



Bolton Community Practice CIC



Patient Advisory Group

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP  
WEDNESDAY 6<sup>th</sup> NOVEMBER 2019  
WATERS MEETING HEALTH CENTRE**

**PRESENT**

**PAG (Patient Advisory Group Members)**

Bill Lawley	(Chair)
Kishor Gandhi	(Deputy Chair)

Mary Barrow  
Kathleen Delaney  
Mary Meacher  
Sohema Patel  
Liz Williams  
Karen Worrall

**Bolton Community Practice**

Anne Talbot	(Clinical Director)
Bernie Gildea	(Director of Performance and Operations)
Emma Glover	(Focused Care Practitioner)

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

None

**Bolton Carers Support/CCG**

Melissa Taylor	(Carer Health Linkworker)
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**Bill Lawley was elected Chair and Kishor Gandhi Deputy Chair for a period of two years from 11<sup>th</sup> November 2019.**



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

Item No.		Action
<b>1.</b>	<b>APOLOGIES FOR ABSENCE</b>	
<b>1.1</b>	Apologies were received from the following PAG Member:  Stewart Wilson	
<b>2A.</b>	<b>MINUTES AND ACTIONS OF THE PAG MEETING ON 4<sup>th</sup> SEPTEMBER 2019</b>	
<b>2A.1</b>	The Minutes of the Meeting on 4 <sup>th</sup> September 2019 were accepted as an accurate record and the position on the Actions was noted.	
<b>2B.</b>	<b>MATTERS ARISING FROM THE MINUTES NOT OTHERWISE ON THE AGENDA</b>	
<b>2B.1</b>	Minute 13.3: IT Systems – Standardisation Across Bolton.  BCP reported that it was intended in time for Bolton GP Practices to form an Integrated Care Organisation with the same IT Systems; so far as BCP was concerned, work to the EMIS system, the telephone system and participation in the creation of the Bolton Care Record had already taken place.	
<b>3.</b>	<b>GREATER MANCHESTER NHS BOWEL CANCER SCREENING PROGRAMME</b>	
<b>3.1</b>	Mary Barrow reported on the contacts she had made.	
<b>3.2</b>	BCP agreed to report to the next PAG Meeting on the results of the contact.	<b>BCP</b>
<b>3.3</b>	It was agreed to note the report.	
<b>4.</b>	<b>SPECIFIC BRANCH ISSUES</b>	
<b>4.1</b>	Ladybridge – BCP had agreed at the last PAG Meeting to discuss with Property Services the possible installation of CCTV cameras covering the area behind the Surgery, concern was now expressed about the untidy state on occasions of the area in front of the Surgery.	<b>BCP</b>



<b>Item No.</b>		<b>Action</b>
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5.	<b>FEEDBACK REPORTS</b>	
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5.1	The Deputy 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 August and September 2019, together with timeline graphs showing trends in results and number of responses <b>(Appendix 1)</b> .	
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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%) August 2019 (79%) September 2019 (72%)

**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%) August 2019 (69%) September 2019 (70%)

**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%) August 2019 (61%) September 2019 (66%)

**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%) August 2019 (61%) September 2019 (58%)

**National GP Patient Survey 2019, National Average**

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



Item No.	Continues.....	Action
5.3	It was agreed to: (1) produce Graphs for all four Results, and (2) note the Report.	BCP/PAG
6.	<b>APPOINTMENTS</b>	
6.1	BCP reported that the new full-time GP recently appointed was now leaving at the end of November, but that an Emergency Care Practitioner and also a new Phlebotomist had both been appointed to start in January 2020.	
6.2	The BCP Board had requested PAG's views on digital face to face consultations.  There was a discussion and the outcome was PAG generally welcomed digital face to face consultations when it happened, subject to the following important considerations:  (1) patients must always have the right to agree or not, (2) receptionists taking calls must be carefully trained, (3) all clinical staff must be trained, (4) there are often technical issues, resulting in no time savings, (5) the colour displayed on the screen can be misleading, (6) young people will welcome the use of the technology, (7) the opportunity may be welcomed by working people, and (8) it should be operated as a pilot project initially, and the results monitored.	BCP
6.3	It was agreed to note the Reports.	



