St. Peter's Centre 3rd Floor, Church Street Burnley Lancashire BB11 2DL

Manchester Road Surgery 187-189 Manchester Road Burnley Lancashire BB11 4HP

Kiddrow Lane Health Centre Kiddrow Lane **Burnley** Lancashire BB12 6LH





PATIENT NEWSLETTER DECEMBER 2023

Burnley Group Practice

FRIENDS AND FAMILY RESPONSES

We regularly ask you for your opinion letting us know what think service you of our and suggestions of any improvements we can make to maintain a high level of service.

We received 303 responses in November alone and over 83% of patients rated service our as а



appointment "My was on time and made feel to welcome. Dr Lane is she is fab, SO understanding to my needs."

"Physiotherapist was very efficient with an excellent manner".



positive experience as either 'Good' or ' Very Good'.

The purpose of the patient experience survey is to get feedback on what the practice is doing well, and what processes may need improvement and the Friends and Family test allows you to do this anonymously.



"Helpful reception staff, prompt and approachable GP".

"Wendy is very pleasant and professional".

"Dr McGrogan was great".

"Appointment times were otic but GP experience with Dr Javed was exceptional".

what do our patients say?

appointment and very thorough





OPENING TIMES

Monday: 08:00 - 18:30

Tuesday: 08:00 - 18:30 Wednesday:

08:00 - 18:30

Thursday: 08:00 - 18:30 Friday: 08:00 - 18:30

CONTACT DETAILS

TEL: 01282 911630 EMAIL: Burnley.gp@nhs.net

WHEN WE ARE CLOSED

When the surgery is closed, there is always an out of hours doctor available.

Should you require an out of hours appointment you should call 111 and this service is available from the hours of 18:00 and 8:00.

Call 999 in an emergency. Chest pains and/or shortness of breath constitute to

"Dr Ranjit was very informative about my knees, steroid injection given painlessly. Great education going forward about what I can do to help my knees".

"The ANP Debbie I saw was very lovely and helpful".

"Nurse Leonie Horsfall took my blood was very friendly and had a smile on her face".

"Dr Clarke is amazing".

"Advanced Nurse Practitioner Wendy Dean has been incredible whist supporting me through a difficult time. Her care, attention and professionalism have been just amazing".

"Dr White is the best GP at your practice as he is patient and listens and always sorts you out properly instead of fobbing you off".

"Nicole was excellent and made my appointment".

"I was a bit apprehensive about the visit, as I had not had the treatment before. But from start to finish Mr Dan Box, the paramedic was very professional and straight away put me at ease".





Scan this QR code to rate our service.



ONLINE ACCESS VIA THE NHS APP

As a patient of Burnley Group Practice there are a number of health services you can access online, and all you have to do to get these, is download the app!

Services include:

- Contacting your GP, nurse or other healthcare professional for advice or support
- Ordering repeat prescriptions
- Access certain parts of your health records including medication, vaccinations and test results
- See communication between your GP and secondary services
- Book, check or cancel appointments with your GP or other healthcare professional.





We are now using Patient Triage for online consultations via AccuRx

Patients can now submit queries to their GP practice via AccuRx and can do this by visiting the NHS App. A link is provided to allow you to start submitting your query. This allows you to submit an admin request which includes requesting sick notes, updates on referrals or follow-ups on test results, or you can submit details of a medical issue and we will contact you. Please note that replies may not be that same day and this should not be used in medical emergencies.

DO YOU STRUGGLE TO GET THROUGH TO RECEPTION FOR AN APPOINTMENT?

You can book, change or cancel an appointment via the NHS app, by phone or in person by attending the surgery and speaking to one of our receptionists.

If you have booked an appointment via the app, you should be able to use that to change or cancel your appointment.

If you need an urgent GP appointment, you should call us in the first instance. Our new and upgraded phone system allows you to hold your place in the queue, you can go about your day and one of our friendly receptionists will call you as soon as they become available.

PLEASE JOIN US!

Burnley Group Practice has a Patient Participation Group.



A Patient Participation Group (PPG) consists of a group of patients who come forward to attend regular meetings, to make suggestions and help make the service work as well as it can for patients, clinicians and other staff members. Our PPG group has the intention of setting goals and agendas based on what the group thinks is important,

using it as a platform to share important information and members of the PPG will take part in friendly open

Your experience **matters** and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way.

You will gain a better understanding of the NHS, and this allows us to gather feedback from other patients.

This group gives you the opportunity to raise awareness on how we can support you and the community. discussions.

Our next meeting is:

7th March 2023 at 11am

If you would like to attend, or would like more information please get in touch with our Practice Secretary on Lauren.Anderson37@nhs.net or 01282 911659.



We are now on



FOLLOW US @BurnleyGroupPractice



Burnley Group Practice have a Social Media Policy in place.

In the modern age of the internet, some patients choose to air their concerns regarding services on social media.

Our experience is that, comments posted on Facebook tend to be of a negative nature - often of individual comments rather than providing constructive feedback on things we are able to improve on. Although we welcome all feedback, positive and negative, we would ask that rather than posting abuse towards the practice and/ or it's staff on social media, you bring those aspects you are unhappy with to the attention of the practice utilising our complaints process and give us the opportunity to respond.

If any offensive social media posts are brought to our attention, we may contact the patient involved and invite them into surgery for a face to face discussion to resolve the issues. Dependent on the nature of the post, it may result in a potential breakdown in the doctor-patient relationship and could result in you being issued with a zero tolerance warning letter in the first instance.

You would not expect to read derogatory comments about yourself online and as a business, we expect the same values. If there are any aspects of the service you are unhappy with, please raise it with our Office Manager and it will be dealt







We will be open as usual throughout Christmas except 25th and 26th December and 1st January.

If you need urgent health advice when your usual GP practice is closed, please contact NHS111 (online <u>www.111.nhs.uk</u> or by phoning 111). If necessary 111 operators will arrange for you to see a nurse or doctor at a suitable urgent care setting. Only call 999 if it is a life-threatening emergency.

All of the staff at Burnley Group Practice would like to wish our patients a very Merry Christmas and a Happy New Year.