



Bolton Community Practice CIC



Patient Advisory Group

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP
WEDNESDAY 17th JULY 2019
WATERS MEETING HEALTH CENTRE**

PRESENT

PAG (Patient Advisory Group Members)

Bill Lawley	(Chair)
Kishor Gandhi	(Deputy Chair)

Mary Barrow
Kathleen Delaney
Mary Meacher

Bolton Community Practice

Anne Talbot	(Clinical Director)
Bernie Gildea	(Director of Operations and Performance)

BCP Patients (Non-PAG Members)



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

Item No.		Action
1.	APOLOGIES FOR ABSENCE	
1.1	Apologies were received from the following PAG Members: Sohema Patel Liz Williams Stewart Wilson Karen Worrall	
2A.	MINUTES AND ACTIONS OF THE PAG MEETING ON 1st MAY 2019	
2A.1	The Minutes of the Meeting on 1 st May 2019 were accepted as an accurate record and the position on the Actions was noted.	
2B.	MATTERS ARISING FROM THE MINUTES NOT OTHERWISE ON THE AGENDA	
2B.1	None	
3.	GREATER MANCHESTER NHS BOWEL CANCER SCREENING PROGRAMME	
3.1	BCP reported on the reaction of those patients already contacted and on proposals for contacting the next batch of patients.	BCP/PAG
3.2	Mary Barrow offered to be a PAG Bowel Cancer Ambassador.	
3.3	It was agreed to: (1) appoint Mary Barrow as a PAG Bowel Cancer Ambassador, and (2) note the report.	
4.	SPECIFIC BRANCH ISSUES	
4.1	No specific Branch issues.	



Item No.		Action
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5.	FEEDBACK REPORTS	
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5.1	The Chair reported there was no feedback from the Suggestion Boxes and Talk-Back Boards; there was no feedback from the Websites.	
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5.2	The Deputy Chair reported the results of the Friends and Family Tests and Questionnaires for April, May and June 2019, together with timeline graphs showing trends in results and number of responses (Appendix 1) .	
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5.2.1	The results of the Friends and Family Test were:	
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Q. How likely are you to recommend this Practice to Friends and Family?

A. Extremely likely / likely

August 2015 (90%) ... April 2018 (82%) May 2018 (80%) June 2018 (71%)
July 2018 (78%) August 2018 (59%) September 2018 (81%) October 2018
(77%) November 2018 (87%) December 2018 (84%) January 2019 (81%)
February 2019 (79%) March 2019 (79%) April 2019 (85%) May 2019
(73%) June 2019 (70%)

National GP Patient Survey 2018, National Average

(There is no equivalent National GP Patient Survey percentage.)



Item No.	Continues.....	Action
5.2.2	The results of the Questionnaires were:	

Q. Overall, how would you describe your experience of making an appointment?

A. Very good/fairly good

August 2015(79%) ... April 2018 (72%) May 2018 (65%) June 2018 (51%) July 2018 (62%) August 2018 (51%) September 2018 (54%) October 2018 (71%) November 2018 (76%) December 2018 (76%) January 2019 (72%) February 2019 (72%) March 2019 (62%) April 2019 (57%) May 2019 (65%) June 2019 (54%)

National GP Patient Survey 2018, National Average

% people that describe their overall experience of making an appointment as good (73%)

Q. Overall, how would you describe your experience of making an appointment online?

A. Very easy/fairly easy

April 2018 (-) May 2018 (56%) June 2018 (48%) July 2018 (51%) August 2018 (45%) September 2018 (52%) October 2018 (59%) November 2018 (54%) December 2018 (-) January 2019 (-) February 2019 (62%) March 2019 (50%) April 2019 (76%) May 2019 (65%) June 2019 (46%)

National GP Patient Survey 2018, National Average

(There is no equivalent National GP Patient Survey percentage.)

