



Bolton Community Practice CIC



Patient Advisory Group

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP  
WEDNESDAY 3<sup>rd</sup> NOVEMBER 2021  
VIA ZOOM**

**PRESENT**

**PAG (Patient Advisory Group Members)**

Bill Lawley	(Chair)
Kishor Gandhi	(Deputy Chair)
Mary Barrow	
Kathleen Delaney	
Norma Mason	
Sohema Patel	
Liz Williams	
Karen Worrall	

**Bolton Community Practice**

Penny Parr	(Interim Clinical Director)
Bernie Gildea	(Director of Performance and Operations)

**BCP Patients (Non-PAG Members)**

None



**The Chair and Vice-Chair were re-elected for a further period of two years from 3<sup>rd</sup> November 2021**

**The Meeting was chaired by the Chair (Bill Lawley).**

<b>Item No.</b>		<b>Action</b>
<b>1.</b>	<b>APOLOGIES</b>	
	Mary Meacher (PAG Member)	
<b>2.</b>	<b>MINUTES OF ZOOM PAG MEETING – 1<sup>ST</sup> SEPTEMBER 2021</b>	
	Noted.	
<b>3.</b>	<b>MATTERS ARISING NOT OTHERWISE ON THE AGENDA.</b>	
	None.	



**Item No.**

**Action**

**4. APPOINTMENTS**

At the last PAG Meeting Dr Parr had recognised that the callback arrangements were unsatisfactory and not working as well as they could, and agreed to consider alternatives, such as callback times and time slots.  
**It was noted at the last PAG Meeting–**

- (1) Dr Parr was to trial giving appointment times which, if successful, could be extended to callback arrangements,
- (2) there was currently a shortage of staff to answer the telephone, leading to further delays, but interviews were to be held shortly,
- (3) BCP agreed to report to the next PAG Meeting on the issue of increasing to a maximum the number of face-to-face appointments with doctors,
- (4) Patients were to be requested to ring for blood test results after 11.00 each day, and
- (5) BCP agreed to report to the next PAG Meeting with a Recovery Plan indicating how the Practice intended to recover its service to the pre-pandemic position.

Accordingly, Dr Parr reported that she had re-designed the Appointment System. The new arrangements dealt with contact times and time slots and increased the proportion of face-to-face appointments with Doctors.

It was agreed that the new appointment arrangements (together with other items also identified) be explained by way of a Patient Bulletin (**Enclosure 1**).



Item No.		Action
5.	<p data-bbox="335 380 462 414"><b>IT ISSUES</b></p> <p data-bbox="335 421 1332 533">The Vice-Chair reported that there were some difficulties in the arrangements to ensure the early update of the PAG Webpage on the BCP Website.</p> <p data-bbox="335 577 957 611">The BCP's Website also required some updates.</p> <p data-bbox="335 656 1332 768">BCP continue to have technical problems with Emis (their computer system). (An example is the occasional cutting-off of patients' telephone calls to the Practice).</p> <p data-bbox="335 813 1332 880">At the last PAG Meeting it was agreed that BCP be requested to report to this PAG Meeting identifying the outstanding technical problems.</p> <p data-bbox="335 925 1332 992">Dr Parr acknowledged the problems and agreed to report to the next PAG Meeting.</p> <p data-bbox="335 1037 790 1070">It was agreed to note the position.</p>	<b>BCP</b>
6.	<p data-bbox="335 1120 893 1153"><b>HORWICH HEALTH AND WELLBEING HUB</b></p> <p data-bbox="335 1160 1332 1512">In August 2021 Bolton Community Practice received confirmation from Greater Manchester Health and Social Care Partnership (GMHSCP) that the Outline Business Case for the Horwich Health and Wellbeing Hub had been supported, including the development option proposed of a third party development with the developer owning the premises and leasing them to the GP practices. The Project Team – consisting of representatives from Bolton Community Practice, Pike View Medical Centre, Bolton CCG, Bolton Council, GMHSCP and the District Valuer – meet every two weeks to progress the appointment of a third party developer. It is hoped to have made the appointment by January 2022, and it is anticipated that the build will now be complete by early Autumn 2023.</p>	
7.	<p data-bbox="335 1556 734 1590"><b>LITTLE LEVER HEALTH CENTRE</b></p> <p data-bbox="335 1597 1165 1624">The new Centre was anticipated to be operational from March 2022.</p>	
8.	<p data-bbox="335 1668 702 1702"><b>VACCINATION PROGRAMME</b></p> <p data-bbox="335 1709 909 1742">The Programme had vaccinated 38,000 people.</p>	



**Item No.**

**Action**

**9. NATIONAL GP PATIENT SURVEY 2021**

The results of the 2021 Survey were available and, in respect of BCP, were somewhat disappointing. However, it had to be borne in mind that the Survey was carried out at a time when BCP were administering the Vaccination Programme for not only their own patients but also patients from other Practices.

