed to use our medical services for a while, as there are comments about not being able to make a face to face appointment. This is obviously ancient history as we changed the system to a majority face to face service in January 2023.

Self Care

We agree with Healthwatch Wokingham that there needs to be a wider campaign to help promote self-care but it should be self-evident that encouraging this is far beyond the capability and the capacity of a GP surgery. Encouraging self-care and educating patients appropriately is a public health and societal matter. Nevertheless, we have self-care information on our waiting room TV screens and are aware that many local community pharmacies who also help promote this.

Communication with patients

We are pleased that we have the most diverse and inclusive PPG that we've ever had and at our last meeting in January 2023, many of the proposed changes eg a return to predominantly face to face appointments, communication by SMS and Patient Group Education Sessions were discussed and approved.

We accept that we could do better in communicating with our patients as information can change often, as we work to improve care for our patients. However, it should also be noted that everyone in a GP surgery does multiple jobs, and that focusing on extensive communication will take someone away from doing something more precisely focused on patient care.

Nevertheless, we have recently communicated directly with our 9,000 long-term condition patients to explain the changes we have made to how we monitor their health conditions this year.

Over the last three years we have had to change many ways in which we do things, often at short notice and recognise that eg keeping our website absolutely current may have slipped.

During the pandemic we increased the use of our Facebook page to keep patients informed and again acknowledge that as the pandemic wound down and we focused on returning to usual ways of working, the use of this decreased. We can increase its usage again.

We contacted our website provider regarding the out-of-date covid information that was still showing on our website, as this was added by them and not initiated by the practice. They have apologised for not removing it as they had for other local practices in the area. This has now been rectified. Thank you to Healthwatch for highlighting this to us.

Accessibility

Thank you for the comments regarding the toilet door signs. This was not mentioned during the initial compliance visit before the practice opened. It should be noted that Wokingham Medical Centre is a triple-award-winning building, with one of the awards being a prestigious Civic Trust Award. Not only that, the design of the medical centre involved input from groups representing those with limited sight, hearing, mobility etc. As a result, we're confident that our medical centre meets accessibility criteria, but we're content to consider Healthwatch's suggestions if they are evidence-based.

Reception and waiting area

Unfortunately, our check in screens had a technical problem on the day of the Enter and View, this was rectified by an engineer remotely from the check in screen company later that day. The self- check in screens are very useful to help reduce the queue at the reception desk, especially at popular times of the day.

We can amend the sound on the TV screens if patients feel they are too loud. We are aware that not all clinicians use the 'call-in' facility as they prefer to personally collect their patients from the waiting area.

Staff often walk through the patient areas, so if some has been waiting a while they can ask or will be checked on by a team member. The team member can then double check that the self-check in system has signed them in correctly or if the clinician is running late. As they may have had to deal with an urgent situation that took longer than the allocated 10-minute appointment.

Chairs with arms

When we walked through the first floor waiting area we counted 7 chairs with arms. Across the three waiting areas we have a total of 16 chairs with arms. We do know these often get moved around as patients choose to move them to outside the room they are waiting to go into. We will regularly check to make sure there is an even spread of chairs with arms around the waiting areas.

Information and signage

The one problem per consultation poster on each clinical room door is widely used across practices up and down the country (and even internationally). The posters have been in place for a number of years now and we have not been made aware of patients confusing these with room numbers.

The out-patients clinic signage has not been removed by the provider as they have not relinquished the clinic.

Conclusion

Recent NHS England data demonstrates (independently) that we offer and provide around 130 appointments per 1000 patients on our list per week compared to a nationally recognised provision of 72 appointments per 1000 a week. This means that we are providing almost double the number of appointments which, may ultimately, be unsustainable. However, we take great pride in being able to achieve this and we want to publicly thank our teams for their valuable

contribution to this ongoing work. To meet this level of appointment provision we have adopted a data-led approach, an innovative mindset and a commitment to deliver high quality care to our thousands of patients.

