



Bolton Community Practice CIC



Patient Advisory Group

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP
WEDNESDAY 4th SEPTEMBER 2019
WATERS MEETING HEALTH CENTRE**

PRESENT

PAG (Patient Advisory Group Members)

Bill Lawley	(Chair)
Kishor Gandhi	(Deputy Chair)

Mary Barrow
Kathleen Delaney
Liz Williams

Bolton Community Practice

Anne Talbot	(Clinical Director)
Natalie Preece	(Business Support Manager)

BCP Patients (Non-PAG Members)

None



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: Mary Meecher Sohema Patel Stewart Wilson Karen Worrall	
2A.	MINUTES AND ACTIONS OF THE PAG MEETING ON 17th JULY 2019	
2A.1	The Minutes of the Meeting on 17 th July 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 agreed to make arrangements for the PAG Bowel Cancer Ambassadors to contact the next batch of patients.	BCP/PAG
3.2	It was agreed to note the report	
4.	SPECIFIC BRANCH ISSUES	
4.1	Ladybridge – BCP agreed to discuss with Property Services the possible installation of CCTV cameras covering the area behind the Surgery.	BCP



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 were two items of positive 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 July 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%) ... 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%) July 2019 (75%)

National GP Patient Survey 2019, 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%) ... 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%) July 2019 (66%)

National GP Patient Survey 2019, National Average

% people that describe their overall experience of making an appointment as good (67%)

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

A. Very easy/fairly easy

April 2018 (-) ... 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%) July 2019 (56%)

National GP Patient Survey 2019, 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%) ... 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%) July 2019 (51%)

National GP Patient Survey 2019, National Average

% people who found it easy to get through to the surgery by phone (68%)

5.3	It was agreed to note the Reports.
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Item No.		Action
6.	APPOINTMENTS	
6.1	BCP reported the results of the National GP Survey 2019 in relation to the Practice indicating Areas of Achievement and Areas for Improvement (Appendix 2).	
6.2	BCP reported an <u>Action Plan 2019/2020</u> had been prepared to deal with the points arising from the Survey: <ol style="list-style-type: none">1. Monitoring of call - handling has been increased and the results are made known to the reception staff. Staff who have particularly high rates of call – handling are recognized.2. Patients are being encouraged to access appointments via myGP App.3. A new full-time GP has been appointed which will increase the number of GP appointments across the Practice.4. BCP is currently appointing to a new phlebotomy post and filling a practice nurse vacancy.5. The availability of GP Federation appointments has been highlighted for those patients who work.6. Some GP appointments have been increased to 15 minutes in order to reduce waiting after an actual appointment time.7. A dedicated clinic has been created for zero tolerance patients where they are given longer appointments in a safe environment; this should help to reduce disruption to the running of the general clinics8. BCP has introduced a regular mental health practitioner clinic and a regular musculoskeletal practitioner clinic at each of the Surgeries with a view to the earlier addressing of patients' needs.	BCP



Item No.	Continues.....	Action
6.3	<p>It was reported with regard to <u>making appointments and appointment times</u> that:</p> <ol style="list-style-type: none">1. Bolton's GP surgeries (including BCP) are open from 8.00 am to 6.30 pm Monday to Friday, including Wednesday afternoons.2. If an appointment is required between 6.30 pm and 9.30 pm Monday to Friday or a morning appointment at the weekend, BCP should be contacted as usual and patients will be advised to attend one of three hubs, currently at Waters Meeting Health Centre, Winifred Kettle Centre and the Urgent Treatment Centre, based at the Royal Bolton Hospital.3. If urgent help is needed from a GP, day or night, BCP should be contacted as normal and a patient will be directed to the right service at the right time.4. An out of hours GP service is available overnight from 6.30 pm to 8.00 am, again a patient should just call BCP as normal.	
6.4	<p>It was agreed to note the Reports.</p>	



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	
	Bolton Council was leading on this project. Planning permission had been granted 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 final design and financial issues.	
7.3	Integrated Services and Primary Care Networks	
	From 1 July 2019, the nine Primary Care Networks were formally established in Bolton.	
7.4	It was agreed to note the reports.	
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 (79,533), and that (187) patients had signed up to the e-BCP/PAG Newsletters.	
8.2	It was agreed to note the report.	
9.	PATIENT LIST DEVELOPMENT / MARKETING	
9.1	BCP reported the List Size at 1 st September 2019 was 12,820 (58 more than on 1 st July 2019).	
9.2	It was agreed to note the report.	
10.	CARERS	
10.1	It had proved impractical to arrange attendance at this Meeting.	
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 6 th November 2019.	BCP/PAG



