

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



Burnley Group Practice



PATIENT NEWSLETTER JULY 2024

FRIENDS AND FAMILY RESPONSES

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

We received 389 responses in June alone and 346 responses of them (over **88.9%**) rated our service as a positive experience as either 'Good' or 'Very Good'.



The purpose of this 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.



“Dr Katie Clarke is brilliant. She is thorough and professional but so kind and understanding. Manchester Road is easy to access as I have mobility issues”

“Excellent Doctor is Dr Lane. Listened and explained fully the next procedures and why”

“Dr Uptat was first class. I've never met her before as I'm not a frequent visitor to my doctors office. I found her to be cheerful and friendly, honest, informative, helpful, intelligent and a pleasure to speak with. I'm very happy to have her in the group practice”



“Tracy had an excellent and friendly manner and was very good at drawing blood from my reluctant veins!”

“Was a very good thorough examination and diagnosis. The physio Caroline was so polite and lovely”

“Nicole the nurse was excellent. She was very knowledgeable, helpful and friendly, and she explained everything”

“Appointment was on time and the Nurse (Jade) was very professional and made me feel as ease”



“The doctor I saw for my appointment. Dr Asif Javed was wonderful. And he has been for every appointment I have had with him”

“Dr Arshid is a fantastic GP. Thank you”

“Dr White was extremely interested and proactive in his approach to my health. Helpful, approachable, knowledgeable, polite and courteous. I felt he was focused on our discussion and listened intently to my concerns and acted upon them. He was extremely professional and clearly interested in his work. It was a delight to speak with him. This is not always how one leaves a doctors appointment. I know he is a regular practitioner at the surgery”

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 an emergency.

Scan this QR code to rate our service.





If you have contacted the Practice recently, you will have noticed that we have adopted a new triage booking system for all on the day appointments, routine appointments are still available to book these can be booked up to 2 weeks in advance. This involves the on-call GP being based in reception and triaging all requests for appointments which are added to the triage list by the receptionists. We are still in the trial period, but improvements have been recognised by both staff and patients, and staff have reported to feel more supported in their demanding roles.

We have developed a clinical triage system, to help with the demand on our appointment system and so that patients are booked with the most appropriate clinician. Therefore, patients may be referred to a number of alternative providers such as, the pharmacy for treatment under the pharmacy first service or the minor ailments scheme, physio in the surgery and to the minor eye clinics.

This is hopefully, the start of us moving towards a digital triage model, where you will have the opportunity to submit a form via the NHS app. But don't panic if you're not confident with technology, you can contact the practice as usual and one of our receptionists will fill out and submit the form on your behalf. This will drastically reduce the demand on the phonedlines.

If you didn't already know, you can also request your repeat prescriptions via the NHS App please follow the link for information on the NHS app <https://www.nhs.uk/nhs-app/about-the-nhs-app/>

The receptionists have been informed by the GPs to ask various questions to assist the GP who is triaging, these can include but not limited to, what the problem is, how long the problem has been going on for and if you have tried anything over the counter. This enables the triaging GP to book the patient in with the most appropriate clinician.

With the NHS App it's easy to manage your health while barely lifting a finger. Download the NHS App, if you haven't already...

The NHS app is safe and secure. If you're aged 16 and over, you can register for the NHS app without visiting the practice. It can be used to:

- Book and cancel appointments
- Order repeat medication
- View your health record (including consultations, diagnosis, documents, referrals and test results)
- View your vaccination status
- Submit admin and medical queries

Downloading the NHS App on a mobile device:

1. Open the App Store or Play Store
2. Search for 'NHS App' and select install
3. After installing, select the app to open it

You can then register your details, please note you must have an email address to do this. If you are struggling, mention it at your next face-to-face appointment and a member of staff will be happy to help you but remember to bring a copy of your photo ID for the verification process.

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.

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.

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 discussions.



