

GP Enter and View Report

Dr Bhima Surgery, Rochdale

First floor, Nye Bevan House, Maclure Rd, Rochdale OL11 1DN



Introduction

Healthwatch Rochdale are the independent voice of Heywood, Middleton and Rochdale residents. We listen, challenge, and shape local health and social care services.

Healthwatch Rochdale representatives conducted an Enter and View visit at Dr Bhima's practice on 26/06/2025 at 09.00 as part of a planned Quality Visit carried out by the Primary Care Team, GM Integrated Care HMR (Heywood, Middleton and Rochdale locality).

Dr Bhima's practice is one of the smallest GP practices in the Rochdale Borough with an estimated patient list size of 1500.

Purpose of Visit:

The purpose of the visit was to review how patients access GP services, including appointment booking systems, accessibility of information, and the overall patient experience. While no patients were present in the waiting area during the visit, observations and staff engagement highlighted several key areas for improvement and good practice.

Who was involved:

- Kate Jones- CEO HWR
- Danielle Norton - Practice Manager,
- Jackie Woodhall and Reehana Khan- Primary Care commissioning team

Executive Summary

Quick Wins: Here are three quick wins which could improve the service and patients experiences at Dr Bhima's Practice.

1. **To set up online booking system for patients to facilitate digital access**
2. **Add call back option to your telephone system**
3. **Turn on the TV in the waiting area and share patient friendly information to educate, inform and signpost patients**

The environment was clean and accessible, with good transport links and inclusive facilities. However, improvements could be made to enhance patient experience and access, particularly in relation to digital booking options, privacy at reception, and better use of waiting area communication tools such as TV displays and notice boards.

Key recommendations include implementing a telephone call-back system, ensuring the self-check-in screen and waiting room TV are operational, introducing an online appointment booking system, and enhancing the visibility of patient information materials.

These findings and recommendations have been shared with the practice, and a formal response has been requested in line with Healthwatch's statutory role. For more information on this please click [here](#).



What patients said: There were no patients in the practice waiting area during the Enter and View visit.

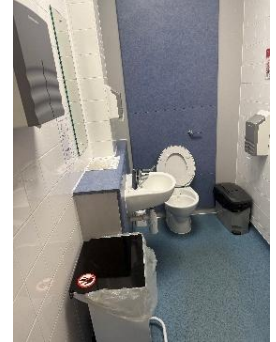
Booking system:

Here are key findings in this area:

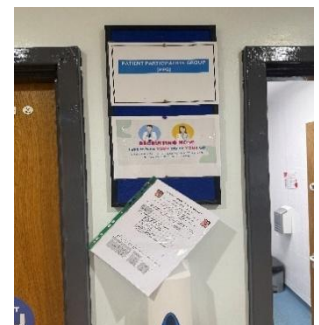
- Telephone system, phone answered within 20 seconds, only one other person in the queue at the point of call.
- Useful pharmacy information provided during the introduction to the call and information on who to call if an emergency.
- No option available to use call back system upon waiting to speak to the receptionist.
- No online booking system currently available for patients.
- Same day telephone consultations available on 26/06/2025.
- Routine appointment available to book for in 5 days' time.
- Video call consultation not available at this practice.
- There is only one doctor at this practice each day. If you require a female doctor, she is only available two days a week: Tuesday and Wednesday.
- The practice allows a five-minute lateness window for patients, anything over this and it's at the discretion of the doctor to decide whether they see the patient.
- Out of hours services: The practice offers one appointment in the evening at 6.45 which is at Dale Medical Centre, Nye Bevan, Rochdale.
- Patches identified on the website as well as Patient Access.
- A lot of useful information on the website about how to book an appointment but not all functions of the offer up and running.
- Interpretation services available upon request, same day with no access issues for the patients or practices to these services.

Observations:


- This practice is accessible via public transport, with the tram stop outside the Nye Bevan building. Plenty of parking spaces available in the carpark, including disabled parking. Street parking also available.
- Accessibility to the building is fully functional with wider, automatic door, ramps and lifts.
- The waiting room was clean, tidy and had plenty of seating space available for patients.
- Toilet in the waiting area was clean and tidy.
- Information and signposting leaflets available in the reception area however, not all notice boards and flyer stands were full and more information could be shared.



- Self-check in TV was not switched on and therefore not working. As the receptionist was on the phone most of the time, patients would have had to wait to check in whilst Receptionist finished on the phone.
- TV/monitor in waiting area was switched off.
- Privacy is limited when booking in with the receptionist due to the layout of the building.
- Receptionist was on the phone taking phone calls during the visit, everything could be heard in the waiting area.
- Patient Participation Group (PPG) information in the waiting area with a sign-up sheet for patients.