Item No.		Action
<b>7.</b>	<b>NEW DEVELOPMENTS / INTEGRATED SERVICES</b>	
<b>7.1</b>	<b>NHS England General Practice Infrastructure Fund – Horwich Health and Wellbeing Centre</b>  The Outline Business Case was being revised for the two GP Practices and Community Services.	<b>BCP</b>
<b>7.2</b>	<b>Little Lever Surgery</b>  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.	<b>BCP</b>
<b>7.3</b>	<b>Integrated Services and Primary Care Networks</b> From 1 <sup>st</sup> July 2019, the nine Primary Care Networks were formally established in Bolton.	
<b>7.4</b>	It was agreed to note the reports.	



Item No.		Action
<b>8.</b>	<b>IT DEVELOPMENTS</b>	
<b>8.1</b>	The Deputy Chair again reported that the PAG Website was very difficult to manage and urged BCP to investigate (now as a matter of urgency) whether or not there was scope for a new PAG website arising from development of the new BCP Website.	<b>BCP</b>
<b>8.2</b>	The Deputy Chair also reported on the items published on the Websites and social media and the number of unique visits to the Website in the last 12 months (80,353), and that 191 patients had signed up to the e-BCP/PAG Newsletters.	
<b>8.3</b>	<p>The BCP Website Survey Results were tabled, but it was pointed out the Results were mainly meaningless because the BCP Website had been changed during the time of the Survey; the Survey should be re-run in 2020 after a period of no change. The following points emerged notwithstanding the changes made to the BCP Website during the Survey and would need to be considered when amending or re-designing the next Phase of the BCP Website:</p> <ol style="list-style-type: none"><li>1. The Website is too busy,</li><li>2. There is too much on the first page,</li><li>3. The Website is not easy to navigate,</li><li>4. The link to "Patient Access" and "myGP" is neither clear nor concise. (The "Patient Access" and "myGP" facilities require attention as patients think they are part of the BCP Website.)</li><li>5. The Clinicians' Specialisms requires up-dating, and</li><li>6. The Website needs to be more reliable, efficient and speedy.</li></ol> <p>Also, the Deputy Chair made the following observations:</p> <ol style="list-style-type: none"><li>1. Prescription requests do not go to the designated pharmacy.</li><li>2. More Book on the Day appointments are necessary.</li><li>3. The facility is fully booked, even when logging in at 8 am , and</li><li>4. There are too many options for on the Day booking.</li></ol>	
<b>8.4</b>	It was agreed to note the reports.	
<b>9.</b>	<b>PATIENT LIST DEVELOPMENT / MARKETING</b>	
<b>9.1</b>	BCP reported the List Size at 1 November 2019 was 12,872 (52 more than on 1 <sup>st</sup> September 2019).	
<b>9.2</b>	It was agreed to note the report.	



Item No.	Action
<b>10.</b>	<b>CARERS</b> (Melissa and Emma attended for this Item.)
<b>10.1</b>	<p>Melissa reported that Bolton Council had now commissioned Bolton Lads and Girls Club ("BLGC") to identify and deliver support to Young Carers. Between BLGC and a range of other partners the Young Carers Service aimed to identify and support Young Carers. BLGC had appointed an experienced Young Carers Worker and were recruiting an additional part-time Support Worker.</p> <p>The Young Carers Service was now open for referrals from any person or organisation.</p> <p>Part of the BLGC's Young Carers Project had been designed to support Schools to identify and support Young Carers.</p>
<b>10.2</b>	<p>Emma explained the role of a Focused Care Practitioner and indicated that the BLGC's Young Carers Service would be a valuable resource for her work among the most deprived.</p>
<b>10.3</b>	<p>The Chair referred to the sheer scale of the problem of meeting the unmet needs of the considerable number of Young Carers and queried how pressure might be exerted in an attempt to secure more funding for the Young Carers Service.</p>
<b>10.4</b>	<p>Reference was made to the work of the Bolton Carers Partnership which was made up of representatives from all interested parties.</p>
<b>10.5</b>	<p>It was agreed that:</p> <ol style="list-style-type: none"><li>(1) representations on behalf of the Patient Advisory Group be made to the Bolton Carers Partnership emphasising the sheer scale of the still unmet needs of the considerable number of Young Carers in Bolton, and</li><li>(2) the reports be noted.</li></ol>





