

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 DECEMBER 2023

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 303 responses in November alone and over 83% of patients rated our service as a



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

"Dr McGrogan was great".

"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".

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

"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".

"Physiotherapist was very efficient with an excellent manner".

"Wendy is very pleasant and professional".

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

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

"Dr Clarke is 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".



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.



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.



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.

505 patients DID NOT ATTEND their appointments in November or contacted us to cancel or rearrange!

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.

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.

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.