Q. Please describe your experience of getting through to the surgery on the telephone?

A. Very easy/fairly easy

September 2017 (69%) April 2018 (-) May 2018 (60%) June 2018 (42%) July 2018 (47%) August 2018 (49%) September 2018 (52%) October 2018 (58%) November 2018 (56%) December 2018 (-) January 2019 (-) February 2019 (47%) March 2019 (34%) April 2019 (38%) May 2019 (51%) June 2019 (32%)

National GP Patient Survey 2018, National Average

% people who found it easy to get through to the surgery by phone (71%)

5.3 It was agreed to note the Reports.



Item No.		Action
6.	APPOINTMENTS	
6.1	BCP reported further improvements in the position on the transition to the new IT System (EMIS).	BCP
6.2	BCP also reported that the results of the National GP Survey 2019 had been published.	
6.3	The issue of telephone waiting times, particularly at off-peak times, remained a problem (please see Minute 5.2.2).	BCP
6.4	Various other issues were discussed, including weekend appointments and the availability of the Bolton GP Federation.	
6.5	It was agreed to request BCP to report to the next PAG Meeting on:	BCP
	(1) the Results of the National GP Patient Survey 2019 in relation to the Practice and a comparison of the Results with those of the other Practices in Bolton,	
	(2) any BCP Action Plan arising from the Results,	
	(3) steps already taken by BCP to reduce pressures on GPs,	
	(4) the role of the Bolton GP Federation,	
	(5) the availability of weekend medical services for patients (BCP, Bolton GP Federation, BARDOC, the 111 Service, the Accident and Emergency Service, Pharmacies), and	
	(6) the availability of medical services for patients after 6.30pm on Mondays to Fridays.	



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Item No.		Action
7.	NEW DEVELOPMENTS / INTEGRATED SERVICES	
7.1	NHS England General Practice Infrastructure Fund – Horwich Health and Wellbeing Centre	BCP
	The Outline Business Case was being revised for the two GP Practices and Community Services.	
7.2	Little Lever Surgery	BCP
	Bolton Council planned to relocate the Little Lever Surgery to a new-build facility on the former Tesco site at Market Street, and work was being undertaken on design and financial issues. The operational target date was still not known.	



Item No.	Continues.....	Action
7.3	Bolton Health and Social Care Partnership	

The Chair reported (**Appendix 2**) that NHS England had issued its Long Term Plan.

The proposed development in due course of Primary Care Networks to support closer integration of care within the primary and community sector was a major part of the Plan. GPs would need to work together within their localities working within a multi-disciplinary team with community colleagues.

At present, BCP's proposed Primary Care Networks were:

Breightmet/ Little Lever (Little Lever): Dr Stephen Whittaker (Clinical Director), Dr Athar (GP Lead).

Halliwell (Astley-Dale): Dr Alison Lyon (Clinical Director), Dr Talbot (GP Lead), BCP (Finance Lead).

Horwich (Ladybridge and Market): Dr John Tabor (Clinical Director), Dr Parr (GP Lead), BCP (Finance Lead)

The Chair also reported that BCP had the following High Level Practice Key Priorities in 2019/2020:

1. To achieve excellence in performance
2. To review and embrace available digital technology
3. To achieve effective collaboration within the Primary Care Networks
4. To continue actively to pursue new premises
5. To continue to develop the workforce.

7.4	It was agreed to note the reports.
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Item No.		Action
8.	IT DEVELOPMENTS	
8.1	The Deputy Chair reported on the position regarding items published on the Websites, and the number of unique visits to the Website in the last 12 months (76,835), and that 182 patients had signed up to the e-BCP/PAG Newsletters.	
8.2	The Deputy Chair also reported that the Survey seeking to establish the user-friendliness of the BCP Website was being undertaken between 1 July and 31 July 2019.	BCP/PAG
8.3	It was noted that the important issue of vaccination against measles was to be highlighted on the Websites.	BCP
8.4	It was agreed to note the reports.	
9.	PATIENT LIST DEVELOPMENT / MARKETING	
9.1	The Chair reported the List Size at 1 st July 2019 was 12,762 (168 more than on 1 st May 2019).	
9.2	It was agreed to note the report.	



Item No.		Action
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10.	CARERS	
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10.1	<p>The Chair reported that a Young Carer was a person under 18 who provided essential and on-going care and emotional support to a family member who was physically or mentally ill, disabled, or misused substances such as alcohol or drugs.</p>	
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Sometimes it is difficult to recognise someone as a Young Carer, but there are hundreds of Young Carers in Bolton.

Bolton Council had now commissioned Bolton Lads and Girls Club ("BLGC") to deliver support to Young Carers. Between BLGC and a range of other partners the Young Carers Service would aim to Identify Young Carers, offer a safe space to talk, provide a Young Carer's Assessment and a range of support including activities with their peers, mentoring, information, advice and counseling. BLGC were recruiting an experienced Young Carers Worker and were now open for referrals of Young Carers.

