

BEACON MEDICAL CENTRE
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Patient Participation Group Report March 2015

Practice and Patient Participation Group Profile

Beacon Medical Centre serves a patient population of approximately 3,900 patients and collectively, our clinicians offer over 1,400 appointments per month. The Practice is actively recruiting new members to join the Patient Participation Group. If this is something you are interested in becoming part of, please leave your contact details at the reception desk.

Patient Participation Group Profile

Age Profile

0%	<16
0%	17-24
10%	25-34
0%	35-44
53%	45-54
21%	55 – 64
16%	65 - 74
0%	>75

Ethnicity Profile

White British Group	84%
Asian or Asian British	16%

Gender Profile

26% Male
74% Female

The aims of the Practice are to provide the highest possible health care to our patients in a Primary Care GP led setting which is appropriate to the needs of the practice population.

As a Practice we have a commitment to provide our patients with effective and efficient health care services in a sensitive, caring and confidential manner. Our care delivery systems make the best use of available financial and human resources.

All clinical services are located on the ground floor and fully accessible to patients with mobility problems and disabilities. We have toilet and baby changing facilities for patients use, again located on the ground floor.

Our practice has five clinical rooms and a large spacious reception area.

The clinical team who provide the healthcare at Beacon Medical Centre consist of salaried GPs, Practice Nurses and a Health Care Assistant. We have a Business Manager who manages the day to day running of the practice. We have four members of the Reception/Administration team.

Dr Tariq M Chauhan Dr Washik Parkar Dr Shamaela Nazim Dr Abid Sami
Business Manager, Jane Gaunt

Our Staff Are:

Dr Tariq Chauhan
Dr Washik Parkar
Dr Shamaela Nazim
Dr Abid Sami
Practice Nurse, Elaine McGee
Practice Nurse, Karen Atkinson
Health Care Assistant, Becky Moon
Business Manager, Jane Gaunt
Reception Team:
Karen Burns, Supervisor
Esther Leavy
Sandra Green
Emily Botteley

Local Practice Survey

We have published our local survey on our new web site (www.beaconmedicalcentre.com).

At the last Patient Participation Group meeting on 3 March 2015 the feedback from the patient survey were discussed and the following areas were highlighted as the greatest area of concern.

You said...

The length of time you had to wait for an appointment. Only 40% of respondents stated this was excellent, very good or good.

We did...

There have been changes to the appointment system and patients can now book up to one month ahead for routine appointments. The practice also offers emergency/book on the day appointments for patients who become acutely unwell. Patient can also book appointments on line through the EMIS Access system.

Progress so far...

Publicity for online booking facility is on-going and promoted by the Receptionists. The change of appointment system is continually monitored for effectiveness.

You said...

Convenience of date and time for appointment. Only 45% of respondents stated this was excellent, very good or good.

We did...

The appointment system has recently been overhauled. We now have 50% of appointments bookable in advance which will allow patients to book ahead at a time suitable with their work and home commitments.

Progress so far...

Review of capacity and demand is on-going on a daily basis.

You said...

Seeing the Doctor of your choice. 55% of patients stated this was excellent, very good or good.

We did...

As a practice we have made good progress in securing a static GP team.

Progress so far...

With effect from 1 April 2015 this should be complete.

Dr Tariq M Chauhan Dr Washik Parkar Dr Shamaela Nazim Dr Abid Sami
Business Manager, Jane Gaunt

Your said...

Length of time waiting to see and Doctor or Nurse. 45% of respondents stated this was excellent, very good or good.

We did...

Recruitment for Doctors and Practice Nurses has been on-going.

Progress so far...

1 April 2015 will see a status Doctor team. In January 2015 the practice had two Nurses join the clinical team. Historically the practice had only had 4 sessions of Nurse time each week (a session being half day). This has now increased to 9 sessions which includes 2 sessions with a Health Care Assistant something the practice never previously had.

You said...

Opportunity of speaking to a Doctor or Nurse on the telephone when necessary. 55% of respondents reported this as being excellent, very good or good.

We did...

The appointment system has been overhauled and there are now telephone consultations every day with a Doctor to discuss issues such as test results and medication queries.

Progress so far...

This will be continually be monitored to gauge its' effectiveness.

Your said...

Prescriptions ready within 48 hours. 55% of respondents stated that this was excellent, very good or good.

We did...

The practice has posters in prominent positions in the practice stating the turnaround time for prescriptions. This is also on the b side of prescriptions and on the web site (www.beaconmedicalcentre.com)

Progress...

This will continue to be monitored especially over the upcoming bank holidays.

You said...

Prescriptions correctly issued. 50% of respondents stated this was excellent, very good or good.

We did...

Some reception staff have already received additional training on this aspect of their job; the others will be having this training on Wednesday, 15 April 2015.

Progress...

This will be monitored after the training for effectiveness.

You said...

Handling of any queries. 60% of respondents stated this was excellent, very good or good.

We did...

The reception team had specialist training in March 2014 but this is continuously monitored. In addition, Karen Burns, Supervisor, is now located in the reception office so there is someone experienced on hand if guidance is needed.

Progress...

There is always room for further improvement. As a practice we need to look at the type of queries we get and ensure there is a consistent approach to handling them and the information to hand.

You said...

The information provided by the reception staff. 85% of respondents stated this was excellent, very good or good.

We did...

Karen Burns, Supervisor, is now located in the reception office so there is someone on hand if guidance is needed.

Progress...

As a practice we need to look at the type of queries we get and ensure the relevant information is to hand for patients.

You said...

The helpfulness of reception staff. 90% of the respondents stated this was excellent, very good or good.

We did...

The reception team had specialist training in March 2014 but this is continuously monitored. In addition, Karen Burns, Supervisor, is now located in the reception office so there is someone on hand if guidance is needed.

Progress...

There is always room for further improvement. As a practice we need to look at how the team can be more helpful to our patients' needs.

You said...

The helpfulness of other staff. 75% of respondents stated this was excellent, very good or good.

We did...

As a practice the whole team aims to be helpful to all patients all of the time. In order to get more detailed qualitative data, this question needs to be changed for the next survey so we can get specific examples of where we can improve.

Progress...

The patient survey will be changed so as to get a more detailed answer and the necessary improvements made.

You said...

My overall satisfaction with this practice. 60% of respondents stated this was excellent, very good or good.

We did...

This question is constantly being monitored through the web site, The Friends and Family Test, complaints/compliments and surveys.

Progress

This will be monitored and feed back to all staff at the staff meetings, at the Patient Participation Group meetings and through the web site.

The results of the survey and this document can be found on our website www.beaconmedicalcentre.co.uk

Access to Services

The Practice is open as follows;

Monday – 8am – 6pm

Tuesday – 8am – 6pm

Wednesday – 7am – 1pm

Thursday – 8am – 6pm

Friday – 7am – 6pm

In view of the need to consistently provide a clinically excellent service, matched against the expectations of our patients as highlighted in the survey, we continue to review our access arrangements.

Summary

The Practice has recently reviewed its formal Patient Participation Group and recognises its value. We are constantly trying to increase the numbers of patients involved and use the feedback received to make a positive contribution to the future plans for the practice.