



## Beacon Primary Care PMS Practice

Sandy Lane Health Centre, Westgate, Sandy Lane, Skelmersdale, Lancs. WN8 8LA

Hillside Health Centre, Tanhouse Road, Tanhouse, Skelmersdale, Lancs. WN8 6DS

Railway Road Surgery, 11 Railway Rd, Ormskirk, Lancs L39 2DN

Tel: 0844 477 8680

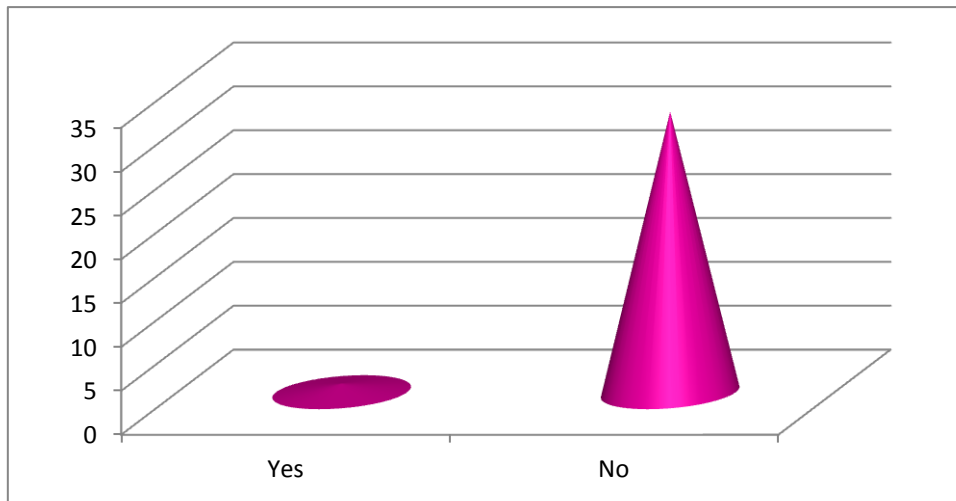
Fax: 01695 556144 Email: [admin@beaconprimarycare.org.uk](mailto:admin@beaconprimarycare.org.uk)



### Beacon Primary Care Patient Participation Group Questionnaire report February - March 2014

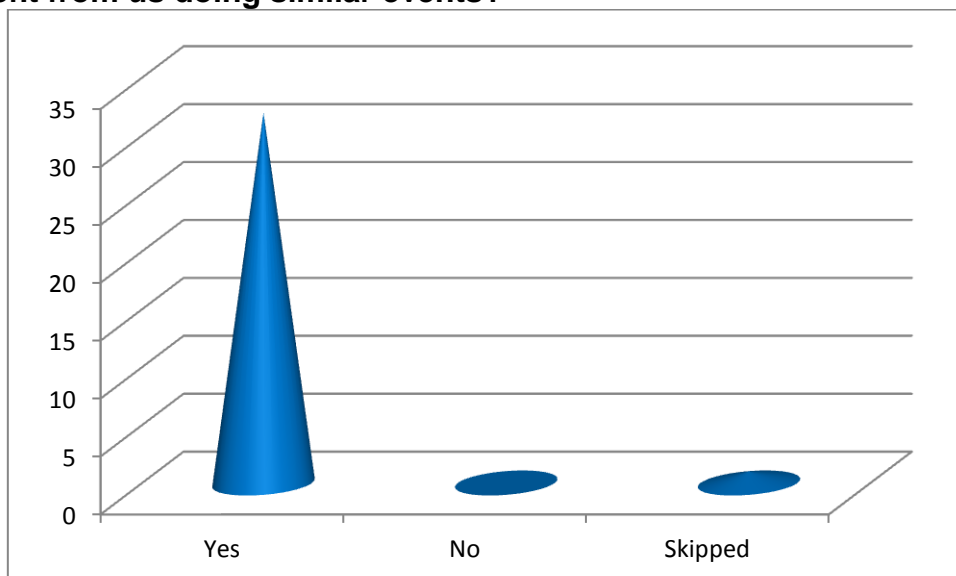
Thank you to all of our patients who responded to the patient participation questionnaire. Below is a report of our findings from our patient participation group survey and our responses. Thirty three patients completed this survey.