Healthwatch informed us their visit was prompted by feedback from patients over a six month period but were unable to give us reliable data to back up these claims. This, coupled with the lack of specific, measurable data-testing during their visit, does undermine our confidence in the validity and value of their report. We have raised Healthwatch Wokingham's lack of meaningful data, benchmarking and measurement with the appropriate health authorities including the BOB ICB (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board) as we are keen to ensure our Practice and our staff are judged on their many achievements over recent months to ensure we provide a high standard of modern primary care to our community.

Wokingham Medical Centre

Response from Buckinghamshire, Oxfordshire and Berkshire Integrated Care Board.

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (ICB) is pleased to have been asked to respond to Healthwatch's Wokingham Medical Centre Enter and View report which provides insight into patient experience. As Healthwatch acknowledges the report does not represent the experience of all patients at Wokingham Medical Centre and is only an account of what was observed and contributed during conversations at the visit and survey responses. The proportion of responses received is small in relation to the total number of patients registered with Wokingham Medical Centre however it is important that the views of those who responded are recognised and responded to.

The ICB has reviewed the recommendations in the report and reflected on these with regards to how it may be able to support Wokingham Medical Centre and the wider GP practice community. It recognises that Wokingham Medical Centre will respond to the report separately.

GP Access

There is much focus on GP access at the current time both nationally and locally and all GP practices as part of their Primary Care Network (PCN) have recently completed a Capacity and Access Improvement Plan in discussion with the ICB. The Modality Wokingham PCN, which Wokingham Medical Centre is part of, plan sets out how they will proactively manage demand to improve telephone access alongside online access options. Appointment capacity in the

various modes expected to be delivered are in place but there is acknowledgement that monitoring of patient experience is required including meeting specific patient needs such as those of deaf users. The ICB will continue to work with the PCN in the delivery of this plan over the coming months.

Patient self-care, patient knowledge and communications

The need to promote self-care, the different services available to patients, as well as the other clinical practitioners now available for patients to consult with is recognised. The ICB looks forward to working with Healthwatch on its recently launched project looking at public understanding of how GP practices now operate to address this and hope that this will also be used to support practices to work with their PPGs on these issues as recommended in the report.

Environment

No doubt Wokingham Medical Centre will reflect on the environment findings in the report. These are helpful reflections that all GP providers should review. The ICB will therefore share the environmental improvements detailed in the report in a future edition of its GP Bulletin.

Thank you once again for sharing this report. Feedback on patient experience is an essential pillar to how the ICB continuously improve services and address health inequalities.

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board



6. Contact us:

If you have any questions, need information or advice on health and social care services across Wokingham Borough, you can call us or get in contact via our website. Our details follow below:

Address: Wokingham Charity and Community Hub, Waterford House,
Erfstadt Court, Wokingham, Berks, RG40 2YF

Telephone: 0118 418 1418

Email: enquiries@healthwatchwokingham.co.uk

Website: www.healthwatchwokingham.co.uk

If you require this report in an alternative format, please contact us using the details above.

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Appendices

Appendix 1

What is Enter and View?

Healthwatch have a legal power to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.

Although Enter and View sometimes gets referred to as an 'inspection', it should not be described as such.

Local Healthwatch operate under the principles of the legislation which are to:

- Go into health and social care premises to hear and see how people experience the service
- Collect the views of people at the point of service delivery
- Collect the views of carers and relatives of service users
- Observe the nature and quality of services
- Collate evidence-based feedback
- Report to providers, regulators, Local Authority and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners
- Develop insights and recommendations across multiple visits to inform strategic decision making at local and national levels.

Healthwatch statutory functions

1. The legislative framework for Healthwatch is split between what Healthwatch must do (duties) and what they may do (powers). Healthwatch have a power under the Local Government and Public Involvement in Health Act 2007¹ and Part 4 of the Local Authorities Regulations 2013² to carry out Enter and View visits.
2. Healthwatch should consider how Enter and View activity links to the statutory functions in section 221 of the Local Government and Public Involvement in Health Act 2007³.