Item No.		Action
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 November 2019.	BCP
11.3	It was agreed to note the Report	
12	BCP TARGETS 2019/2020	
12.1	BCP reported the Quarter 1 Bolton Quality Contract performance figures 2019/2020 were not yet available.	BCP
12.2	It was agreed to note the report.	
13	ANY OTHER BUSINESS	
13.1	BCP/PAG NEWSLETTER – The August and September 2019 Newsletters were circulated.	
13.2	CHANGES TO CERTAIN PRESCRIPTION AVAILABILITY - BCP would not now generally give patients a prescription for certain medicines that were available to buy in a pharmacy or supermarket, even if the patient qualified for free prescriptions; this was in line with guidance issued by the Bolton Clinical Commissioning Group (Appendix 3)	
13.3	IT SYSTEMS - STANDARDISATION ACROSS BOLTON - BCP were requested to report in writing to the next Patient Advisory Group Meeting on 6 th November 2019 on the consequences to BCP of Bolton Clinical Commissioning Group’s proposals to standardise IT Systems across Bolton.	BCP
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, 6th NOVEMBER 2019**

Time: **14:30 – 16:30 hours**

Place: **WATERS MEETING HEALTH CENTRE**

Future Scheduled Dates

8th JANUARY 2020

4th MARCH 2020

Minutes Prepared by Bill Lawley

Minutes Formatted by Kishor Gandhi



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Appendices



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Appendix 1





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FRIENDS & FAMILY TEST - JULY 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	45	83	78	15	221	36%
- Likely	53	67	92	26	238	39%
- Neither Likely nor Unlikely	25	13	19	8	65	11%
- Unlikely	15	6	7	4	32	5%
- Extremely Unlikely	9	2	1	0	12	2%
- Don't Know	17	20	4	4	45	7%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	36	73	80	10	199	33%
Fairly Good	45	68	69	18	200	33%
Neither Good nor Poor	29	35	33	9	106	18%
Fairly Poor	37	14	18	7	76	13%
Very Poor	17	3	1	2	23	4%
(3) Please describe your experience of getting through on the telephones						
Very Easy	30	38	36	2	106	19%
Fairly Easy	45	56	62	12	175	32%
Neither easy nor difficult	30	64	32	8	134	25%
Fairly difficult	34	19	31	5	89	16%
Very difficult	20	10	10	1	41	8%
(4) Please describe your experience of making an appointment online						
Very Easy	32	59	46	5	142	34%
Fairly Easy	27	47	21	7	102	24%
Neither easy nor difficult	28	34	46	17	125	30%
Fairly difficult	11	1	10	2	24	6%
Very difficult	17	2	6	2	27	6%

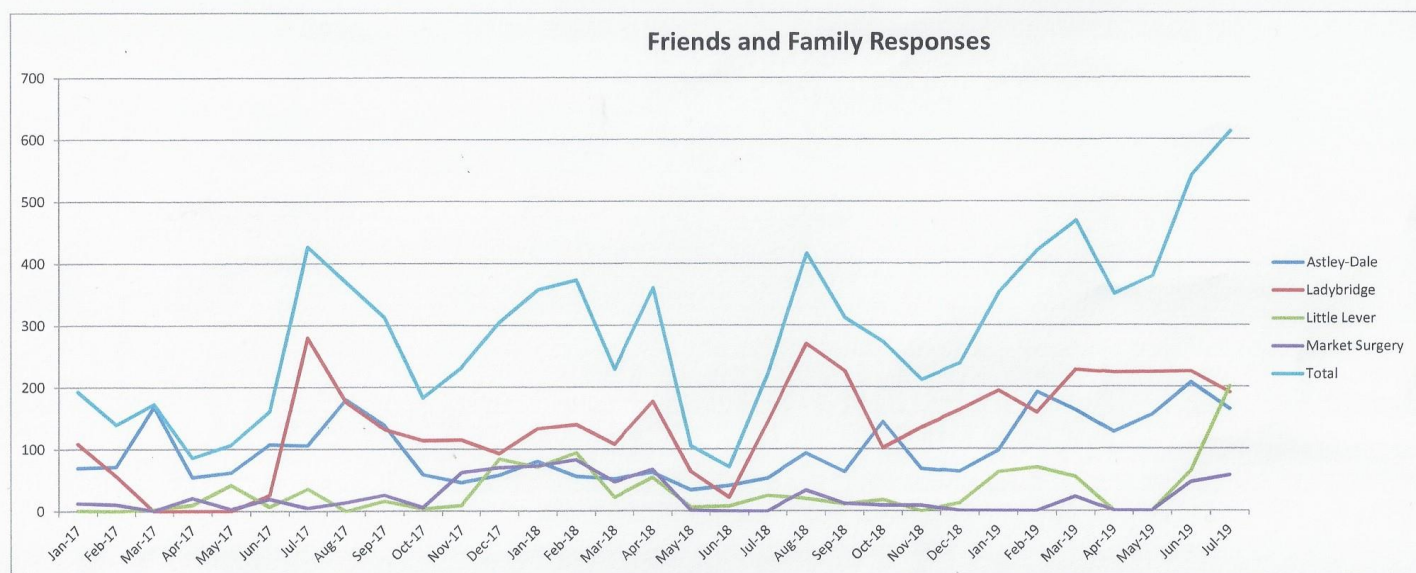
Branch	Total completed for July 2019
Astley-Dale	164
Ladbybridge	191
Little Lever	201
Market Surgery	57
Total	613



