



Beacon Primary Care PMS Practice

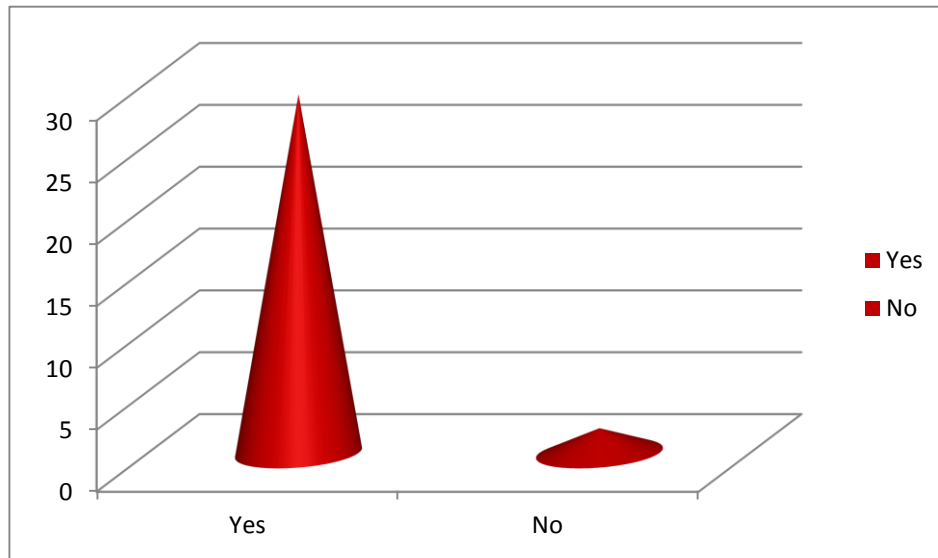
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Beacon Primary Care Patient Participation Group Questionnaire report 2014 – 2015

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 one patients completed this survey.

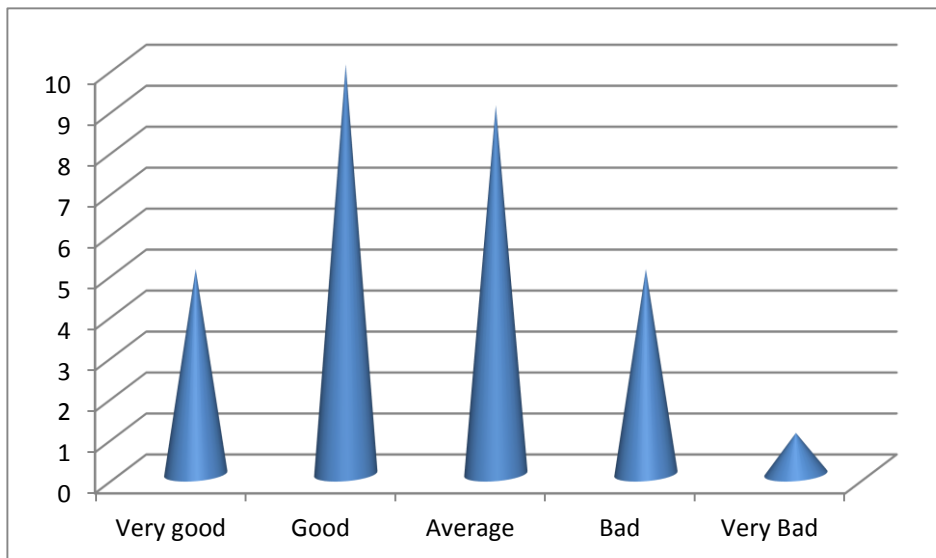
Question 1: Did you know that Beacon Primary Care has now changed it's phone number to a local rate phone number?



At Beacon Primary Care we did everything we could to publicise the new phone number, including sending letters to every household, putting posters up in surgery and a message on the phone lines. We are sorry to the two patients who were unaware of the change and would ask that they double check their contact details when next in surgery to ensure we have their up to date details.

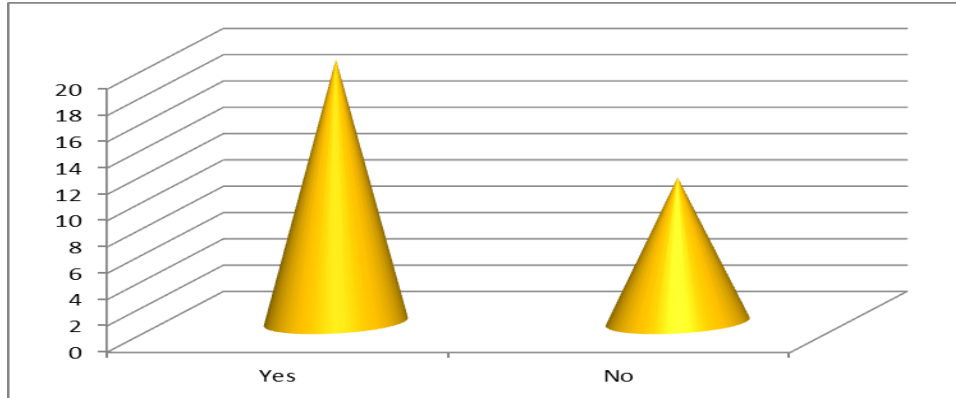
Question 2: As with all new systems the phone system did have a few problems which we are hoping are now all rectified. How are you finding the new phone system?