¹ [Section 225 of the Local Government and Public Involvement in Health Act 2007](#)

² [Part 4 of The Local Authorities \(Public Health Functions and Entry to Premises by Local Healthwatch Representatives\) Regulations 2013](#)

³ [Section 221 of the Local Government and Public Involvement in Health Act 2007](#)

The purpose of an Enter and View visit is to collect evidence of what works well and what could be improved to make people's experiences better. Healthwatch can use this evidence to make recommendations and inform changes both for individual services as well as system-wide.

During the visit, Healthwatch should focus on:

- Observing how people experience the service through watching and listening;
- Speaking to people using the service, their carers and relatives to find out more about their experiences and views;
- Observing the nature and quality of services;
- Reporting their findings to providers, regulators, the local authority, and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners based on what was found during the visit.

Taken from Healthwatch England 'A guide to Enter and View' March 2022

Appendix 2

About Wokingham Medical Centre

WMC is a purpose-built surgery that opened in 2014 as part of the Modality Partnership, replacing two older surgery buildings. It is one of the biggest GP surgeries in Wokingham Borough, serving approximately 24,000 patients.

The centre includes consultant and treatment rooms, and a room in which patients are free to use the self-service blood pressure machine. There is stair and lift access.

Face-to-face appointments to see an array of clinical professionals, including GPs, are released at 8:00 am each weekday when telephone lines open.

Video and online consultation appointments are available for patients through Push Doctor and eConsult services. eConsult requests are accepted Monday to Friday, 7am - 9am but may close earlier if the medical centre reaches capacity for the day.



There is a pharmacy within the medical centre offering support and advice, and for minor injuries.

Externally the premises includes a small car park for disabled patients with easy access arrangements for those with limited physical mobility.


The centre is an Armed Forces Veteran friendly accredited GP practice.

Appendix 3: Online survey findings









1. Please tell us who you are:

Answer Choices			Response Percent	Response Total
1	Patient		92%	123
2	Parent/relative of patient		8%	11
3	Carer of patient		0%	0

2. Thinking about your last appointment at the medical centre, did you seek health advice from anywhere else before booking your appointment?

Answer Choices			Response Percent	Response Total
1	Yes		27%	36
2	No		73%	98















3. If yes, where did you seek advice from before making your appointment? (Please tick all that apply)

Answer Choices			Response Percent	Response Total
1	Advice from family/friends		26%	10
2	Contacting/visiting a pharmacy		13%	5
3	GP eConsult service		32%	12
4	Healthcare digital apps (please specify)		8%	3
5	Healthcare website/internet (please specify)		24%	9
6	Ringling NHS 111		11%	4
7	Using NHS 111 online		8%	3
8	Visiting A&E		3%	1
9	Visting an Urgent Treatment Centre		0%	0

3. If yes, where did you seek advice from before making your appointment? (Please tick all that apply)

10	Other (please specify):		34%	13
Other (please specify): (13)				

4. The care team at the medical centre has grown substantially over the last few years like other GP surgeries across the South of England. Thinking about the last six months, have you had an appointment/consultation at the medical centre with any of the following? (Please tick all that apply)

Answer Choices			Response Percent	Response Total
1	Clinical Pharmacist		17%	23
2	GP		61%	82
3	Health Care Assistant		8%	11
4	Mental Health Link Worker		1%	2
5	Advanced Nurse Practitioner		14%	19
6	Long Term Conditions Nurse		3%	4
7	Practice Nurse		25%	33
8	Paramedic/Urgent Care Practitioner		4%	5
9	Phlebotomist (blood test)		19%	26
10	Physician Associate		4%	6
11	Physio		7%	9
12	Push Doc (video appointment/consultation)		22%	29
13	Social Prescriber		1%	1
14	Not sure		13%	17
Comments: (39)				

