

Welcome **T**o **O**ur **1**st



GP Practice
News
Letter

Introduction

Welcome to the First edition of our Surgery Newsletter. We are thrilled to share some of our achievements, learning and improvements during the last 12 months.

Time for improvements

Following a recent CQC inspection in March 2022, it was found that we need to do more in order to improve. We are therefore working proactively to make changes to our internal systems and work practices for the benefit of our patients and staff. We hope that by implementing new systems and adopting new methods we can overcome future obstacles.



Reviews

We are proud to announce that since our last CQC inspection our Online Patient Feedback rating has improved significantly. In January 2022 our rating showed 1.1 satisfaction rating, and this has now improved to an overall rating of 2.3. We are positive that we are heading in the right direction. We encourage our patients to leave feedback so that we can learn and put things right in case we are going wrong.



“The practice is a busy one, but people are treated nicely and don’t have to wait too long. As the practice is in the middle of multi-colour AI and multi nationality area and the staff employed at the surgery can cope with multi languages as well” NHS choice

Customer Feedback



“How they get back to us and check how our elders and vulnerable people are doing, is amazing great GP. With excellent reception” Google Reviews

“Extremely helpful staff always ready to help nothing is too much. I couldn’t have got through such a difficult illness and still ongoing with my husband. The office manager and Doctors have been so supportive and i can’t thank them enough for listening and prompt responses” Thank you. NHS choice

Helpful as always. Great staff who helped me out today in getting the necessary swabs done on a long standing issue. Really appreciate the support in which still remains a difficult time post covid. Google Reviews

**Commendable staff
★★★★★ out of 5
Rated 5 stars out of 5
by Anonymous -
Posted on 22 November 2022**



The professionalism and efficiency I have experienced with the reception staff of this practice is well above and beyond my expectations. Friendly approachable and absolutely competent. They are an asset to the practice. As frontline staff their behaviour and attitude is fundamental to the overall impression of the practice and this team should be applauded wholeheartedly.

Best Tutor Award

As a GP training Practice, we are responsible for churning our new future GP's. Our Partner Doctors work extremely hard to provide a fruitful learning programme for our students and trainees/Registrars. We are pleased to announce that Dr V Rathore has been nominated for 'GP TUTOR of the year Award' 2021/2022 by Queen Mary University London.

Education Co-ordinator Award

Another recognition award has been presented to senior Receptionist – Sharon Mahmut (Queen Mary University 2020-21) for the Community Based Medical Education Coordinator. We would like to Congratulate her for the hard work in supporting our medical students.



Community Pharmacy Referrals - CPCS

We are the leading GP Practice not only within our Primary Care Network but also across Barking & Dagenham for CPCS Referrals. Our reception team are admired for working extremely hard to triage calls to the local pharmacy for minor ailments and other medical conditions. This allows us to use our GP emergency appointments for more complex problems. Our statistics show that Since April our reception team have successfully triaged 838 appointments by referring to the community pharmacy and our patients are satisfied that they have received a resolution. We are extremely proud to be invited to share our success story with other Primary Care Networks across London.

Polio Campaign



We are very proud to announce that we are the leading GP Practice within our Primary Care Network to vaccinate our young population against the recent outbreak of Polio. We cannot express enough gratitude to our team for their tireless efforts under pressure to schedule patients.

“You asked we did”

e-Consult online successful

e-Consult has been working wonderful for booking appointments online. However, we are always seeking ways to improve. A number of patients have raised concerns that they cannot make an online appointment at 8:00am when consult becomes accessible since it conflicts with their work schedule. We have listened to our patient feedback and have chosen to change the time to 7:30am.



Intercom in Reception

During the Pandemic we installed counter screen shields to protect staff and Patients stop Covid from spreading. We realised there was an issue with the sound quality when patients were speaking through the shield. We therefore introduced a new intercom so that we can hear our patients better and provide a better service.

Dedicated Email Address

Prescription

Taking time out of a busy schedule is often difficult and we acknowledge that it is not always easy for patients to come to the surgery to drop off their prescription. So that patients do not go without their medication and to make life easier we have created an email nelondondicb.bmgprx@nhs.net so that patients can request this simply from their fingertips. This will be processed within 48hrs. Alternatively, patients are still encouraged to order online through the Patient Online app.

