



**Providing NHS services**

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## **Health Watch update Report for The Bhima Family Practice-**

### **post 6-month review**

#### **Recommendations and update:**

##### **1. Ensure the check in monitor is up and running to ensure patient access.**

Dr Bhima's practice is a small practice with a patient list of fewer than 2,000. Our current financial priorities are focused on directly improving patient care, including investment in additional GP capacity and staff wellbeing. Following advice from our finance team, there is currently no available funding to reinstate the check-in monitor. Additionally, reinstatement would require the purchase of a new monitor, updated software, and IT support, which is not financially viable at present. While we recognise and understand the importance of the work highlighted by Healthwatch and acknowledge the value this could bring for our patients, the request is not financially sustainable at this time. That said, this forms part of our future planning considerations, and we will continue to review our financial position and available resources as a priority.

##### **2. Switch the TV on in the waiting area to educate, inform and provide signposting information to patients**

Following discussions with the building manager, it has been confirmed that responsibility for TV subscriptions within the building does not sit with them. This work is associated with additional financial considerations and, while we recognise the importance and potential benefit of this for patients, it is not currently financially sustainable. We have requested quotations and, once received, these will be shared with the finance team for review and consideration as part of our future planning. At present, we are unable to provide a specific timeframe; however, this matter is being actively progressed and will be reviewed alongside our wider financial priorities.

**3. Add a call back option to the telephone system**

The practice uses the digital telephony system X-On, which includes a callback function designed to support patients during periods of high call demand. To ensure fair and efficient call handling, the system is set up so that the callback option becomes available when more than three patients are waiting in the queue, or if a caller has been waiting for longer than five minutes. Unfortunately, the system does not allow the callback option to be offered to the first three callers. This configuration is part of the standard setup used across HMR practices using the X-On telephony system and is intended to help manage peak call times while minimising overall waiting times for patients.

**4. Implement online booking system**

The practice confirms that patients can book online appointments through the NHS App, and that video consultations via PATCHS are currently available. Online appointments and other requests can be submitted during core hours, between 08:00 and 18:30.

**5. Add More information on the notice boards throughout the waiting area**

The notice boards have been updated to include additional information, and a monthly board has been implemented to help raise awareness.

**6. Receptionist to have noise cancelling system in place, so waiting patients don't hear their conversation**

The practice can confirm that a staff member is assigned exclusively to reception duties and does not handle telephone calls while working at the reception desk. Clear signage is displayed in the reception area advising patients to request a private conversation if required. A private room is available to invite patients into for confidential discussions.

**7. Improve patient choice by increasing the availability of both Female and Male doctors to ensure patients can see a clinician of their preferred gender wherever possible.**

The practice provides good access to both male and female clinicians, with salaried GPs offering regular full-day sessions on alternate days. The practice meets the NHS England contractual requirement of providing 75 appointments per 1,000 patients and is currently offering 60 appointments above this target. In addition, the practice has access to an extra male and female GP through RHA to support any urgent clinical needs. The most recent National Patient Survey, published nationally on 10/07/2025, shows that patient satisfaction at the practice exceeds the national average.

**8. Enhanced access to care by offering out- of- hours appointments are more frequently and extending availability later in the evening to provide patients with greater choice and flexibility.**

We are pleased to confirm that the practice is signed up with BRIDGE PCN and with the help of ICB funding, offers enhanced out-of-hours appointments with extended evening

availability to provide patients with greater choice and flexibility. This includes out-of-hours home visits provided by BARDOC, as well as access to NHS 111 services.

**9. Share report and Discuss findings at the practice PPG at a meeting**

The next PPG meeting at the practice is scheduled for 12/02/2026, where we will share not only the Healthwatch Rochdale report but also ongoing changes we are implementing to enhance the patient experience.