5. Thinking about your last appointment at the medical centre, how did you book your appointment?

Answer Choices		Response Percent	Response Total
1	Telephone	57%	77
2	In-person	10%	13
3	Online	24%	33
4	I did not book the appointment myself	8%	11

6. How easy was it to book this appointment?

Answer Choices		Response Percent	Response Total
1	Very easy	13%	17
2	Easy	17%	22
3	Neither easy nor difficult	19%	26
4	Difficult	18%	23
5	Very difficult	31%	41
6	I didn't book the appointment myself	4%	5

Comments on why you have found this easy/difficult etc. (100)





7. When you book an appointment do you get a choice of who you can specifically see, such as a preferred doctor?

Answer Choices		Response Percent	Response Total
1	Always	3%	4
2	Sometimes	23%	31
3	Never	74%	99






8. Do you know that the medical practice also offers video and online appointments/consultations?

Answer Choices	Yes	No	Response Total
Push Doctor (video appointments/consultations)	81% 109	19% 25	134
eConsult (online appointments/consultations)	78% 105	22% 30	135




9. Which have you used in the last six months (please tick all that apply):

Answer Choices			Response Percent	Response Total
1	Telephone appointment/consultation		60%	80
2	Face to face appointment/consultation		55%	74
3	Push Doctor (video appointment/consultation)		22%	30
4	eConsult (online appointment/consultation)		44%	59
			answered	134
			skipped	0






10. Thinking about the last time you telephoned the medical centre, how satisfied were you with the telephone system (this is a new system that has been put in place in October 2022):

Answer Choices			Response Percent	Response Total
1	Very satisfied		7.46%	10
2	Satisfied		18.66%	25
3	Neutral		27.61%	37
4	Dissatisfied		19.40%	26
5	Very dissatisfied		26.87%	36
			answered	134
			skipped	0
Comments on why you are satisfied/dissatisfied etc. (86)				

11. Do you use the new telephone queue system?

Answer Choices			Response Percent	Response Total
1	Yes		53%	71
2	No		31%	42
3	Sometimes		16%	21



12. How satisfied are you about booking appointments with the medical centre, overall?

Customer Satisfaction Score: 64.18			Response Percent	Response Total
1	Very satisfied		5%	7
2	Satisfied		18%	24
3	Neutral		23%	31
4	Dissatisfied		22%	30
5	Very dissatisfied		31%	42
Comments on why you are satisfied/dissatisfied etc. (87)				

13. Thinking about your last appointment within the last six months, how strongly do you agree or disagree with the following statements:

Answer Choices	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Response Total
I am satisfied with the quality of medical care and treatment I received at the medical centre	21% 29	34% 46	19% 26	16% 22	8% 12	135
The reception staff were helpful	11% 15	37% 49	27% 35	14% 19	11% 14	132
The healthcare professional I saw was best placed to deal with my health issue/concern	23% 31	42% 55	21% 28	7% 9	7% 9	132
I felt my needs were met	22% 29	37% 49	20% 26	13% 17	8% 11	132
I trust the advice I was given	20% 27	40% 53	23% 31	10% 13	6% 8	132
I was clear on next steps	18% 24	41% 56	23% 31	12% 16	7% 9	136

14. Do you know how to make a complaint to the centre or how to give positive feedback?

Answer Choices	Response Percent	Response Total
1 Yes 	40%	53
2 No 	60%	80

15. Do you have any other comments to make about Wokingham Medical Centre (e.g what you like most about the centre, one thing you would change about the centre)