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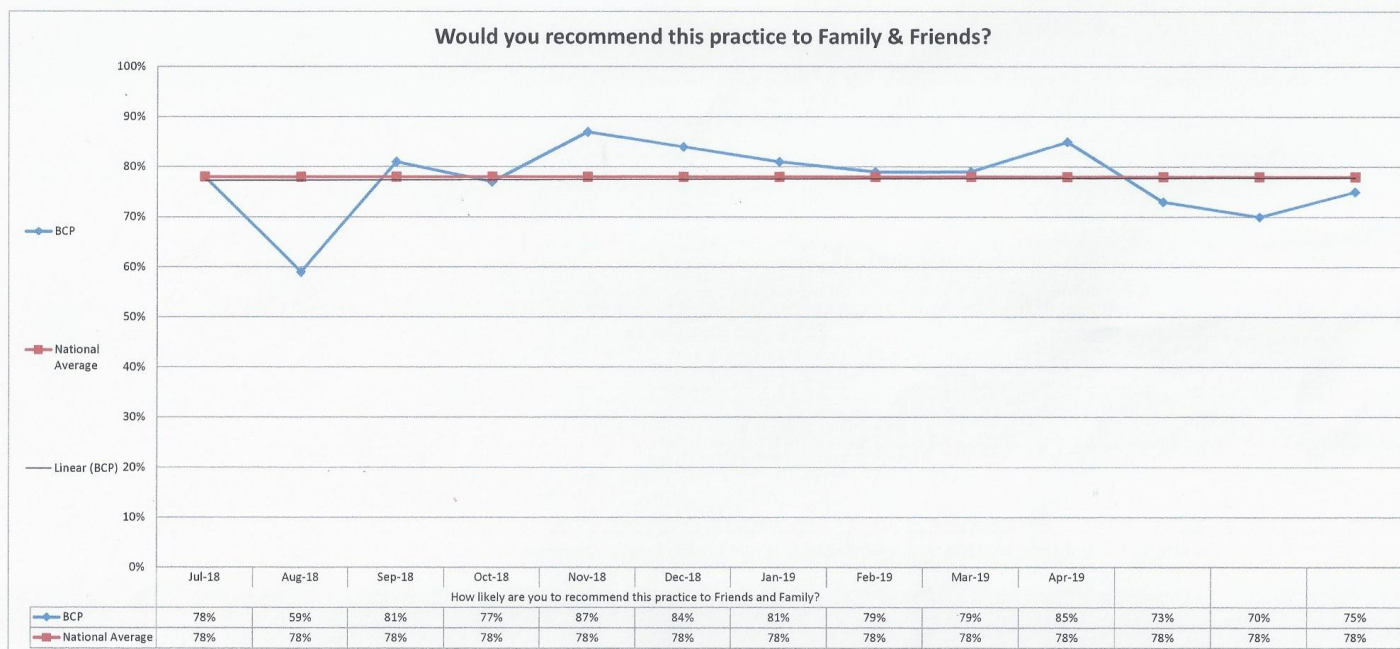


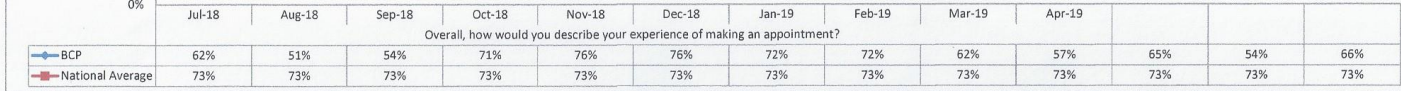
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Month	Astley-Dale	Ladybridge	Little Lever	Market Surgery	Total
Jan-17	70	109	1	13	193
Feb-17	72	57	0	11	140
Mar-17	169	0	3	1	173
Apr-17	55	0	10	21	86
May-17	62	0	42	3	107
Jun-17	108	26	7	20	161
Jul-17	106	280	36	5	427
Aug-17	180	176	0	14	370
Sep-17	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
Jul-19	164	191	201	57	613





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Appendix 2



GP National Patient Survey July 2019

We have reviewed our National Patient Survey results and compared with our previous results and National results.