Item No.		Action
<b>11.</b>	<b>OUTSTANDING MATTERS</b>	
<b>11.1</b>	The Chair presented the Report on Outstanding Matters.	
<b>11.2</b>	The Report on "How Best to Report the Comments" should be put back to January 2020.	<b>BCP</b>
<b>11.3</b>	It was agreed to note the Report	
<b>12</b>	<b>BCP TARGETS 2019/2020</b>	
<b>12.1</b>	BCP reported the Quarter 2 Bolton Quality Contract performance figures 2019/2020 were not yet available.	<b>BCP</b>
<b>12.2</b>	It was agreed to note the report.	
<b>13</b>	<b>ANY OTHER BUSINESS</b>	
<b>13.1</b>	<b>BCP/PAG NEWSLETTER</b> – The October and November 2019 Newsletters were circulated, and issues identified for future Newsletters.	
<b>14</b>	<b>DATE, TIME AND PLACE OF THE NEXT PAG MEETING</b>	
<b>14.1</b>	The next meeting of the Patient Advisory Group would take place on	

Date: **WEDNESDAY, 8<sup>th</sup> JANUARY 2020**

Time: **14:30 – 16:30 hours**

Place: **WATERS MEETING HEALTH CENTRE**

#### **Future Scheduled Dates**

4<sup>th</sup> 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 - AUGUST 2019

*Data collected and to be submitted at end of month*

QUESTIONS	ASTLEY-DALE	LADYBRIDGE	LITTLE LEVER	MARKET SURGERY	RESULTS	%
<b>(1) How likely are you to recommend this Practice to Friends &amp; Family?</b>						
- Extremely Likely	82	85	64	19	250	43%
- Likely	69	72	51	22	214	36%
- Neither Likely nor Unlikely	14	19	13	10	56	10%
- Unlikely	13	7	2	8	30	5%
- Extremely Unlikely	2	3	0	1	6	1%
- Don't Know	13	15	1	3	32	5%
<b>(2) Overall, how would you describe your experience of making an appointment?</b>						
Very good	57	88	64	7	216	38%
Fairly Good	62	53	45	16	176	31%
Neither Good nor Poor	50	28	14	14	106	19%
Fairly Poor	15	21	7	10	53	9%
Very Poor	9	6	1	3	19	3%
<b>(3) Please describe your experience of getting through on the telephones</b>						
Very Easy	34	45	43	3	125	27%
Fairly Easy	51	61	38	9	159	34%
Neither easy nor difficult	21	58	13	11	103	22%
Fairly difficult	17	16	12	6	51	11%
Very difficult	8	14	8	3	33	7%
<b>(4) Please describe your experience of making an appointment online</b>						
Very Easy						
Fairly Easy	51	66	45	9	171	36%
Neither easy nor difficult	51	41	21	5	118	25%
Fairly difficult	44	52	29	18	143	30%
Very difficult	15	3	1	2	21	4%
	14	1	1	0	16	3%

Branch	Total completed for August 2019
Astley-Dale	193
Ladbybridge	201
Little Lever	131
Market Surgery	63
Total	588



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### FRIENDS & FAMILY TEST - SEPTEMBER 2019

