

# The Beeches Medical Centre Annual Practice Report

Website: [www.thebeechesmedicalcentrewidnes.nhs.uk](http://www.thebeechesmedicalcentrewidnes.nhs.uk)



**June 2023**

**Partners**

*Dr Rebecca Maguire – Senior Partner*  
*Dr Melanie Forrest*  
*Dr Stella Baker*  
*Dr Rebecca Williamson*

**Salaried GP** - *Dr Megan Conley*

**Practice Manager** – *Lynda Bolton*

Report created by Lynda Bolton - Practice Manager



*Facebook.com/TheBeechesMedicalCentre*

# The Beeches Medical Centre

## ANNUAL PRACTICE REPORT

### Introduction

The Beeches Medical Centre presently has 8,472 registered patients as of June 23. The practice is a part of the of Integrated Care Board, (ICB). We are also a member of Widnes Primary Care Network (PCN) which has 8 practices. The 2011 census figures showed Halton has a population of 125,970 (48.8% male and 51.2% female). 129,582 of this population are registered with Halton GP's.

Age distribution of patients at The Beeches Medical Centre as of June 2023: -

<b>AGE</b>	<b>MALE</b>	<b>FEMALE</b>
0-9	511	458
10-19	535	501
20-29	467	447
30-39	626	656
40-49	491	453
50-59	542	602
60-69	538	617
70-79	318	3366
80-89	118	171
90-99	17	37
100+	1	0
<b>Total</b>	<b>4164</b>	<b>4308</b>

Patients in residential homes – 0.69% of practice population

### About us and our staff

We offer patients the choice of 5 GP's, comprising of 5 female GPs. We have 4 partners: Dr Rebecca Maguire (Senior Partner), Dr Forrest, Dr Baker and Dr Williamson. We employ 1 salaried doctor: Dr Megan Conley. Dr Forrest is a GP trainer. We have 2 GP trainees at present. We employ a full-time Advanced Nurse Practitioner (ANP). We have two practice Nurse Prescribers, who offer a variety of services such as long- term condition health reviews, baby immunisations, other immunisations including holiday, shingles, vitamin B12 injections (see appendix 3 for more information). We have 8 part-time reception staff who reception front of house, a part time secretary, 3 administrative staff, a care co-ordinator, Organisational Manager and a Practice Manager, a part time medicines co-ordinator and a Community Pharmacist. The staffing is stable in terms of staff ratios and length of service, illustrated in Appendix 1.

We have attached staff, consisting of an ANP Paramedic, Mental Health Practitioner, a nurse to review patients with severe mental illness and a HCA who performs health checks for 40 – 74-year-old with no pre-existing conditions and a Nurse Associate.

We have a close relationship with our multidisciplinary team consisting of District Nurses, Community Matron, Wellbeing, nursery nurse, Macmillan Nurse. We hold monthly GSF meetings to discuss cancer patient care and MDT meetings to review care plans for patients at risk to avoid A and E admission.

Our out of hours provider is NHS 111 contactable after 6.30pm, weekends and bank holidays. We endeavour to offer an appointment to patients within 48 hours and mostly on the same day of request for urgent cases. We ensure that children are always triaged on the day of request and seen by a clinician when necessary. We also offer a range of bookable in advance appointments; these can be booked on-line, by telephone or at the practice and self-booking via Accurx. Patients can also book appointments to be seen after hours and at weekends at HCRC in Widnes or Heath Road Runcorn. This is co-ordinated at the practice and Widnes Enhanced Access Service (formerly known as Widnes GP Extra).

We have a PMS contract which has been reviewed by NHSE and as a result we are experiencing a reduction of income. NHSE has almost completed a 5-year plan which will result in equal funding to both GMS and PMS practices with a view to phase out PMS practice additional funding, resulting in equal funding per patient population. The Cahill formula, which is used to calculate the amount each practice receives and looks at certain criteria e.g. deprivation is thought to be out dated and will be replaced.

Our surgery is a c.1940 converted dwelling house with disabled parking facilities and 9 consult rooms.

The practice has a motto of **“Safety Quality and Equality”**.

The practice population has grown steadily in the past 5 years with the patient population has increased to 8,472 as at June 2023. The practice list is open for new patients residing within the practice boundary.

From 1<sup>st</sup> April 2015 every patient has been allocated a named GP who has the overall responsibility for their care. Please ask a receptionist, nurse or doctor if you would like to know who your named GP is. This does not in any way prevent you from seeing any doctor of your choice at the practice.

### **Consultations and appointments**

We operate a triage system. We see patients on the day, planned appointments, non-urgent appointments, telephone appointments, structured medication review appointments with the pharmacist (See appendix 2 for a table of days each doctor is available from June 2023). We offer home visits for housebound patients and those who are too ill to come to surgery. We have 60 patients registered in 4 care homes in the area. The doctors visit these patients on request and conduct a weekly ward round at Ferndale Court Care home which is our aligned practice. We offer telephone appointments enabling patients to speak to a clinician. We also have the option for patients to submit on-line requests via the practice website to submit an e-consult. Patients will receive a response within 48 hours.