Part of the BLGC's Young Carers Project had been designed to support Schools to work towards the Young Carers in Schools Bronze Award to help make the identification and support of Young Carers in Schools as easy as possible. Those Schools that sign up to the five main Bolton "Young Carer Aware" Standards (Understand, Inform, Identify, Listen and Support) were able to use the Bolton Young Carer Aware Kitemark.

BLGC accepted referrals from any person or organization.

A referral could be made in any of the following ways:

[01204 540100](tel:01204540100)

youngcarers@blgc.co.uk

www.blgc.co.uk/youngcarers

The BLGC's Young Carers Service would be a valuable resource for BCP's Focused Care Practitioner.



Item No.	Continues.....	Action
10.2	It was agreed to request a representative of Bolton Lads and Girls Club's Young Carers Service together with BCP's Focused Care Practitioner to attend the next Patient Advisory Group Meeting on 4 th September 2019.	
11.	OUTSTANDING MATTERS	
11.1	The Chair presented the Report on Outstanding Matters.	
11.2	The Report on "How Best to Report the Comments" should be put back to September 2019.	BCP
11.3	It was agreed to note the Report	
12	BCP TARGETS 2018/2019	
12.1	BCP reported the Quarter 4 Bolton Quality Contract performance figures 2018/2019.	BCP
12.2	It was agreed to note the report.	
13	ANY OTHER BUSINESS	
13.1	BCP/PAG NEWSLETTER – The May, June and July 2019 Newsletters were circulated.	
14	DATE, TIME AND PLACE OF THE NEXT PAG MEETING	
14.1	The next meeting of the Patient Advisory Group would take place on	

Date: **WEDNESDAY, 4th SEPTEMBER 2019**

Time: **14:30 – 16:30 hours**

Place: **WATERS MEETING HEALTH CENTRE**

Future Scheduled Dates

6th NOVEMBER 2019

8th JANUARY 2020

4th MARCH 2020

Minutes Prepared by Bill Lawley

Minutes Formatted by Kishor Gandhi



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Appendix 1





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FRIENDS & FAMILY TEST - APRIL 2019

Data collected and to be submitted at end of month

QUESTIONS	ASTLEY-DALE	LADYBRIDGE	LITTLE LEVER	MARKET SURGERY	RESULTS	%
(1) How likely are you to recommend this Practice to Friends & Family?						
- Extremely Likely	62	96	0	0	158	45%
- Likely	50	89	0	0	139	40%
- Neither Likely nor Unlikely	8	22	0	0	30	9%
- Unlikely	3	0	0	0	3	1%
- Extremely Unlikely	4	0	0	0	4	1%
- Don't Know	0	16	0	0	16	5%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	47	15	0	0	62	21%
Fairly Good	41	65	0	0	106	36%
Neither Good nor Poor	15	19	0	0	34	12%
Fairly Poor	13	26	0	0	39	13%
Very Poor	5	46	0	0	51	17%
(3) Please describe your experience of getting through on the telephones						
Very Easy	42	12	0	0	54	18%
Fairly Easy	31	29	0	0	60	20%
Neither easy nor difficult	12	0	0	0	12	4%
Fairly difficult	22	65	0	0	87	29%
Very difficult	0	89	0	0	89	29%
(4) Please describe your experience of making an appointment online						
Very Easy	21	32	0	0	21	31%
Fairly Easy	30	61	0	0	30	45%
Neither easy nor difficult	9	52	0	0	9	13%
Fairly difficult	5	0	0	0	5	7%
Very difficult	2	0	0	0	2	3%

Branch	Total completed for April 2019
Astley-Dale	127
Ladbybridge	223
Little Lever	0
Market Surgery	0
Total	350



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FRIENDS & FAMILY TEST - MAY 2019