**Question 1: We have recently started inviting patients with diabetes to attend an informal group education session in the evening for dietary advice. Have you attended these sessions and did you find them useful?**



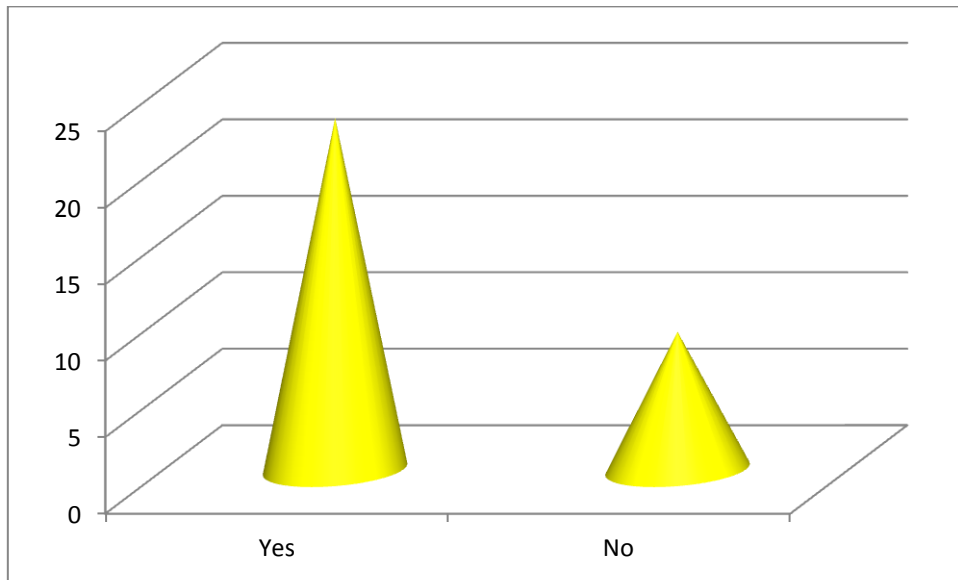
Beacon Primary Care has just started these sessions and found there was a good uptake on these, due to only 33 patients responding to this survey this could be why there is a low number that have attended but even so it is still something we are definitely considering doing again.

**Question 2: Do you think patients with long term conditions would benefit from us doing similar events?**



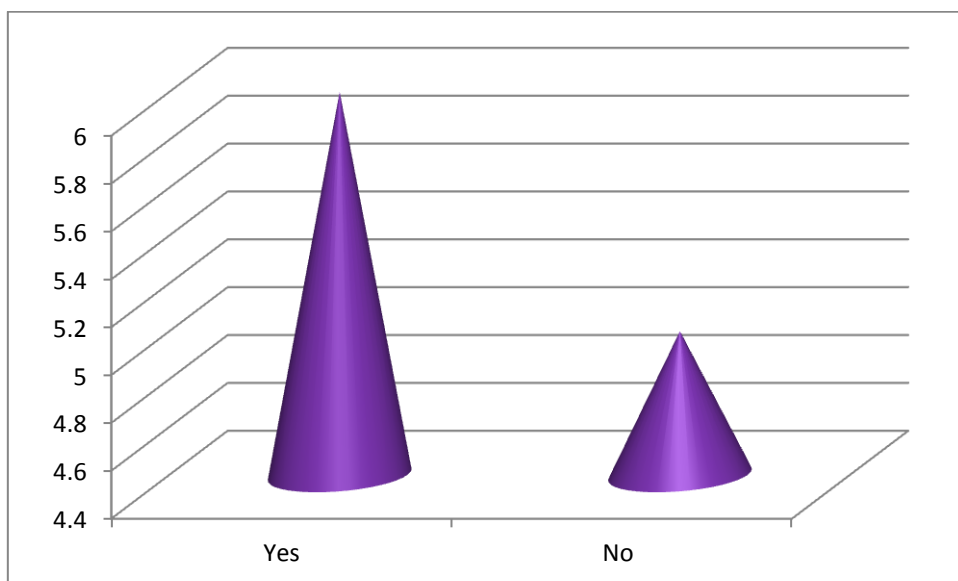
As stated above Beacon Primary Care are definitely considering doing these sessions again as we found the uptake to be quite high. It is encouraging to see that 32 out of 33 patients agree it would be beneficial to do similar events.