Our surgery is open Monday to Friday 8am to 6.30pm. Staff work until 6.30pm and after this time the out of hour's service is operational.

**Telephone consultations**

Patients can speak to a doctor or a nurse on the telephone as we have daily telephone appointments for all doctors and nurses.

**Temporary patients and Immediate and necessary patients**

The doctors see patients who may need emergency treatment e.g. if patient is staying with a relative or those working away from home.

**Clinics**

See Appendix 3 for clinics and services available at the practice

**Patients with long term conditions**

The practice has a register of patient with long term conditions (see Appendix 4 for list of conditions)

**Patient Experience Surveys**

We participate in Friends and Family survey each month and submit the monthly results to NHS England which they then publish on NHS choices website. This survey asks whether patients would recommend the practice to a friend or a family member. 97% of patients would recommend The Beeches Medical Centre to Friends and Family. The patient is then asked if they would like to add a comment which could be published with consent. NHSE also publish the results of the national patient survey which can be found on this website. This service is discussed in the practice and with our Patient Group. We have an active patient group of 14 members.

**Clinical Governance - Patient Safety: -****Significant Events and Complaints**

The doctors review complaints and significant events at discussion meetings. Significant events are events that occur in the practice and are valuable as a learning and education tool to ascertain what went wrong, what went well and what can we change in order for this not to happen again. These are then re-reviewed to ascertain if the system of change has worked.

We received 12 written complaints during the year. (See Appendix 5 for complaints received). We sometimes get complaints at the desk e.g. if patients have to wait too long or if their prescription is not ready or they cannot get through on the telephone at 8am; these complaints are recorded in a complaint book to see if there are any themes that we can identify and try to improve our service.

**Safety Alerts**

Doctors are notified of any patient alerts e.g. drug alerts, equipment alerts and any action is taken. This could be a drug re-call for example. The doctors will review these patients and take the required action to enable patient safety.

## **Clinical Audits**

The doctors undertake a variety of clinical audits each year to help with clinical governance.

## **Health Promotion and screening:** - (see Appendix 6 for screening figures)

### **Cervical Cytology**

Smears are offered nationally to female patients aged 25 to 64 on a three yearly recall basis up to the age of 50 then a 5 yearly recall after the age of 50. Our Practice uptake for cervical screening was 72.8% in 2021/22.

### **Bowel screening**

Offered nationally to patients over the age of 60 years at 2-year intervals – we encourage all patients to have this test done. Our Practice uptake for bowel screening was 62% in 2021/22.

### **Breast screening**

We encourage patients to have this screening and when we receive notification if they did not attend, we send out correspondence to encourage them to have this screening test. Our Practice uptake was 68% in 2021/22.

### **Well man clinic and health checks**

We offer health checks to 40 – 74 year old patients with no pre- existing condition to identify any conditions that they may not be aware of. This has helped to identify potential conditions e.g. diabetes.

### **Childhood Immunisations**

We offer childhood immunisations and six-week assessments for babies.

### **Quality and Outcomes Framework**

We publish these figures annually on our website:

<http://www.thebeechesmedicalcentrewidnes.nhs.uk>

### **Training - Doctors and staff**

The doctors and nurses have allocated study leave to attend training to continue with their professional development. Clinical and Administrative staff have mandatory training in Life support, Caldicott - patient confidentiality training, safeguarding of children and adults, domestic violence awareness and abuse. Customer services and Infection control. Regular discussion meetings are held to discuss significant events.

### **Prescribing**

Dr Maguire is the prescribing lead for the practice and attends monthly prescribing meetings she has formulated the prescribing protocol for the practice.

## **Suggestions**

We have a suggestion box in reception and welcome any suggestions or comments from patients. You can also email [HCCG.Beechesmc@nhs.net](mailto:HCCG.Beechesmc@nhs.net) with any suggestions or submit feedback on our website.

## **Patient Group**

We have 14 members in our patient group who are invited to meet at the practice to discuss anything of their choosing as they are invited to set the agenda. A Partner and the Practice Manager attend their meeting to update the patients on what is happening at the practice. We are very grateful for their support. If you would like to join our Patient Group, then please email [HCCG.Beechesmc@nhs.net](mailto:HCCG.Beechesmc@nhs.net)

## **I.T.**

The practice has introduced EPS electronic prescription requests. This enables patients to order their prescription online, they are sent directly to a doctor's mailbox, authorised and then sent electronically to the nominated pharmacy.

We have a very informative website [www.thebeechesmedicalcentrewidnes.nhs.uk](http://www.thebeechesmedicalcentrewidnes.nhs.uk). The website can be used to keep up to date with developments, update patient details, submit online chronic disease reviews and offers a variety of very useful information.

The practice also has a Facebook page that we use to keep patients up to date. Please like and follow us on Facebook at [facebook.com/TheBeechesMedicalCentre](https://facebook.com/TheBeechesMedicalCentre)

The practice has multiple IT systems in place to help with communicating with our patients. This includes text messaging software that allows patients to self-book appointments online.