Answer Choices	Response Percent	Response Total
1 Open-Ended Question	100%	91

5. Demographic information










16. Do you or the patient you are caring for have a disability?

Answer Choices		Response Percent	Response Total
1	Yes	23%	31
2	No	77%	102





17. If yes, what is the nature of your/the patient you are caring for disability? (Please tick all that are applicable)

Answer Choices		Response Percent	Response Total
1	Learning or developmental disabilities (including dyslexia and autism)	26%	8
2	Long term illness (including cancer, diabetes, HIV and multiple sclerosis)	29%	9
3	Mental health condition (including anxiety, bipolar disorder and depression)	16%	5
4	Physical impairment (including arthritis, cerebral palsy and using a wheelchair)	19%	6
5	Sensory impairment (including hearing, sight and speech impairments)	16%	5
6	Prefer not to say	3%	1
7	Not known	0%	0
8	Other (please specify):	29%	9
Other (please specify): (9)			

18. Please tell us your age range:


Answer Choices			Response Percent	Response Total
1	18-24		1%	2
2	25-34		7%	9
3	35-44		15%	20
4	45-54		21%	28
5	55-64		21%	28
6	65-74		20%	27
7	75-84		13%	17
8	85+		1%	2
9	Not known		1%	1

19. Please tell us your gender:








Answer Choices			Response Percent	Response Total
1	Woman		68%	91
2	Man		29%	38
3	Non-binary		0%	0
4	Prefer not to say		2%	3
5	Prefer to self-describe:		1%	1

Prefer to self describe: (1)

20. Please select your ethnicity:


Answer Choices			Response Percent	Response Total
1	Arab		0%	0
2	Asian or Asian British: Chinese		2%	2

20. Please select your ethnicity:



3	Asian or Asian British: Bangladeshi		0%	0
4	Asian or Asian British: Indian		2%	2
5	Asian or Asian British: Pakistani		0%	0
6	Asian or Asian British: Any other Asian background		0%	0
7	Black/Black British: African		0%	0
8	Black/Black British: Caribbean		0%	0
9	Black/Black British: Any other Black/Black British background		0%	0
10	Mixed/multiple ethnic groups: Black Caribbean and White		1%	1
11	Mixed/multiple ethnic groups: Black African and White		0%	0
12	Mixed/multiple ethnic groups: Asian and White		2%	2
13	Mixed/multiple ethnic groups: Any other mixed/multiple ethnic background		0%	0
14	White: British/Northern Irish/Scottish/Welsh		82%	108
15	White: Gypsy, Traveller		0%	0
16	White: Roma		0%	0
17	White: Any other background		7%	9
18	Prefer not to say		4%	6
19	Other (please specify):		2%	2
Other (please specify): (2)				

Appendix 3: Face-to-face/paper survey findings




1. Please tell us who you are:

Answer Choices			Response Percent	Response Total
1	Patient		100%	14
2	Parent/relative of patient		0%	0
3	Carer of patient		0%	0


2. Before booking this appointment did you seek health advice from anywhere else?

Answer Choices			Response Percent	Response Total
1	Yes		57%	8
2	No		43%	6
			answered	14
			skipped	0










3. If yes, where did you seek advice from before making your appointment? (Please tick all that apply)

Answer Choices			Response Percent	Response Total
1	Advice from family/friends		7%	1
2	Contacting/visiting a pharmacy		7%	1
3	GP eConsult service		14%	2
4	Healthcare digital apps (please specify)		0%	0
5	Healthcare website/internet (please specify)		0%	0
6	Ringling NHS 111		0%	0
7	Using NHS 111 online		0%	0
8	Visiting A&E		0%	0

3. If yes, where did you seek advice from before making your appointment? (Please tick all that apply)

9	Visiting an Urgent Treatment Centre		7%	1
10	Other (please specify):		21%	4
Other (please specify):				
1	Cardio rehab team			
4	General Internet search			
7	Post surgery referral			
10	previous GP @Winnersh			

4. The care team at the medical centre has grown substantially over the last few years, like other GP surgeries across the South of England. Thinking about the last six months, have you had an appointment/consultation at the medical centre with any of the following? (Please tick all that apply)