We will be going ahead with a new queueing system which tells you your place in the queue.



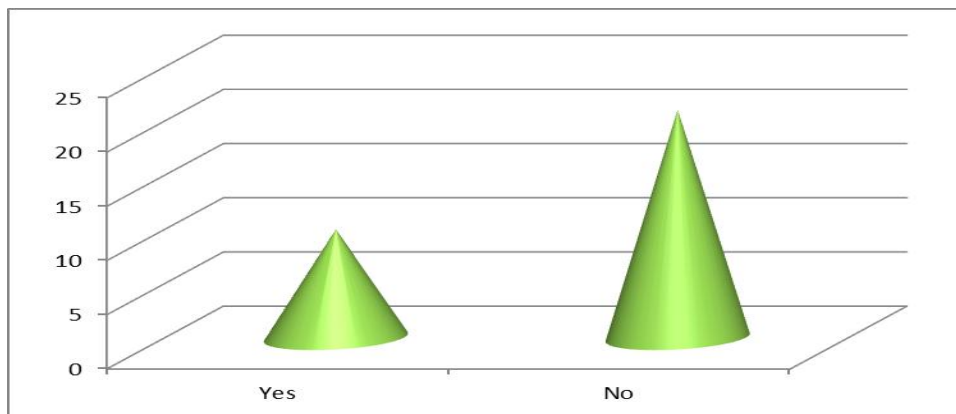
We are sorry that some patients are finding the new system bad / very bad, We are constantly trying to improve our phone system. We did have an initial fault on the line which we have been assured has now been rectified. We would ask patients to let the surgery know if you are still experiencing problems. It is very helpful if you can provide us with examples of the problems (times / dates / number called from) so that we can chase these with our supplier. We have very close monitoring systems now on our call handling and the number of staff managing calls so we are hoping that we have improved the call waiting times and patients are receiving a first class service. This is something that we will put on our action plan to continue to improve.

Question 3: Beacon Primary Care has now introduced an annual review clinic for patients with chronic diseases. We have called this the Birthday Review Clinic. Are you aware of this and have you seen this advertised in surgery?



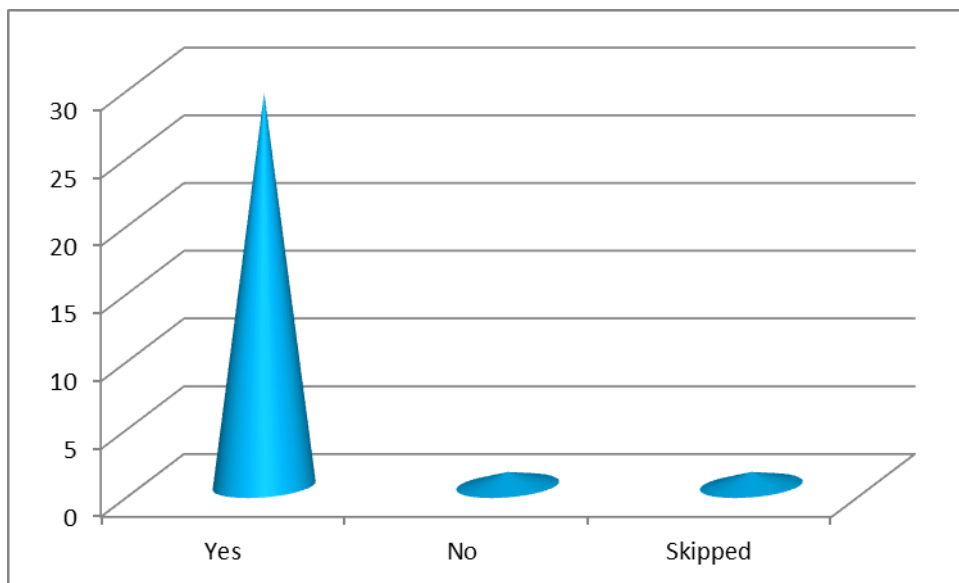
Beacon Primary Care is shocked so many patients are unaware of this system we have publicised this in every surgery waiting room. We have sent letters inviting those patients who require chronic disease monitoring to come in. We would welcome some suggestions on how you would like us to inform you of changes in our services. We do now email you on the PPG email also but can you think of any other ways in which we can get our messages across that we are not already doing?

Question 4: Beacon Primary Care has now been offering patients the ability to book talk and treat calls over the internet. Have you used this system?