**Question 3: One of the advantages of the current photo system is the ability to queue calls. One problem with the moving phone systems is that we might end up with patients only getting an engaged tone until reception is able to answer. Do you think the queueing system is beneficial?**



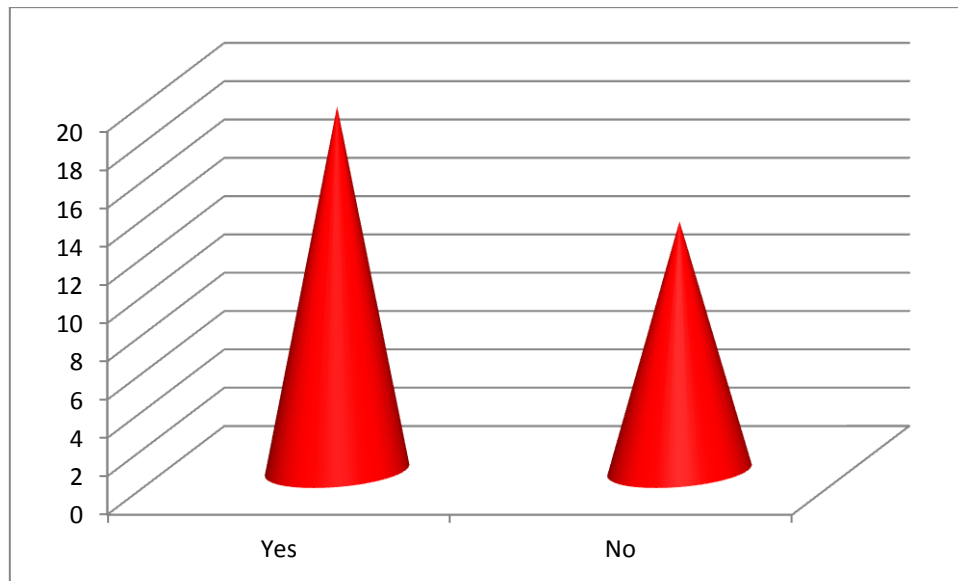
From these results it shows that the majority of our patients who took part in this questionnaire do prefer the queueing on the phone system this is something that Beacon Primary Care are keen to keep along with moving to a local rate number.

**Question 4: If you disagree would you prefer the engaged tone (you have no idea of your position in the phone queue, and no advice or options)?**



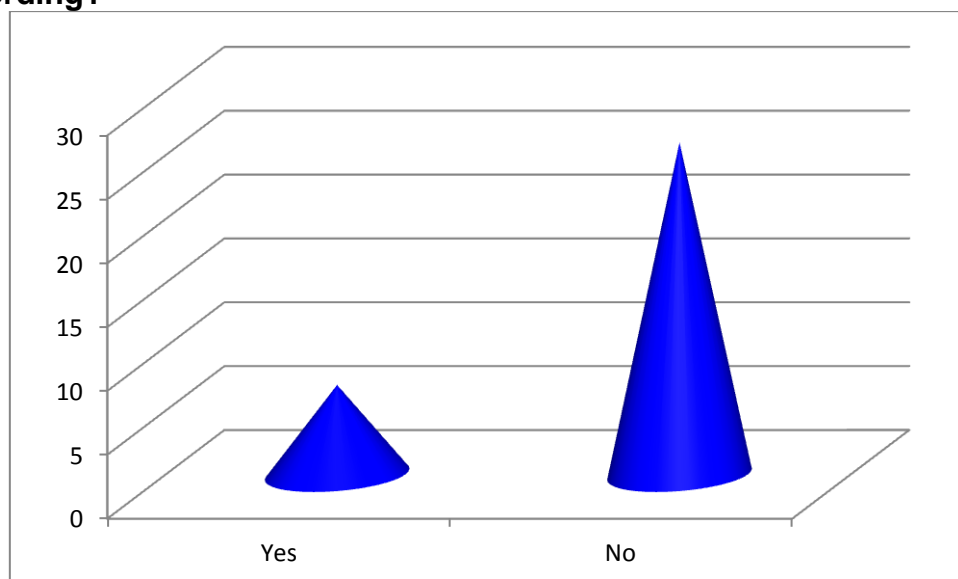
Out of the 33 patients who took part in this questionnaire only 11 replied to this question and it was very close from the responses received and the outcome of the above question that the majority of patients do agree that they would prefer a system of waiting with a queue position than of the engaged tone.

**Question 5: We may have the ability to add relevant news items / practice information / new services / to the phone queue (you would only hear this if you would have been waiting anyway). This might actually allow the phones to be answered quicker if people understand how to access various services once the receptionist answers. Do you think this would be beneficial?**