Answer Choices			Response Percent	Response Total
1	Clinical Pharmacist		21%	3
2	GP		86%	12
3	Health Care Assistant		7%	1
4	Mental Health Link Worker		0%	0
5	Advanced Nurse Practitioner		0%	0
6	Long Term Conditions Nurse		14%	2
7	Practice Nurse		43%	6
8	Paramedic/Urgent Care Practitioner		0%	0
9	Phlebotomist (blood test)		36%	5
10	Physician Associate		14%	2
11	Physio		7%	1
12	Push Doc (video appointment/consultation)		7%	1
13	Social Prescriber		0%	0
14	Not sure		0%	0

4. The care team at the medical centre has grown substantially over the last few years, like other GP surgeries across the South of England. Thinking about the last six months, have you had an appointment/consultation at the medical centre with any of the following? (Please tick all that apply)

Comments: (2)

- | | |
|---|--|
| 1 | Had 2 blood tests and 2 consultations |
| 2 | I have been trying for a month to get an appt with the clinical pharmacist |

5. How did you book today's GP appointment?

Answer Choices		Response Percent	Response Total
1	Telephone	50%	7
2	In-person	36%	5
3	Online	7%	1
4	I did not book the appointment myself	7%	1

6. Thinking about when you originally booked today's appointment, how easy was it to book?

Answer Choices		Response Percent	Response Total
1	Very easy	50%	7
2	Easy	14%	2
3	Neither easy nor difficult	29%	4
4	Difficult	0%	0
5	Very difficult	0%	0
6	I didn't book the appointment myself	7%	1

Comments on why you found it easy/difficult sent to WMC: (9)

7. How far in advance did you make your appointment for today?

Answer Choices		Response Percent	Response Total
1	On the day	79%	11
2	1 day ago	0%	0
3	2-3 days ago	7%	1
4	4-5 days ago	0%	0
5	1 week ago	14%	2
6	2 weeks ago	0%	0
7	3 weeks ago	0%	0
8	4-5 weeks ago	0%	0
9	Other (please specify):	0%	0
Other (please specify): (0)			

8. When you book an appointment do you get a choice of who you can specifically see, such as a preferred doctor?

Answer Choices		Response Percent	Response Total
1	Always	0%	0
2	Sometimes	36%	4
3	Never	64%	7

2. Different types of appointments/consultations

9. Do you know that the medical practice also offers video and online appointments/consultations?

Answer Choices	Yes	No	Response Total
Push Doctor (video appointments/consultations)	93% 13	7% 1	14
eConsult (online appointments/consultations)	79% 11	21% 3	14

10. Please tick those you have used in the last 6 months (tick all that apply)

Answer Choices			Response Percent	Response Total
1	Telephone appointment/consultation		29%	4
2	Face to face appointment/consultation		86%	12
3	Push Doctor (video appointment/consultation)		14%	2
4	eConsult (online appointment/consultation)		7%	1

11. Thinking about the last time you telephoned the medical centre, how satisfied were you with the telephone system (this is a new system that has been put in place in October 2022)

Answer Choices			Response Percent	Response Total
1	Very satisfied		29%	4
2	Satisfied		29%	4
3	Neutral		14%	2
4	Dissatisfied		29%	4
5	Very dissatisfied		0%	0

Comments on why you are satisfied/dissatisfied sent to WMC: (11)

12. Do you use the new telephone queue system?

Answer Choices			Response Percent	Response Total
1	Yes		71%	10
2	No		0%	0
3	Sometimes		29%	4

13. How satisfied are you about booking appointments with the medical centre, overall?

Customer Satisfaction Score: 37.5			Response Percent	Response Total
1	Very satisfied		14%	2
2	Satisfied		36%	5
3	Neutral		36%	5
4	Dissatisfied		14%	2
5	Very dissatisfied		0%	0

Comments on why you are satisfied/dissatisfied sent to WMC (8)