At the last I PAG Meeting it was agreed to request BCP to prepare for this PAG Meeting an Action Plan dealing with the issues raised by the Survey.

Dr Parr reported that the Acton Plan was not yet ready

**BCP**

It was agreed to note the report.

**10. PATIENT LIST SIZE**

The patient list size at 1<sup>st</sup> November 2021 was 13,698.

**11. ANY OTHER BUSINESS**

none

**12. DATE, TIME AND PLACE OF THE NEXT PAG MEETING**

The next meeting of the Patient Advisory Group will take place on

Date: **WEDNESDAY, 5<sup>th</sup> JANUARY 2022**

Time: **14:30 – 16:30 hours**

Place: **VIA ZOOM**

Future Scheduled Dates are

**To be Agreed**

**Minutes Prepared by Bill Lawley**

**Minutes Formatted by Kishor Gandhi**



Bolton Community Practice CIC



Patient Advisory Group

## ENCLOSURE 1

# Bolton Community Practice – Patient Bulletin

16 November 2021

Issue 19

## **BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)**



### Appointment System

After receiving feedback from the Patient Advisory Group and BCP staff, the appointment system has been revised as follows;

Every GP morning clinic now has a mixture of 'pre- bookable' and 'on the day' urgent telephone slots' and has one 'pre bookable' telephone slot that can be booked by patients via the online system. There are also 'pre-bookable face to face slots' in the morning.

Every afternoon GP clinic has a mixture of 'pre- bookable' on the day telephone slots and routine 'pre-bookable' face to face, and urgent slots.

If a patient accepts a GP call back and subsequently misses the GP call, the GP will only try to call again once. If that call is also missed by the patient, they should contact the surgery when they will be rebooked into the next available appropriate appointment slot. Our reception team have an appointment navigation guide, to ensure the patients get seen by the most appropriate clinician. Dr Wrights morning clinics are all via the telephone and Dr Wright will contact the patients when he can, therefore there will be no appointment times arranged for his morning appointments.

### **Chronic Disease Management Appointments**

To try and make it as efficient as possible for patients to attend for their annual reviews. Patients will be given an appointment to see one of the nursing team for their physical

review, blood tests, BP checks, BMI checks, pulse check and foot check (foot check for diabetics only). They will then receive a telephone call approximately one week later with the nurse to complete the annual review.

### Online Consultation

Patients can also book appointments online via the BCP website. The online consultation form is available Monday to Friday from 4.00am until 4.00pm each day.

Online consultation is not available on Saturday or Sunday, it stops at 4.00pm on Friday and is available again at 4.00am on Monday. If you need to contact the surgery when the online consult form is disabled please telephone the surgery direct.



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## SMS (Text Messages) Questionnaires

BCP will be increasing the number of SMS questionnaires sent via mobile phones. These questionnaires are sent out to gather important information relating to your health, such as smoking status or asking you to submit a blood pressure reading if you have access to a blood pressure monitor. If you are sent a questionnaire via SMS please take the time to complete and return it.

## Message from our GPs

There has been an increase in patients being abusive to BCP staff. **Don't be one of them.**

Please treat all BCP staff with respect and not abuse! Warning letters will be sent to patients who are abusive, and those patients may be removed from the practice list.

## BCP Contact details (01204 463444)

BCP website: (Bolton Community Practice)  
<https://www.boltoncommunitypractice.nhs.uk/>

BCP email: (Bolton Community Practice)  
[bolton.communitypractice@nhs.net](mailto:bolton.communitypractice@nhs.net)

## PAG

Check out our Patient Advisory Group Webpage' at <https://www.boltoncommunitypractice.nhs.uk/patient-advisory-group>