



Bolton Community Practice CIC



Patient Advisory Group

## ANNUAL REPORT OF THE CHAIR OF THE PATIENT ADVISORY GROUP -2019

### 1. PAG BOWEL CANCER AMBASSADORS

We are now contacting patients who have not returned their screening tests encouraging them to take part in the screening.

### 2. YOUNG CARERS

The good news is that Bolton Council has commissioned a service for identifying and supporting young carers, the bad news is the service barely scratches the surface of the problem. We continue to bring pressure for more funding to be secured for the improvement of the service.

The service will be a valuable resource for BCP's Focused Care Practitioner.

### 3. DEALING WITH COMPLAINTS AND COMPLIMENTS

We have procedures in place to receive feedback about both the quality of services and the achievement of Targets. The number of patients completing the friends and family questionnaires has increased. By raising issues with BCP we hope we help to make a difference. There is a general feeling that things continue to improve, but the issue of telephone waiting times remains a problem. (Online access is increasing).



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#### 4. MONTHLY PATIENT NEWSLETTERS

We produce a monthly Newsletter keeping patients in the know about important topics. This year, topics have included:

- Staff Appointments
- Specialist Health Professionals
- Updates on the Results of Friends and Family Tests and Surveys
- Prescriptions and Charging
- Vaccinations (including measles immunisation)
- SMS Messages
- Appointment Times (both within and outside core opening times)
- Ageing Well Checks
- Telephone System
- myGP App
- Bolton GP Federation
- Holiday Opening and Closing Arrangements
- GP Sessions per week

#### 5. PRIMARY CARE NETWORKS

We are watching closely the progress of the Primary Care Networks which are an effort to achieve more collaboration between all primary care providers. The Networks are a good idea in principle, but the danger is they become a further layer of bureaucracy. We will have to wait and see. But by working together with other Practices BCP has been able to introduce regular separate clinics for a mental health practitioner, a health improvement practitioner and a musculoskeletal practitioner at each of the surgeries. The Networks are, however, time consuming in practice and impose additional burdens on BCP.

#### 6. IT ISSUES

In line with a strategy to achieve standardisation across Bolton, BCP has introduced new IT Systems. The implementation of the EMIS system caused considerable disruption, and the telephone system has been changed so BCP will be able to monitor call statistics better.

We also gave our views on digital face- to --face consultations.

The Deputy Chair reports to each PAG Meeting on IT issues and continues to provide PAG with essential and much valued IT information and support. He manages the PAG Website and is helping to re-design the Website.



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7. NEW PREMISES AT HORWICH AND LITTLE LEVER

We are hopeful that the remaining issues will be resolved and the construction of the Horwich Health and Wellbeing Centre will proceed, but are not confident enough to give a date; the new Surgery at Little Lever, however, is planned to be ready in 2021.

8. BCP STAFF

We sent a letter to congratulate and thank the Receptionists at the four surgeries for their politeness and care when dealing with patients.

We thank all BCP staff for their efforts to improve the health and wellbeing of patients.

Bill Lawley, Chair of Patient Advisory Group

December 2019