Data collected and to be submitted at end of month

QUESTIONS	ASTLEY-DALE	LADYBRIDGE	LITTLE LEVER	MARKET SURGERY	RESULTS	%
(1) How likely are you to recommend this Practice to Friends & Family?						
- Extremely Likely	44	107	0	0	151	40%
- Likely	51	74	0	0	125	33%
- Neither Likely nor Unlikely	21	32	0	0	53	14%
- Unlikely	13	0	0	0	13	3%
- Extremely Unlikely	12	6	0	0	18	5%
- Don't Know	14	5	0	0	19	5%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	41	77	0	0	118	34%
Fairly Good	44	64	0	0	108	31%
Neither Good nor Poor	28	41	0	0	69	20%
Fairly Poor	26	13	0	0	39	11%
Very Poor	14	0	0	0	14	4%
(3) Please describe your experience of getting through on the telephones						
Very Easy	29	34	0	0	63	21%
Fairly Easy	33	56	0	0	89	30%
Neither easy nor difficult	32	39	0	0	71	24%
Fairly difficult	23	23	0	0	46	15%
Very difficult	0	30	0	0	30	10%
(4) Please describe your experience of making an appointment online						
Very Easy	36	51	0	0	87	37%
Fairly Easy	32	33	0	0	65	28%
Neither easy nor difficult	15	36	0	0	51	22%
Fairly difficult	11	22	0	0	33	14%
Very difficult	0	0	0	0	0	0%

Branch	Total completed for May 2019
Astley-Dale	155
Ladbybridge	224
Little Lever	0
Market Surgery	0
Total	379



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FRIENDS & FAMILY TEST - JUNE 2019

Data collected and to be submitted at end of month

QUESTIONS	ASTLEY-DALE	LADYBRIDGE	LITTLE LEVER	MARKET SURGERY	RESULTS	%
(1) How likely are you to recommend this Practice to Friends & Family?						
- Extremely Likely	63	86	29	14	192	35%
- Likely	82	62	26	22	192	35%
- Neither Likely nor Unlikely	21	65	7	6	99	18%
- Unlikely	11	6	2	3	22	4%
- Extremely Unlikely	8	0	0	1	9	2%
- Don't Know	22	6	0	0	28	5%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	53	56	29	12	150	28%
Fairly Good	67	38	20	15	140	26%
Neither Good nor Poor	44	45	6	6	101	19%
Fairly Poor	30	56	4	7	97	18%
Very Poor	12	22	5	2	41	8%
(3) Please describe your experience of getting through on the telephones						
Very Easy	16	0	15	2	33	8%
Fairly Easy	36	39	11	8	94	24%
Neither easy nor difficult	55	36	9	4	104	26%
Fairly difficult	12	65	7	7	91	23%
Very difficult	9	49	12	3	73	18%
(4) Please describe your experience of making an appointment online						
Very Easy	27	45	10	6	88	22%
Fairly Easy	30	52	8	8	98	24%
Neither easy nor difficult	45	65	15	14	139	34%
Fairly difficult	10	35	2	2	49	12%
Very difficult	5	21	3	0	29	7%