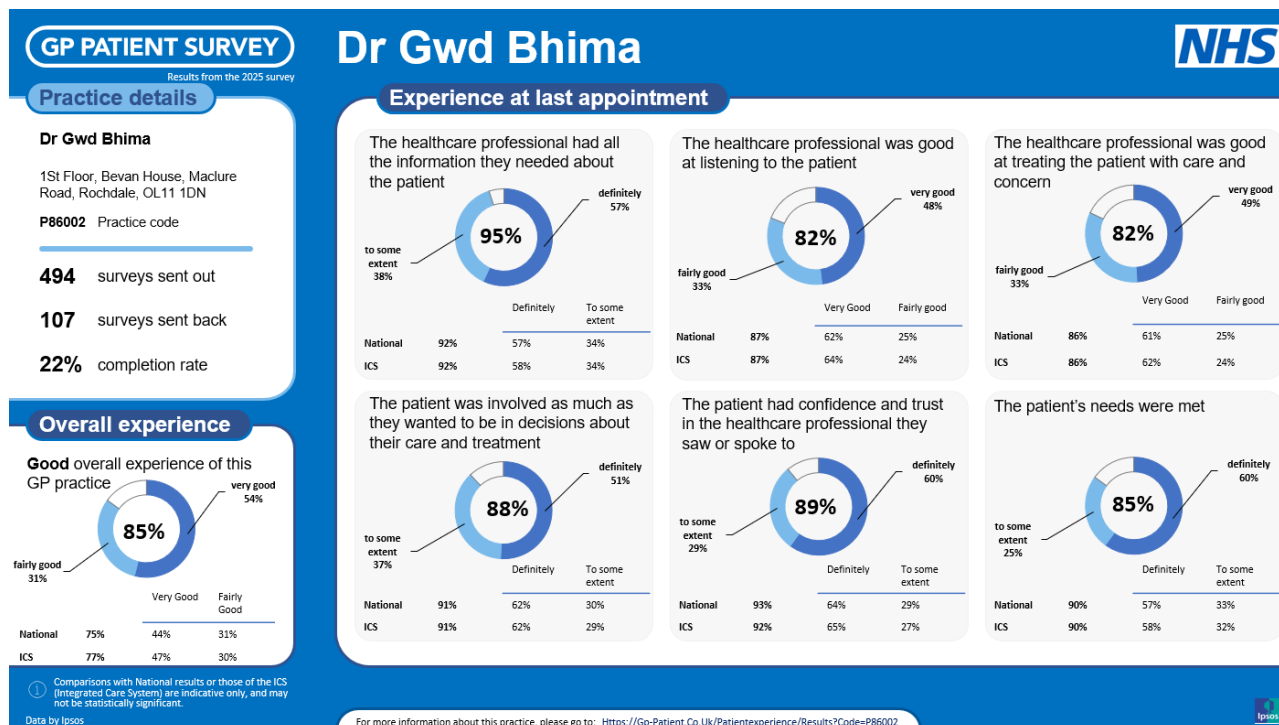
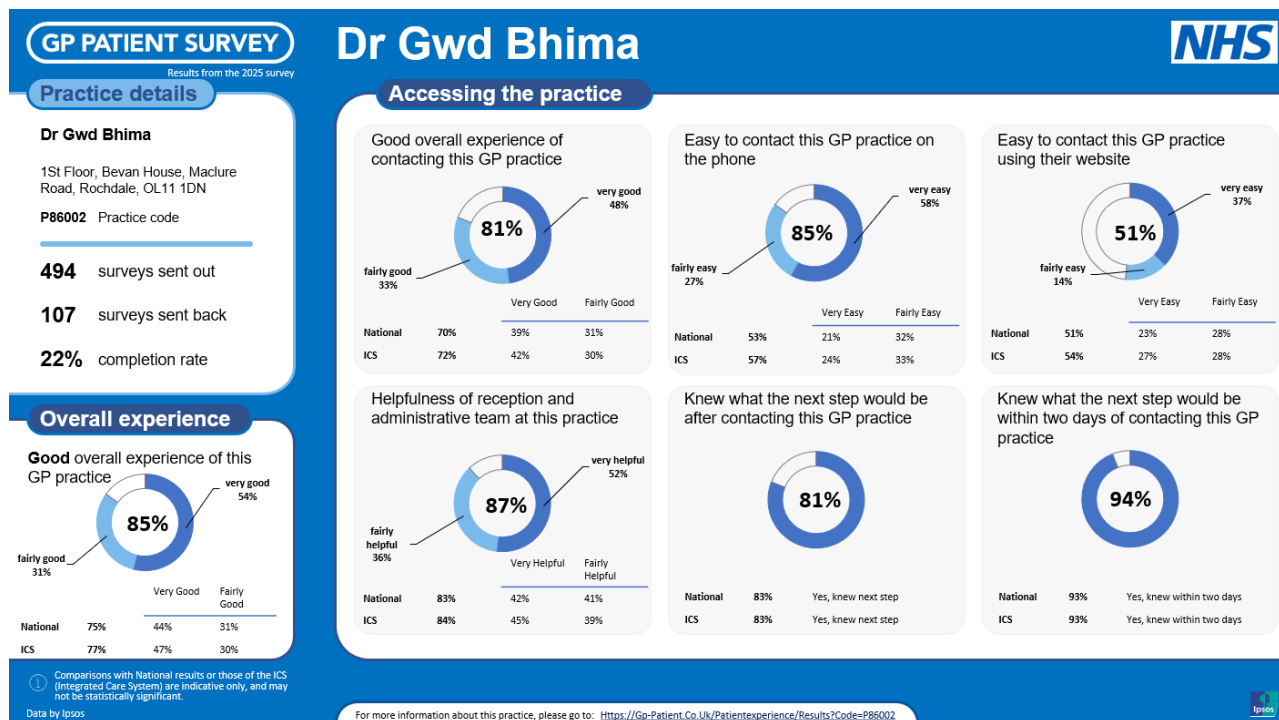