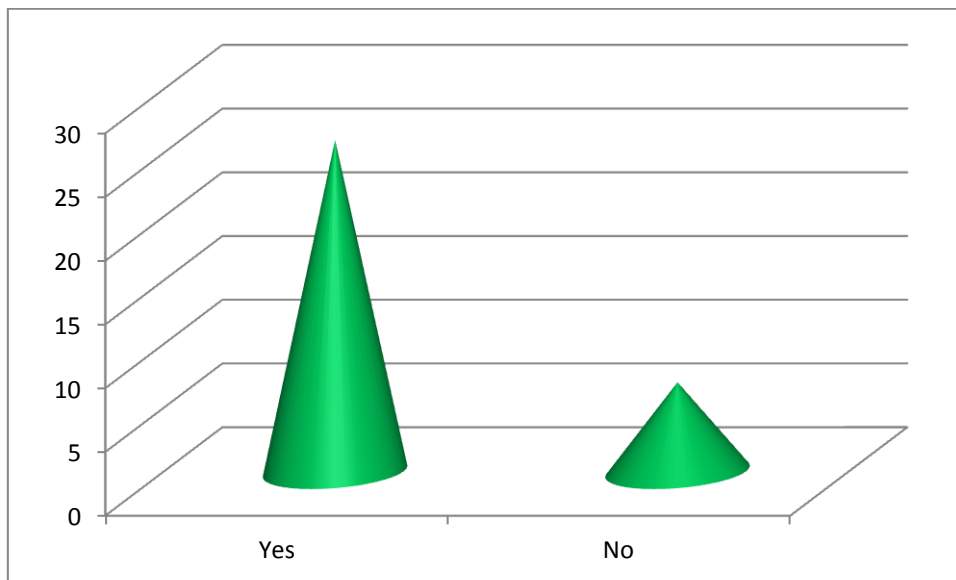
Out of the responses 19 agreed this would be beneficial and 13 felt it would not be beneficial. As stated in the statement above this would only be an information service once you are connected and in the queue and would not delay your call being answered. From these responses I think that it is something we need to consider carefully.

**Question 6 – There is a move towards recording calls for training and audit purposes. It also allows the call to be listened to again should there be a problem after a call. Call recording would remain confidential just like the medical record. Would you have an objection to call recording?**



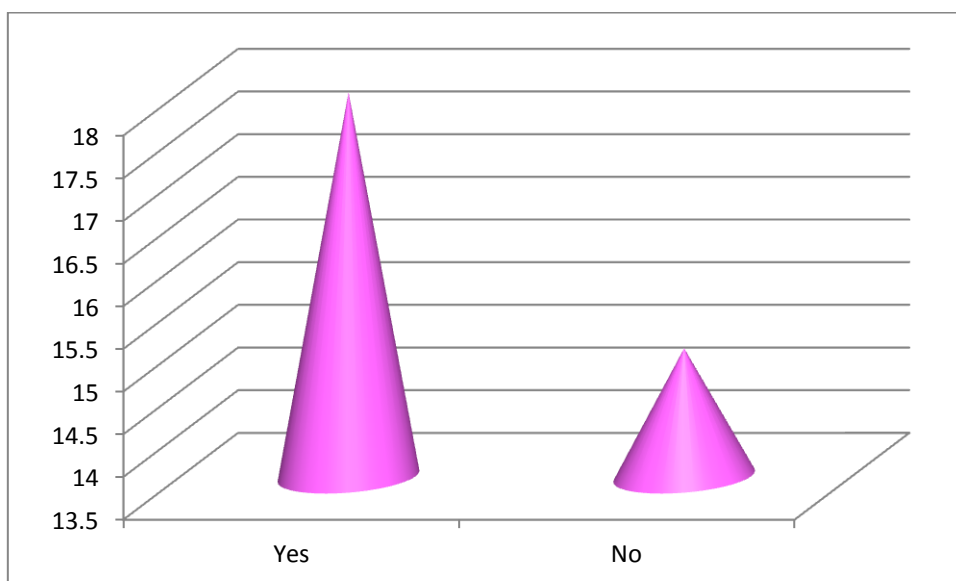
This is something Beacon Primary Care would really like to have in place for training purposes so that we can feed back to staff on areas they could change / improve or advise on different ways that something could have been dealt with.

**Question 7 – You can now book online appointments for a GP talk and treat telephone call. Are you aware of this service?**