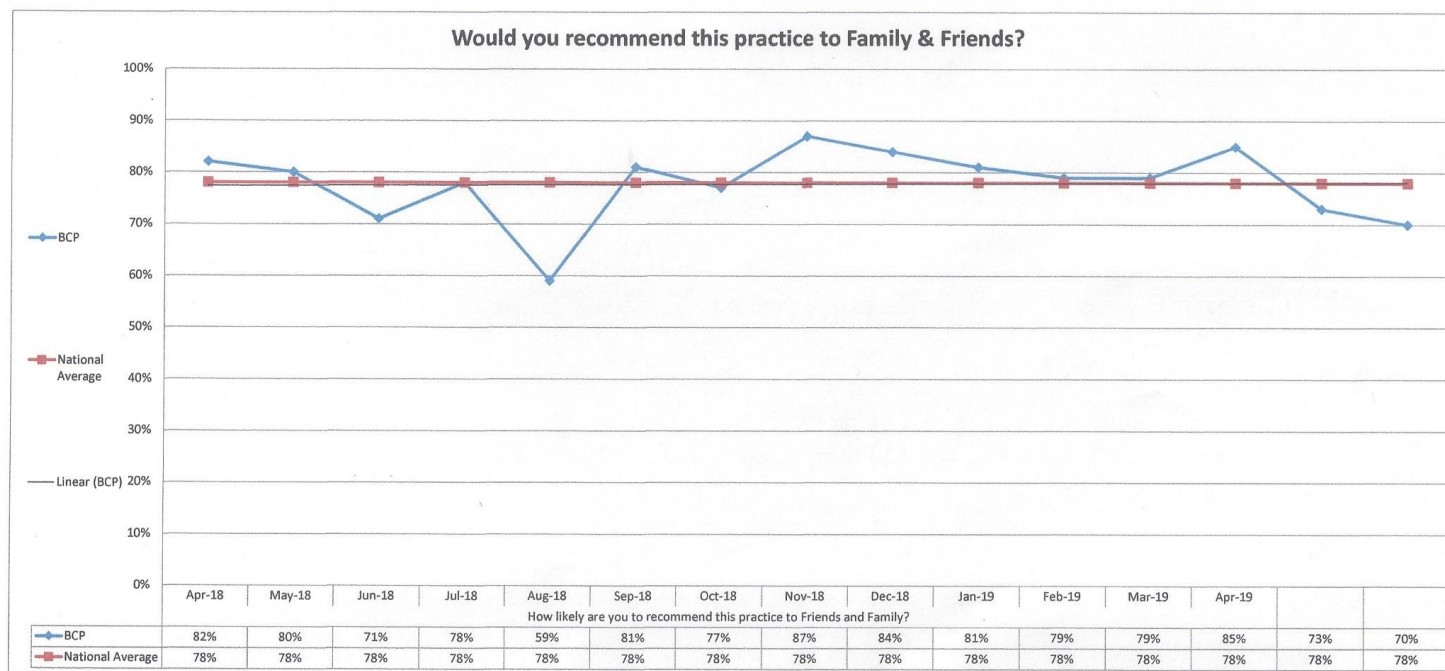
Branch	Total completed for June 2019
Astley-Dale	207
Ladbybridge	225
Little Lever	64
Market Surgery	46
Total	542

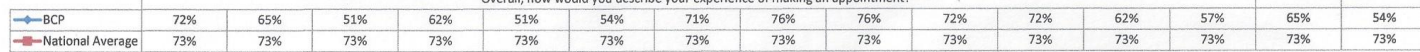


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How likely are you to recommend this practice to Friends and Family?

[illegible]

Overall, how would you describe your experience of making an appointment?

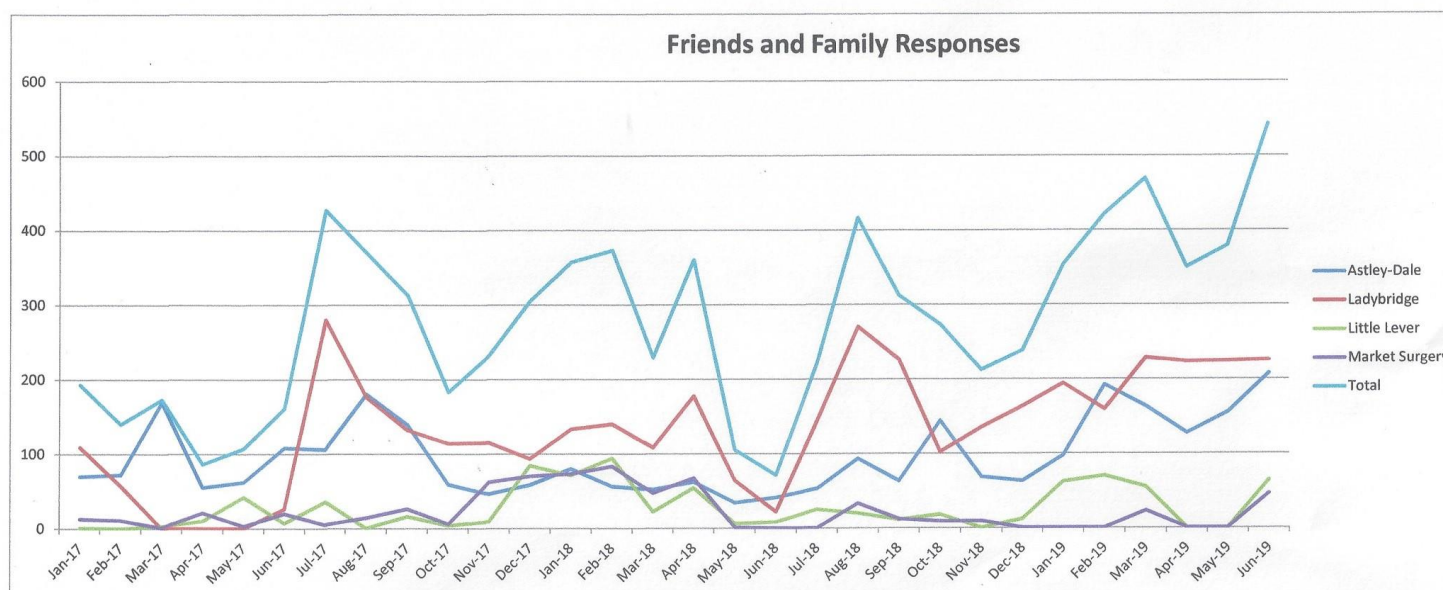
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Month	Astley-Dale	Ladybridge	Little Lever	Market Surgery	Total
Jan-17	70	109	1	13	193
Feb-17	72	57	0	11	140
Mar-17	169	0	3	1	173
Apr-17	55	0	10	21	86
May-17	62	0	42	3	107
Jun-17	108	26	7	20	161
Jul-17	106	280	36	5	427
Aug-17	180	176	0	14	370
Sep-17	139	132	16	26	313
Oct-17	59	114	4	6	183
Nov-17	46	115	9	62	232
Dec-17	58	93	84	70	305
Jan-18	80	133	71	73	357
Feb-18	56	140	94	83	373
Mar-18	52	108	22	47	229
Apr-18	62	177	54	67	360
May-18	34	64	6	1	105
Jun-18	41	22	8	0	71
Jul-18	53	144	25	0	222
Aug-18	93	270	20	33	416
Sep-18	63	226	11	12	312
Oct-18	144	102	18	9	273
Nov-18	68	135	0	9	212
Dec-18	63	163	12	0	238
Jan-19	97	194	62	0	353
Feb-19	192	159	70	0	421
Mar-19	163	228	55	23	469
Apr-19	127	223	0	0	350
May-19	155	224	0	0	379
Jun-19	207	225	64	46	542