Data collected and to be submitted at end of month

QUESTIONS	ASTLEY-DALE	LADYBRIDGE	LITTLE LEVER	MARKET SURGERY	RESULTS	%
<b>(1) How likely are you to recommend this Practice to Friends &amp; Family?</b>						
- Extremely Likely	56	92	38	18	204	34%
- Likely	79	83	45	24	231	38%
- Neither Likely nor Unlikely	36	24	19	4	83	14%
- Unlikely	12	9	1	9	31	5%
- Extremely Unlikely	6	5	0	2	13	2%
- Don't Know	17	20	5	1	43	7%
<b>(2) Overall, how would you describe your experience of making an appointment?</b>						
Very good	61	64	39	11	175	38%
Fairly Good	75	24	28	19	146	32%
Neither Good nor Poor	26	21	15	5	67	15%
Fairly Poor	21	9	2	7	39	8%
Very Poor	23	4	1	4	32	7%
<b>(3) Please describe your experience of getting through on the telephones</b>						
Very Easy	32	56	29	5	122	27%
Fairly Easy	44	58	32	8	142	31%
Neither easy nor difficult	31	67	3	5	106	23%
Fairly difficult	27	19	8	6	60	13%
Very difficult	12	9	1	1	23	5%
<b>(4) Please describe your experience of making an appointment online</b>						
Very Easy	33	81	27	9	150	36%
Fairly Easy	50	43	24	8	125	30%
Neither easy nor difficult	17	61	20	14	112	27%
Fairly difficult	12	4	1	1	18	4%
Very difficult	12	2	1	0	15	4%

Branch	Total completed for September 2019
Astley-Dale	206
Ladybridge	233
Little Lever	108
Market Surgery	58
Total	605

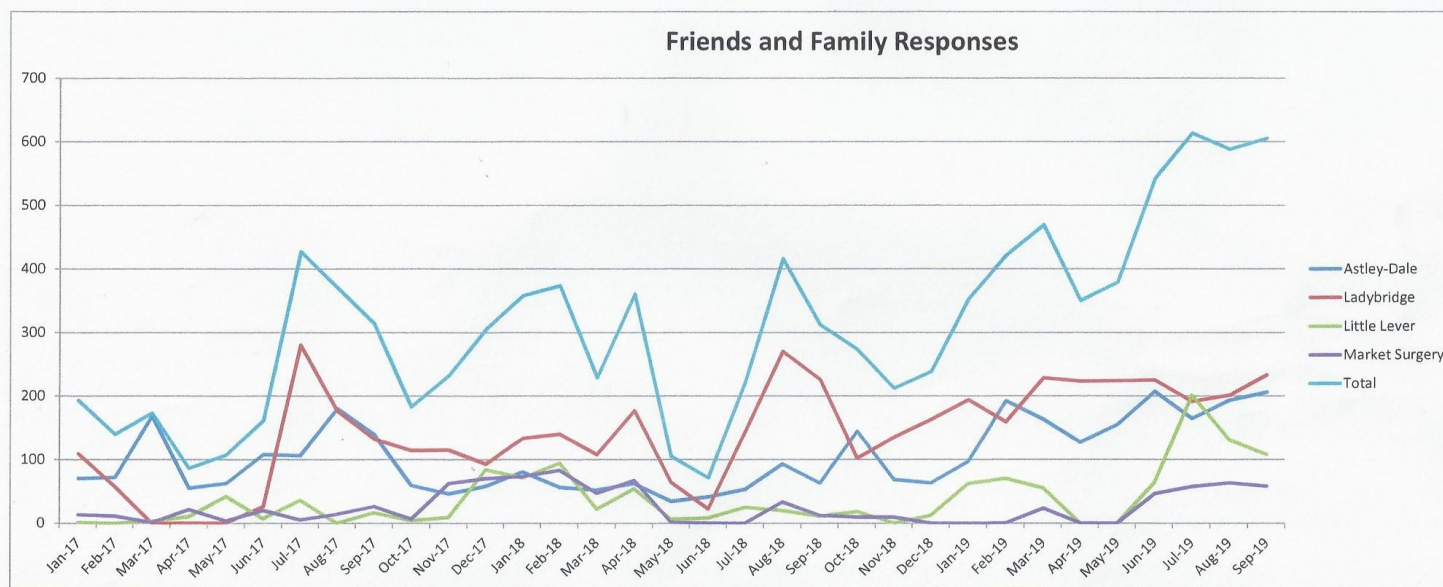




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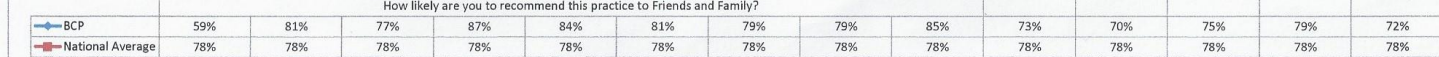