Recommendations and Practice Response

	Healthwatch Rochdale Recommendation June 2025	Dr Bhima's Practice Name & position of responder	Update/Actions/Further comments Date: 11.07.2025
1.	Ensure the Check in monitor is up and running to ensure patient access	Saba Asif –Practice Manager	The practice is in communication with Emis(System)9 and received a quotation this week. Awaiting approval as there are subscription costs associated to have this feature in place.
2.	Switch the TV on in the waiting area to educate, inform and provide signposting information to patients	Saba Asif –Practice Manager	The practice needs to communicate with the building management to check the subscription as it owned by the building management not per practice– all TV monitors are turned off in Nye Bevan. The practice is in communication to get further information.
3.	Add a call back option to the telephone system	Danielle Norton – Admin Team (Note: if you are having difficulty opening the ticket attachment, the practice has a copy of the content)	 Ticket update T20250704.0059 - Pa An update has been added to your support Ticket: T20250704.0059 Good afternoon Danielle Thank you for taking my call to discuss your ticket. As discussed your Patient Callback Thresholds are set as Queue Length Threshold - 4 (which I have confirmed with Product is the lowest threshold) Queue Length Duration - 5 minutes. I will now close the ticket as confirmed by yourself but if you have any further questions or need any assistance please submit a new support ticket or call us on 0333 332 0088 Kind regards Joanne Please follow the link below to reply to this update from the X-on Support Portal. https://support.x-onweb.com/ticket/T20250704.0059 Completed 4/7/25

4	Implement online booking system for patients	Danielle Norton – Admin Team	The practice can confirm that we are offering online appointments to our patients through the NHS App and video consultations with Patches is up and running.
5	Add more information on notice boards throughout the waiting area	Danielle Norton – Admin Team	Boards have been updated and more information has been shared – we have implemented a monthly board for awareness
6	Receptionist to have a noise cancelling system in place, so waiting patients don't hear their conversation	Saba Asif Practice Manager	The practice can confirm that we have a dedicated staff member handling reception only and not taking any calls in the reception area.
7	Improve patient choice by increasing the availability of both male and female doctors to ensure patients can see a clinician of their preferred gender wherever possible.	Saba Asif Practice Manager	Practice does have good access for both male and female on alternative days, the practice is fulfilling the NHS England contractual requirement of offering 75 appointments per thousand patients. In fact, currently the practice is offering 60 appointments above the required target. The practice can also confirm we have an extra male & female GP associated with the practice from RHA to address any URGENT needs if it arises. The practice's latest National Patient survey which is published nationally on 10/07/2025 shows that the practice patient SATISFACTION is above the national target. I have attached the survey copy for your attention. Hope this is satisfactory.
8	Enhance access to care by offering out-of-hours appointments more frequently and extending availability later into the evening to provide patients with greater choice and flexibility.	Saba Asif Practice Manager	As The Bhima Family Practice is currently the smallest practice in our PCN we are unable to offer more OOH appointments for our enhanced access but our Out of hours extended access last appointment is @ 19:45pm. However, the arrangement with our PCN is if any appointment is not booked in by the other practices in the PCN we all can utilise them in need after 14:00pm.
9	Share report and discuss findings at a meeting of the practice PPG at a meeting	Saba Asif Practice Manager	We held our PPG meeting in June and will be sharing our data in October 2025 when we have next meeting.

Appendix





Healthwatch Rochdale

Tel 01706 249 575

info@healthwatchrochdale.org.uk

www.healthwatchrochdale.co.uk



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