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Appendix 2

REPORT OF THE CHAIR TO THE PATIENT ADVISORY GROUP – 17th JULY 2019 PRIMARY CARE NETWORKS AND RELATED ISSUES

Bolton Health and Social Care Partnership

1. The Chair reported that NHS England had unveiled its Long Term Plan on 7 January 2019.

The development of **Primary Care Networks** to support closer integration of care within the primary and community sector was a major part of the Plan. GPs would need to work together within their localities working within a multi-disciplinary team with community colleagues serving between 30,000 and 50,000 patients.

Each Network would decide its Clinical Director, chosen from the GPs within the Network, and would decide how funding and the workforce were arranged and deployed between practices, in line with decisions about how services were organised.





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BCP's Primary Care Networks were -

Breightmet/ Little Lever (Little Lever): Dr Stephen Whittaker (Clinical Director), Dr Athar (GP Lead).

Halliwell (Astley-Dale): Dr Alison Lyon (Clinical Director), Dr Talbot (GP Lead), BCP (Finance Lead).

Horwich (Ladybridge and Market): Dr John Tabor (Clinical Director), Dr Parr (GP Lead), BCP (Finance Lead)

<https://youtu.be/W19DtEsc8Ys?t=9>

Bernie would attend all three Network Management Meetings, and was the Network Managerial Lead for Horwich.

2. **A workforce implementation plan** would be published in 2019. There was a recognition of the need to increase the GP workforce as well as look to other ways of deploying clinicians and other staff flexibly to expand the workforce.





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3. The Plan also envisaged an acceleration in **digital services for patients**. This included a commitment to enable all practices to offer video consultations, to offer more online booking, online repeat prescription ordering and for NHS 111 to make direct bookings for GP appointments.

4. **Integrated Care Systems** would be rolled out by April 2021, with the aim of delivering “triple integration” of primary and specialist care, physical and mental health services, and health with social care.

5. The Plan outlined that primary and community services would support people at home as well as enhanced support for those in care homes. There was particular focus on more **preventative work** on smoking, obesity and drug and alcohol abuse.

BCP were proposing the following high level Practice Key Priorities 2019/2020:

1. To achieve excellence in performance





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2. To review and embrace available digital technology
3. To achieve effective collaboration within the Primary Care Networks
4. To continue actively to pursue new premises
5. To continue to develop the workforce.