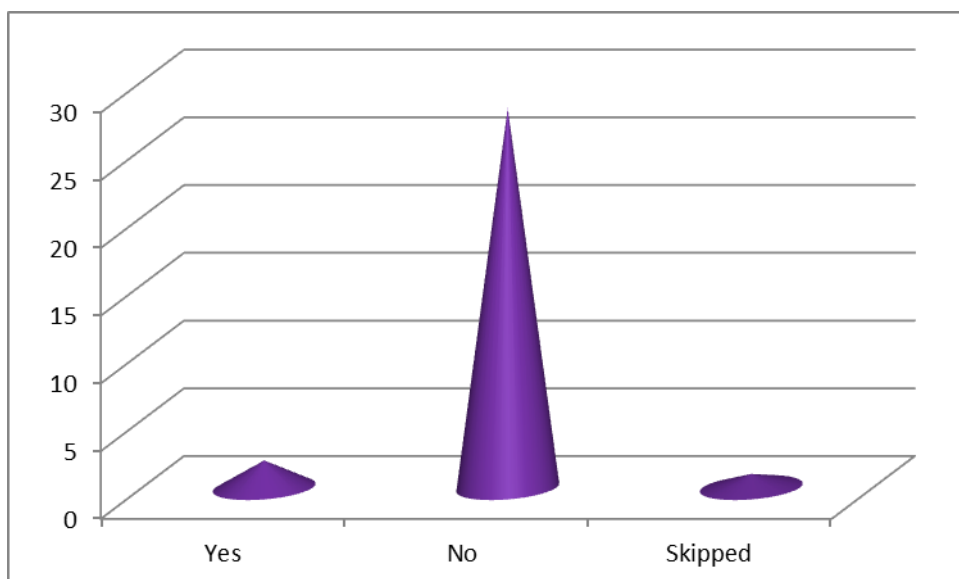
Beacon Primary Care currently offers talk and treat telephone appointments two weeks in advance to be booked online. This cuts out the need to ring and wait on the phone line. Please contact reception for more information on this service and for information on how to sign up.

Question 5: You may have seen in the news the increased demand on GP surgeries and the struggle in recruiting GP's. All over the country GP services are becoming even more stretched these national problems have also affected us at Beacon Primary Care and while we are in the process of recruiting new staff we appreciate patients are having to wait longer for non-urgent problems. We are trying hard to find ways of using the appointment slots as efficiently as possible, and it seems continuity of care with a particular clinician is one good way. For urgent problems obviously we want to put patients through to the first available Doctor on the same day, but for routine follow up appointments we are requesting that patients please wait until the Doctor they have already seen has a free appointment. Otherwise we find the Clinician that does not know the patient then has to book a second appointment with the original Clinician. Do you think this is a sensible approach in principle?



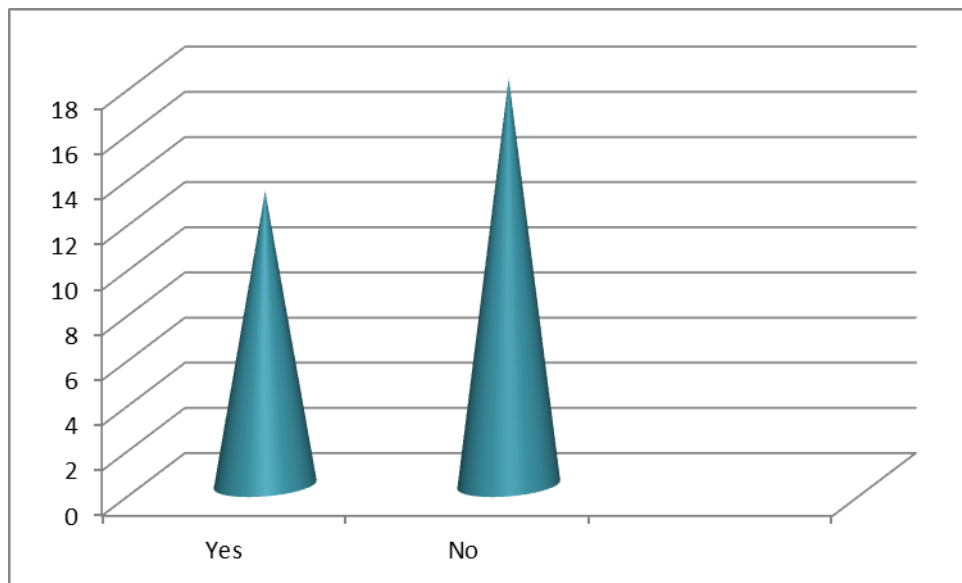
We are pleased that most patients agree this is a sensible approach Beacon Primary Care will constantly keep reviewing this system.

Question 6 – Did you know that Beacon Primary Care allows patients to book four weeks in advance with a GP?



Unfortunately when these questions were written we were able to do this but at present Beacon Primary Care have had to reduce this down to two weeks due to staff sickness and problems in recruiting GP's. As soon as Beacon Primary Care are able to release them back up to four weeks we will inform you.

Question 7 – Beacon Primary Care will soon be using electronic prescribing which means the pharmacy of your choice will order your prescription on your behalf electronically and this will then be sent back to the pharmacy electronically cutting out paper prescriptions. Have you heard of this service.



Beacon Primary Care are now offering this service. If this is something you are interested in please contact your regular pharmacy or Beacon Primary Care for more information on how to set this up.