14. How satisfied are you with the overall quality of medical care and treatment you receive at the medical centre?

Answer Choices			Response Percent	Response Total
1	Very satisfied		21%	3
2	Satisfied		36%	5
3	Neutral		36%	5
4	Dissatisfied		7%	1
5	Very dissatisfied		0%	0

Comments on why you are satisfied/dissatisfied sent to WMC: (10)

15. Do you know how to make a complaint to the centre or how to give positive feedback?

Answer Choices			Response Percent	Response Total
1	Yes		38%	5
2	No		62%	8

16. Do you have any other comments to make about Wokingham Medical Centre (e.g what you like most about the centre, one thing you would change about the centre)

Answer Choices		Response Percent	Response Total
1	Open-Ended Questions with comments sent to WMC	100%	11

17. Do you or the patient you are caring for have a disability?

Answer Choices		Response Percent	Response Total
1	Yes	0%	0
2	No	100%	14

18. If yes, what is the nature of your/the patient you are caring for disability? (Please tick all that are applicable)

Answer Choices		Response Percent	Response Total
1	Learning or developmental disabilities (including dyslexia and autism)	0%	0
2	Long term illness (including cancer, diabetes, HIV and multiple sclerosis)	0%	0
3	Mental health condition (including anxiety, bipolar disorder and depression)	0%	0
4	Physical impairment (including arthritis, cerebral palsy and using a wheelchair)	0%	0
5	Sensory impairment (including hearing, sight and speech impairments)	0%	0
6	Prefer not to say	0%	0
7	Not known	0%	0
8	Other (please specify):	0%	0

18. If yes, what is the nature of your/the patient you are caring for disability? (Please tick all that are applicable)

Other (please specify): (0)

No answers found.

19. Please tell us your age range:

Answer Choices		Response Percent	Response Total
1	18-24	0%	0
2	25-34	0%	0
3	35-44	0%	0
4	45-54	14%	2
5	55-64	7%	1
6	65-74	29%	4
7	75-84	43%	6
8	85+	7%	1
9	Not known	0%	0



20. Please tell us your gender:

Answer Choices		Response Percent	Response Total
1	Woman	71%	10
2	Man	29%	4
3	Non-binary	0%	0
4	Prefer not to say	0%	0
5	Prefer to self describe:	0%	0

Prefer to self describe: (0)

No answers found.

21. Please select your ethnicity:

Answer Choices		Response Percent	Response Total
1	Arab	0%	0
2	Asian or Asian British: Chinese	0%	0
3	Asian or Asian British: Bangladeshi	0%	0
4	Asian or Asian British: Indian	0%	0
5	Asian or Asian British: Pakistani	0%	0
6	Asian or Asian British: Any other Asian background 	7%	1
7	Black/Black British: African	0%	0
8	Black/Black British: Caribbean	0%	0
9	Black/Black British: Any other Black/Black British background	0%	0
10	Mixed/multiple ethnic groups: Black Caribbean and White	0%	0
11	Mixed/multiple ethnic groups: Black African and White	0%	0
12	Mixed/multiple ethnic groups: Asian and White	0%	0
13	Mixed/multiple ethnic groups: Any other mixed/multiple ethnic background	0%	0
14	White: British/Northern Irish/Scottish/Welsh 	85%	11
15	White: Gypsy, Traveller	0%	0
16	White: Roma	0%	0

21. Please select your ethnicity:

17	White: Any other background	<input checked="" type="checkbox"/>	8%	1
18	Prefer not to say	<input type="checkbox"/>	0%	0
19	Other (please specify):	<input type="checkbox"/>	0%	0
Other (please specify): (0)				



Wokingham Charity & Community Hub
Waterford House
Erfstadt Court
Wokingham
RG40 2YF

www.healthwatchwokingham.co.uk

t: 0118 418 1418

e: enquiries@healthwatchwokingham.co.uk

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