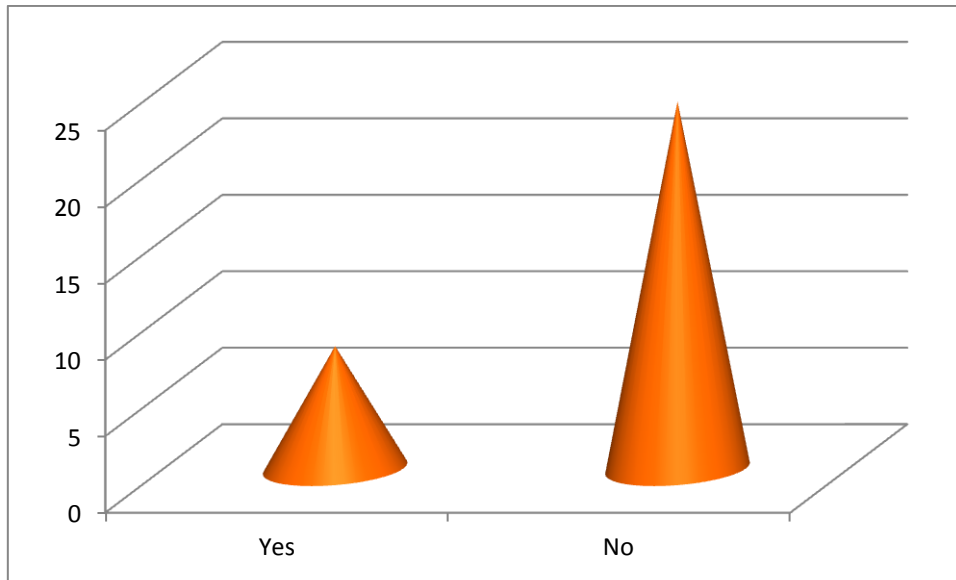
Beacon Primary Care are pleased that we seem to have captured quite a few of our patients to use the online appointment booking service. For those patients who were not aware they can now do this if you go to our website: <http://www.beaconprimarycare.org.uk/> and click on the link to register for Emis Access we will continue promoting this service via text messages and posters in surgery though to ensure we make more patients aware that this service is available.

**Question 8 – You can view your care record / send a message to the surgery and order your prescriptions through Emis Access which links to our computer system, are you aware of these services?**



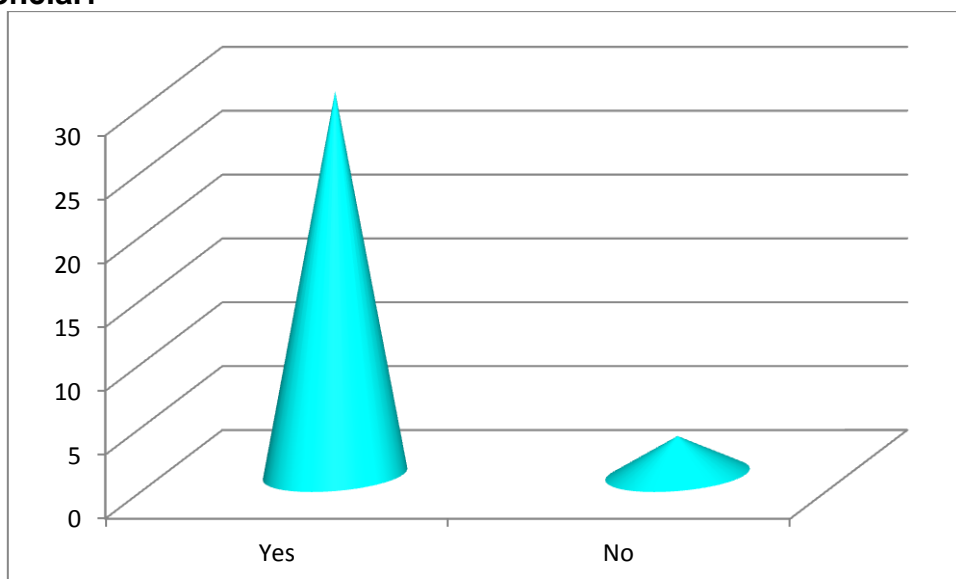
Again Beacon Primary Care feels quite positive that a lot of our patients are aware of this service. As above if you click on the link this allows you to register for Emis access and be able to access the prescriptions, messaging and appointments part but you will need to register with photo ID to view your care record.

**Question 9 – You can view your results of bloods online once these have been reported on by a GP are you aware of this service?**



This is a service which is again available through the Emis Access system we must state though that patients will only be able to view their care record when they have registered in surgery with photo ID and have been provided with a password to do so. The prescription and appointments booking does not require the photo ID to do so you can set this up at anytime from home.

**Question 10 – Beacon primary care are constantly looking for ways to improve. This year we are planning a much more systematic recall system for people with on-going medical conditions such as diabetes, heart disease, asthma and others. This system aims to call in a patient in the month of their birth, for a longer (up to half an hour as clinically required) appointment to get all the relevant annual health checks in one visit. This should reduce the number of visits patients have to make to the surgery for various checks. Do you think such a system will be beneficial?**



This is something that Beacon Primary Care has really wanted to develop and go forward with to ensure the patients are not called back in at different times for different parts of their annual health check making it more convenient for the patients to know that it has all been completed at once. From these encouraging responses it encourages Beacon Primary Care to focus on developing this.