Patient Participation Group

We are delighted to have had our first PPG Meeting in September 2022 since the pandemic. It was wonderful to see our members participate again. New patients are welcome to join and would need to express interest by sending an email to: barkingmedcial.groupractrice@nhs.net. We look forward to hearing from new patients and will send an invite as soon as our next meeting is planned. You can find the meeting minutes on our website.

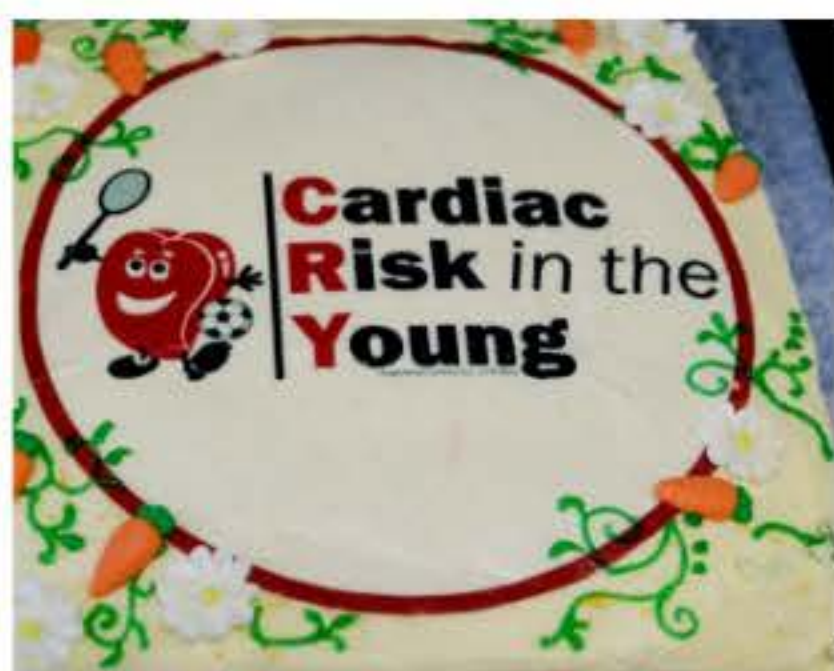
ID Badges for staff

New ID Badges have been introduced for staff so that our patients can identify with staff members easily.

Digitalisation at BMGP

Digitalisation is a crucial aspect of our strategy at BMGP. We are always seeking innovative ways to use technology to enhance our service efficacy. We are allowing patients to book certain appointments online. Patients due for annual check-ups such as cervical screening and flu vaccines can now book appointments instantly. Hence saving energy, time, and resources. Recently, we have replaced our manual signing in Register using 'Blip' the online app to click in. We have also moved our Human Resource Department to 'BrightHr' in electronic format, maximising productivity.

Raising awareness for Charity



We are pleased to announce that Dr V Rathore participate in the annual charity cake sale on 16th July 2022. We baked a variety of mouth-watering cakes to support Cardiac Risk in the Young. The charity looks at preventing young sudden cardiac deaths through awareness, screening, and research, and supporting affected families.

Christmas Jumper Day and Raising money for Save the Children

As part of our Christmas Jumper day, we decided to do our bit by raising money for Save the Children Charity. Every penny raised going toward giving less fortunate kids around the world a better future. Thankful to everybody that contributed to this valuable cause. We are proud to be part of our team where empathy and compassion is prevalent at a time of festivity and celebration.



Team building for success

We understand the concept of team building as a fundamental aspect to reaching our end goals. It increases productivity boosts morale and relationships within the workforce. As part of our recent team building exercise, we were put in small groups and given the challenge to build a tower using limited materials. This was to test our ability to work with team members under pressure and to identify each other's strengths and weaknesses. The main aim of the game was to bring everybody together and understand the concept of synergy whereby the combined effect is greater than the sum of their separate effects. More importantly to apply the skills learned and adopt them into our everyday work practices.



"A thoroughly fun learning exercise with a great purpose that encourages team building within the work environment"

GP Appointments

We are offering a larger number of appointments weekly than is recommended by local ICB guidelines. It has been our ultimate decision and commitment to increase our appointments to meet the unprecedented demands. This data is displayed on our practice website for patient information. On average per month, we are offering 4700 appointments per month and we are comparatively providing more Online appointments within the borough GP Surgeries.

On behalf of BMGP we would like to thank the entire team for their hard work and great efforts throughout the year. We are proud to be part of a wonderful team. Let's continue to build together and may the new year bring prosperity well wishes and success.



We wish you a
Happy New year



2023