We are seeking new members to join our PPG meetings. Our next meeting will be on:

1st August 2024 at 11am

If you would like to attend, or would like more information please get in touch with our Practice Secretary on Burnley.GP@nhs.net, for the attention of Lauren Anderson.





Please note that our check-in screen at St. Peter's Centre is not working, we are looking into updating these across all 3 sites but you will need to bare this in mind in the meantime.

Be mindful that you may need to allow extra time, as you will be required to queue at the front desk to be checked in by our receptionists.

If you are more than 10 minutes late for your appointment you will be asked to rebook a new appointment. This is to avoid delays and inconveniences to other patients who arrive on time.



NHS health reviews are conducted to tell you if you're at higher risk of certain health problems such as heart disease, diabetes, kidney disease, stroke and dementia if you are aged over 65. If you are, steps can then be taken to prevent your risk.

If you're aged 40 to 74 and do not have any pre-existing health conditions, you should be invited by your GP every 5 years.

If you do have a long term condition like asthma, diabetes or arthritis, it is essential that we regularly see you to review your condition. When you come to the practice, you can talk with a clinical team member about how you are getting on and any medication you are taking.

The aim is to make sure your condition is being controlled as well as possible and to identify any areas where we can make changes to help you. This might include changes to the type or dosage of medication and check any equipment you might use, like inhalers, are working effectively.

We aim to review most long term conditions every 12 months. When it is time for your review, the practice team will be in touch about making an appointment.

However, if you haven't been contacted, call us to find out if you are due your annual health review.



More GP appointments for East Lancashire residents

An innovative scheme known as extended GP access has been launched in East Lancashire to increase the number of GP appointments available to patients in the area.

The Enhanced Access Service has been launched in East Lancashire to increase the number of appointments to patients in the area. We have 7 Primary Care Networks covering 4 areas Burnley, Hyndburn, Ribblesdale, and Rossendale.

The Enhanced Access scheme means that patients can make an appointment via their registered practice to see a variety of Health Professionals such as GPs, Advanced Nurse Practitioners, Practice Nurses, Healthcare Assistants and Clinical Pharmacists which are delivered face-to-face and remotely Mondays to Fridays from 17:00 - 20:45, and 09:00 - 17:00 on a Saturday.

This service has been set up by East Lancashire Alliance on behalf of Primary Care Networks to improve services available to patients outside GP core hours. The Clinicians will be able to access patients full medical record (including their practice notes), request tests and investigations, as well as completing referrals for them into further services and care. Anything added to the patients record during the Enhanced Access Consultation will go straight back to their registered practice so they can be kept up to data with anything that may have changed or been updated on the record.

Site locations include:

Burnley

- Burnley Group Practice, St Peter's Health Centre
- Padiham Group Practice, 36 Burnley Rd, Padiham

Ribblesdale

- Clitheroe Health Centre, Castle Medical Group and Pendleside Medical Practice

Hyndburn

- Richmond Medical Practice, Acorn Health Centre
- Great Harwood Medical Group, Great Harwood Medical Centre

Rossendale

- Ilex View Medical Practice, Rossendale Health Centre
- Irwell Medical Practice, Bacup Health Centre





BURNLEY WEST NETWORK

SUMMER HEALTH & WELLBEING PROGRAMME



★ **Park Yoga**
QUEENS PARK
EVERY SUNDAY MORNING
5TH MAY- 15TH SEPTEMBER
9.30AM-10.30AM
FREE

★ **Let's Breathe**
FREE WELLBEING GROUP
TUESDAYS 14TH MAY - 24TH SEPTEMBER
1.30-3.30PM
CANAL AND RIVER TRUST,
ROSEGROVE



★ **Tennis for All**
EVERY THURSDAY
ST PETERS LEISURE CENTRE
10.30-11.30AM £4



CONTACT MEL AT BWPCN@NHS.NET FOR MORE INFORMATION ON HOW TO JOIN IN
OR CHECK OUR FACEBOOK PAGE FOR ANY UPDATES:
WWW.FACEBOOK.COM/BURNLEYWESTPCN