



Bolton Community Practice CIC



Patient Advisory Group

## THE ANNUAL REPORT OF THE CHAIR OF THE PATIENT ADVISORY GROUP – 2018

The Patient Advisory Group (PAG) tries to help Bolton Community Practice (BCP) provide services which benefit all patients and to keep patients up to date with what is happening.

### **1. PAG BOWEL CANCER AMBASSADORS**

We are trying to help patients know more about bowel cancer and to encourage them to take part in the NHS Bowel Cancer Screening Programme.

Bowel cancer is the fourth most common cancer in the UK and the second highest cause of cancer deaths, but the earlier bowel cancer is detected, the better the chances of survival.

Kathleen Delaney and Sohema Patel have trained as PAG Bowel Cancer Ambassadors, and some patients who have not returned the Bowel Cancer Screening Test have been contacted and encouraged to return the Test.

### **2. SPECIALIST HEALTH PROFESSIONALS WORKING IN NEIGHBOURHOOD HUBS**

All Bolton GP Practices have been clustered together into different groups called “Neighbourhoods” to work more closely. BCP is within three Hubs because of the location of its four surgeries.

More specialist Health Professionals, including mental health practitioners, health improvement practitioners, specialist musculoskeletal practitioners and practice pharmacists, are now spending some time in surgeries. These services work alongside GPs in the Hubs to make sure patients are seen by the most appropriate Health Professional.

We attempt to ensure through the monthly Newsletter that patients are kept informed about developments.



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### **3. YOUNG CARERS**

We seek to raise the profile of young carers whose health, welfare and self- confidence can suffer because of a lack of support.

The responsibility for commissioning services for young carers lies with the Bolton Clinical Commissioning Group (BCCG) and the Council; the development of joint integration will help both organisations manage questions like this in the future.

The main issues relate to a lack of resources and service support, in particular around providing training to identify young carers and providing them with emotional and practical support.

We continue to press the BCCG and the Council to progress this neglected but very important area of service provision.

At the most recent Meeting of the BCCG's Board, the Board, at the instigation of the PAG, agreed to highlight this important area further and to keep it under review to ensure full and ongoing input into these developments.

### **4. PATIENT FEEDBACK**

At PAG Meetings we monitor patients' feedback about the Practice and bring issues to the attention of BCP.

Whether or not this monitoring makes any difference we cannot know, but we think it does help; feedback shows that the Practice scores highly in relation to overall patient experience and its clinical care, but the results relating to making appointments on the telephone have been very disappointing.

The difficulty in getting through to the surgery on the telephone has only improved slowly despite the efforts of PAG to put pressure on BCP.



## 5. APPOINTMENTS

It is clear that the change to a new IT System EMIS, recommended by BCCG, has proved to be disastrous, and has made worse the position regarding telephone access waiting times (and online access); the position with EMIS is slowly improving, but there are still a number of snags.

BCP has tried different methods to make contacting the Practice by telephone easier and improve waiting times, most recently all available staff across the four surgeries have been encouraged to answer the telephone at peak times. This is being monitored and the results fed back to individual surgeries.

It remains to be seen if delays getting through to the surgery by telephone continue to reduce.

We have also tried, without success, to have additional appointments to the ones already in place for patients in work.

We have also tried, without success, to have the timings changed of the message and music in the telephone message to incoming callers.

## 6. PAG WEBSITE

The Deputy Chair, Kishor Gandhi, has built and maintains a PAG Website and tries to keep patients informed of changes to the BCP Website. We have not been getting this information, but BCP have now said they will inform Kishor of all changes so he can keep the PAG Website UpToDate.

## 7. LITTLE LEVER SURGERY

We are pleased with the proposal to relocate the Little Lever Surgery in newly built premises at the former Tesco Site on Market Street.

## 8. FOCUS CARE PRACTITIONER

We are pleased to note that a Focus Care Practitioner has been appointed to work two days per week from Waters Meeting House to target the hardest-to-reach patients with complex social care needs (including those at risk of homelessness), with a view to supporting them in managing social issues that impact on their health. This is part of a wider Greater Manchester Scheme.



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## **9. HOMELESS PEOPLE**

We welcome that BCP has been designated a “Homeless-Friendly Practice” to cater for and be available to homeless people. For instance, new patients will be accepted without proof of address. This is part of the Greater Manchester’s Mayor’s Initiative to help the homeless.

## **10. THE NURSING TEAM**

We congratulate Karen Robinson, BCP’s Advanced Nurse Practitioner, on winning the People’s Choice Award and Inspirational Leader of the Year Award at the Greater Manchester General Nursing Practitioners’ Awards.

## **11. THE APPRENTICES**

We congratulate Mouter Abbass of the BCP on being shortlisted for the “Apprentice of the Year” Award in the Greater Manchester Health and Care Champion Awards 2018. Thirty-three people were shortlisted out of almost 400 nominations.

## **12. PRIDE IN PRACTICE GOLD AWARD**

We welcome that BCP has been awarded the Pride in Practice Gold Award promoting the Practice’s relationship with their lesbian, gay, bisexual and trans (LGBT) patients. This demonstrates BCP’s commitment to a fully inclusive patient-centred service.

## **13. INVESTORS IN PEOPLE AWARD**

We congratulate BCP on their successful re-application for the Investors in People Award.

## **14. MhIST – SUPPORTING MENTAL HEALTH IN THE COMMUNITY**

PAG has arranged for MhIST to make a presentation to a BCP’s Clinicians’ Meeting to ensure BCP’s clinicians are aware of this local Organisation. MhIST aim to improve the wellbeing of people with mental health issues by getting them to work together and support each other.

## **15 ALL BCP STAFF**

We thank all BCP staff for their efforts which all contribute to the improvement of the health and wellbeing of patients, including all efforts to achieve the transition to a new IT System.

**Bill Lawley, Chair of Patient Advisory Group**

**December 2018**