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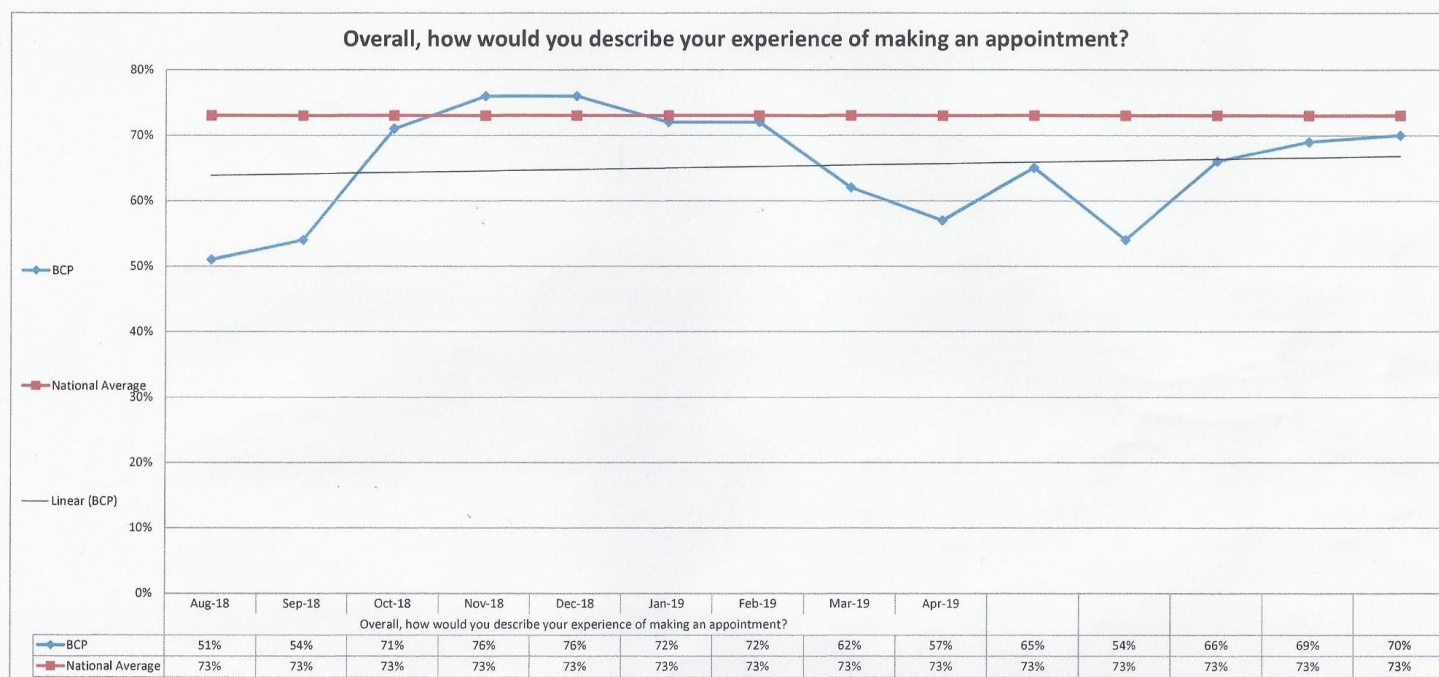


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Month	Astley-Dale	Ladybridge	Little Lever	Market Surgery	Total
Jan-17	70	109	1	13	193
Feb-17	72	57	0	11	140
Mar-17	169	0	3	1	173
Apr-17	55	0	10	21	86
May-17	62	0	42	3	107
Jun-17	108	26	7	20	161
Jul-17	106	280	36	5	427
Aug-17	180	176	0	14	370
Sep-17	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
Aug-19	193	201	131	63	588
Sep-19	206	233	108	58	605









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