

Healthwatch Blackburn with Darwen Enter and View Update on Recommendations

Action Statement - Brookhouse Medical Centre, May 2018

No.	Issues raised by patients/staff	Response or action from Sumayya Mayat, Practice Manager on Enter and View report	Update on response or action	To be addressed by	Name of manager responsible	RAG
1.	At the new premises continue to offer and promote on line services such as online appointment bookings and online access to order or repeat prescriptions. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.	Online appointments were offered and this will continue. Many good things have come as a learning outcome which the Practice is taking on board to make improvements to the services being provided. Brookhouse Medical Centre has since closed but the comments will be taken on board for the new site.	We are providing an online service for booking appointments and ordering repeat prescriptions. We are advertising this service both in the Practice and on the website	Practice Manager	Sumayya Mayat	
2.	At the new premises encourage patients to get involved in the Patient Participation Group through displaying clear contact details on your Patient Participation Group poster. You need to include information about how patients can join the Patient Participation group, for example "If you would like further details please contact Reception" or Please ring 01254 287130 and speak to the Practice Manager for	Patient to become PPG members are being actively encouraged. To join the PPG group, patients need to contact the Practice liaison officer who will provide all the information they require about the group and keep patients informed about the Practice. This is also a direct link for patients to be able to come and have a one to one conversation with about any concerns or compliments or suggestions. Many good things have come	Patient participation group (PPG) is continuously advertised at the Practice. We have poster in our waiting room. We are currently putting together some information to display this on the TV we have at Brookhouse Medical Centre. We have information about PPG on our website and we are actively promoting this to patients on NHS	Practice Manager	Sumayya Mayat	

	<p>further details.” The Patient Participation Group posters also need to be displayed at more prominently locations in the surgery. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.</p>	<p>as a learning outcome which the Practice is taking on board to make improvements to the services being provided. Brookhouse Medical Centre has since closed but the comments will be taken on board for the new site.</p>	<p>choices and in house.</p> <p>If patients feel they would like to make a suggestion but not join the PPG, they can leave a suggestion in the our suggestion box, located in the reception area</p>			
3.	<p>At the new premises all staff to be Dementia Friends trained, one member of staff to attend Blackburn with Darwen Dementia Alliance meetings regularly and for Brookhouse Medical Centre to work towards becoming a dementia friendly organisation and inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.</p>	<p>We are working towards becoming a dementia friendly Practice with some staff already trained. Many good things have come as a learning outcome which the Practice is taking on board to make improvements to the services being provided. Brookhouse Medical Centre has since closed but the comments will be taken on board for the new site.</p>	<p>All current staff are trained as dementia friends. All new staff are being provided with this training to ensure we keep on top of this.</p> <p>Brookhouse Medical Centre is a dementia friendly Practice.</p>	Practice Manager	Sumayya Mayat	
4.	<p>To provide specific details of training courses provided to all staff on disability awareness. Brookhouse Medical Centre to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.</p>	<p>Many good things have come as a learning outcome which the Practice is taking on board to make improvements to the services being provided. Brookhouse Medical Centre has since closed but the comments will be taken on board for the new site.</p>	<p>All training courses appropriate for staff at different levels is made available to them.</p>	Practice Manager	Sumayya Mayat	

5.	At the new premises ensure carers are recorded as carers on their GP medical records at Brookhouse Medical Centre and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018.	Many good things have come as a learning outcome which the Practice is taking on board to make improvements to the services being provided. Brookhouse Medical Centre has since closed but the comments will be taken on board for the new site.	Carers record are constantly validated to ensure we are providing the appropriate services to all patients.	Practice Manager	Sumayya Mayat	
6.	At the new premises display the most current CQC report from July 2017 CQC visit and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018	Many good things have come as a learning outcome which the Practice is taking on board to make improvements to the services being provided. Brookhouse Medical Centre has since closed but the comments will be taken on board for the new site.	Current CQC ratings are displayed in the waiting area	Practice Manager	Sumayya Mayat	
7.	At the new premises provide a large coloured clock in the waiting area and to inform Healthwatch Blackburn with Darwen of actions in this regard by 31 March 2018..	Many good things have come as a learning outcome which the Practice is taking on board to make improvements to the services being provided. Brookhouse Medical Centre has since closed but the comments will be taken on board for the new site.	Unfortunately we do not have the capacity to put this up.	Practice Manager	Sumayya Mayat	