## **Fees**

The practice charges for non-NHS work (see Appendix 7 for fee list)

## **And Finally - Keeping patients informed**

We do our very best to offer a good service to our patients and try to keep them informed of any changes in the following ways:

All newly registered patients are given a practice leaflet.

We have a quarterly newsletter produced by one of the partners with all the practice news and some health guidance for each season. This is available in printed copies in reception and also uploaded to the practice website. This is also emailed to any patient on our mailing list every quarter and members of the patient group.

We have a television screen in reception with all the latest health information and guidance. This also displays up to date information about the practice e.g. when flu vaccines are available.

We have a Jayex board with up-to-date information in reception.

Please follow us on Facebook at [facebook.com/TheBeechesMedicalCentre](https://facebook.com/TheBeechesMedicalCentre)

We endeavour to keep the practice website updated at all times with all the practice news featured as a **News Icon** for instant access to current news.

[www.thebeechesmedicalcentrewidnes.nhs.uk](http://www.thebeechesmedicalcentrewidnes.nhs.uk)

## APPENDICES – see below:-

### Appendix 1 – Practice doctors, nurses and staffing ratio

Role	Number of staff	WTE	Length of service range
<b>Clinical staff</b>			
GPS	5	4	6 months to 26 years
Advanced nurse prescriber	1	1	2 years
Nurse Prescriber	2	1.64	9 years to 24 years
<b>Administrative</b>			
Practice manager	1	1	14 years
Administrative staff	2	3	5- 20 years
Organisational manager	1	1	9 years
Reception staff	7	3.5	4 months to 10 years
Secretary	1	.25	3 years

### Appendix 2 – Working week of clinicians

Clinician	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Maguire	Y		Y		Y
Dr Forrest	Y	Y			Y
Dr Baker	Y		Y		Y
Dr Williamson	Y	Y		Y	
Dr Conley (sal)	Y	Y		Y	
Nurse Paddock	Y		Y		Y
Nurse Hulme	Y	Y	Y		Y
ANP Laura Fox	Y	Y	Y	Y	
ANP paramedic Ben Hannah	Y	Y		Y	Y
SMI nurse			Am only		
MH practitioner		PM only	Y		
Health checks - Kerry				Y	
Cathy Morris pharmacist	Y	Y	Y	Y	Y

**Appendix 3 – Clinics and services available**

Clinic/service
Baby checks and vaccinations
Well being referrals
Minor surgery
LTC reviews
Smoking cessation (By Referral)
Maternity Services
Well man and well woman clinics/contraceptive services
B12 vitamin injections
Near patient testing
Shingles vaccination
New patient health checks
Health checks for 40-74 year olds to identify any preventable conditions
Influenza vaccines
Holiday vaccines
Spirometry tests – at WHH
Mental Health patients - We offer Double appointments to identify physical and psychological needs, annual health checks and care plans
Dementia patients – Advanced care plans
Phlebotomy service
24 hour ambulatory BPs
ECGs
Asthma management/FENO testing

**Appendix 4 – Long term conditions and Disease management reviews**

Long term conditions (LTC)
Hypertension
Stroke/T.I.A
Heart disease (I.H.D)
Respiratory – asthma and COPD
Diabetes
Mental health
Obesity
Stop Smoking
Learning Difficulties health reviews
Chronic kidney disease



**Appendix 5 – Complaints received 1.4.22 to 31.3.23**

Description category	No	Resolved
Clinical/patients/attitude	2	y
Referral problem	1	y
Appoints/telephone	5	y
Staff/GPS	1	y
Clinical/organisational	2	y
Confidentiality	1	Y
<b>Total</b>	<b>12</b>	

**Appendix 6 – Screening Practice Achievement**

Screening	National Target	2021/22
Cervical screening (Target 80%)	80%	72.8%
Breast (target 70%)	70%	67%
Bowel – Target	60%	62%
Flu 65>	75%	78.8%
Flu – At risk	75%	41.1%
Flu pregnant	75%	35.8%
Flu - 2year olds Higher than national average	70%	47.5%

## Appendix 7 - Fees for non NHS work provided by the practice

### Fees for services not provided under the NHS

The services shown are not provided under the National Health Service contract and the following fees will be charged unless stated differently by a Doctor.

**Please see the associated “Why do GP’s charge fees?” fact sheet on our web site menu.**

Non –NHS Service provided	Cost
Access to medical records (signed authority mandate required from patient)	Free
<b>Simple Administration</b>	
Private Sick Certificate	£10
To Whom it May Concern (simple administration letter)	£20
OFSTED and Child minding form completion	£40
Fitness to Fly/Travel/Gym	£30
Statement of fact/signed photo	£20
Army/Navy and DVLA forms	£40
<b>Medical Reports</b>	
Insurance company medical forms	£89
Adoption (completion of form and medical) Borough council sets charge	£73.86
Employment (completion of form or dictated letter)	£40
Employment completion of form and medical	£100
Cancellation of holiday - (insurance form)	£30
<b>Medical Report and Examination</b>	
Insurance (completion of form with full medical history)	£97
Insurance completion of form, medical history and examination	£120
Taxi Driver and HGV medical	£80

***The cost of services are based on BMA guidelines – updated 8.6.23/LB***

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