Areas of achievement are:

- 92% patients find our receptionists helpful
- Above average score for % people that usually get to see or speak to their preferred GP when they would like to
- Above average score for % of people that were offered a choice of appointment last time they tried
- Improvement in % patients that describe their experience of making an appointment as good – increased from 51% in 2014 to 63% this year (National average 67%)
- 95% patients felt that they were involved as much as they wanted to be in decisions about their care and treatment
- 93% patients said that the last nurse they saw was good at listening to them
- 80% patients say that they have had enough support in the last 12 months to manage their long term condition (National average 78%)
- 82% patients describe their overall experience of this surgery as good (National average 83%)

Areas for improvement are:

- Only 58% of patients find it easy to get through to the surgery by phone (National average 68%)
- Only 59% of patients are satisfied with the general practice appointment times available (National average 65%)
- % patients who usually wait 15 minutes or less to be seen has dropped from 70% last year to 58% this year (National average 69%)
- % of patients who felt their mental health needs were recognised or understood has dropped from 93% last year to 78% this year

We have reflected as a team on the results and identified the following actions for the organisation this year:

1. We have recently increased our monitoring of call-handling and feedback results to our reception staff. We recognise staff who have particularly high rates of call handling. We continually encourage patients to access appointments via MyGP App which appears to be highly valued
2. We have recently recruited a new full-time GP (Dr Valentine) who commenced in July 2019 which will increase the number of GP appointments available across the practice. We currently are recruiting to a new phlebotomy post and practice nurse vacancy. We have



recently highlighted to patients the availability of GP Federation appointments for those patients who work.

3. We have increased some GP appointments to 15minutes in order to reduce waiting after appointment time. We have also commenced a dedicated clinic for zero tolerance patients so that they are given longer appointments in a safe environment and reduce the disruption to general clinic running.
4. We have a regular mental health practitioner clinic at each of our sites in order that we may promptly address patients mental health needs. We will be providing further communication to patients about this service.

Dr A Talbot, GP Clinical Director

Bernie Gildea, Director of Operations and Performance

Sept 2019



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Appendix 3



Prescriptions there have been changes made to the prescriptions that the practice can prescribe Your GP, nurse or pharmacist will not generally give you a prescription for certain medicines that are available to buy in a pharmacy or supermarket, even if you qualify for free prescriptions.

Acute sore throat , Conjunctivitis, Coughs, colds and nasal congestion, Cradle cap, Dandruff, Diarrhoea (adults), Dry eyes / sore tired eyes, Earwax, Excessive sweating, Haemorrhoids, Head lice, Indigestion and heartburn, Infant colic, Infrequent cold sores of the lip, Infrequent constipation, Infrequent migraine, Insect bites and stings, Mild acne, Minor burns and scalds, Mild cystitis, Mild dry skin, Mild irritant dermatitis, Mild to moderate hay fever, Minor pain, discomfort and fever (e.g. aches and sprains, headache, period pain, back pain), Nappy rash, Mouth ulcers, Oral thrush, Prevention of tooth decay, e.g. toothpaste. Ringworm / athletes foot, Sunburn, Sun protection, Teething / mild toothache, Threadworms, Travel sickness, Warts and verrucae

How your local pharmacy team can help you

Your local pharmacy team are qualified healthcare professionals

with the knowledge and skills to help with many health concerns.

Pharmacists can give clinical advice, right there and then, and help you

choose the most appropriate treatment. If your symptoms suggest it's

more serious, they'll ensure you get the care you need.

What can you do?

Keeping a few useful medicines at home means you can treat common conditions immediately without needing to see a healthcare professional.

These could include:

- Painkillers to help with pain, discomfort and fever
- Indigestion medicines, oral rehydration salts and treatments for constipation and diarrhoea
- Treatments for seasonal conditions like colds and hay fever
- Sunblock and after sun
- Basic first aid items (for example plasters or antiseptic cream)

If you have children, make sure you also have products suitable for them. Speak to your local pharmacy team about what medicines to