



Bolton Community Practice CIC



Patient Advisory Group

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP
WEDNESDAY 8th JANUARY 2020
WATERS MEETING HEALTH CENTRE**

PRESENT

PAG (Patient Advisory Group Members)

Bill Lawley	(Chair)
Kishor Gandhi	(Deputy Chair)

Kathleen Delaney
Karen Worrall
Mary Meacher
Liz Williams

Bolton Community Practice

Anne Talbot	(Clinical Director)
Sarah Webster	(Operations 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 Barrow Sohema Patel Stewart Wilson	
2A.	MINUTES AND ACTIONS OF THE PAG MEETING ON 6th NOVEMBER 2019	
2A.1	The Minutes of the Meeting on 6 th November 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	
2C.	ANNUAL REPORT OF THE CHAIR OF THE PATIENT ADVISORY GROUP 2019 (Appendix 1).	
2C.1	Noted	
3.	GREATER MANCHESTER NHS BOWEL CANCER SCREENING PROGRAMME	
3.1	BCP reported on the number of contacts (58) made by the PAG Bowel Cancer Ambassadors; of these, seven patients (12%) had so far subsequently submitted a completed screening test.	
3.2	BCP agreed to report to each PAG Meeting on the number of contacts and the percentage of completed screening tests subsequently submitted.	BCP
3.3	It was agreed to note the report.	
4.	SPECIFIC BRANCH ISSUES	
4.1	Ladybridge – BCP had agreed to discuss with Property Services the possible installation of CCTV cameras covering the area behind the Surgery; the area in front of the Surgery had been tidied.	BCP



Item No.		Action
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5.	FEEDBACK REPORTS	
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5.1	There was no feedback from the Suggestion Boxes and Talk-Back Boards; there was one item 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 October and November 2019, together with timeline graphs showing trends in results and number of responses (Appendix 2) .	
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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%) ... 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%) October 2019
(77%) November 2019 (74%)

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%) ... 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%) October 2019
(69%) November 2019 (68%)

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 (-) ... 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%) October 2019 (60%) November
2019 (61%)

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%) ... 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%) October 2019 (48%)
November 2019 (50%)

National GP Patient Survey 2019, National Average

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



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Item No.	Continues.....	Action
5.3	It was agreed to note the Reports.	
6.	APPOINTMENTS	
6.1	It was reported (on behalf of Sohema Patel who was unable to attend) that there were still problems with the telephones, and there was also a need for more online appointments and confusion over whether Online Access or myGP should be recommended to patients for use to book appointments online.	
6.2	It was agreed to: (1) (to clarify the position for patients) request IT representatives of BCP and PAG to report in writing to the next PAG Meeting on the relevant advantages and disadvantages of Online Access and myGP to book appointments online, and (2) note the report.	BCP/PAG



Item No.		Action
7.	NEW DEVELOPMENTS / INTEGRATED SERVICES	
7.1	Horwich Health and Wellbeing Centre The Outline Business Case was being revised for the two GP Practices and Community Services.	BCP
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, the site had been secured and work was being undertaken on final design and financial issues.	BCP
7.3	Integrated Services and Primary Care Networks (PAG Minute 7.3 and Appendix 2 – 17 July 2019)	
7.3.1	From 1 st July 2019, the nine Primary Care Networks were formally established in Bolton.	
7.3.2	A Primary Care Network (“PCN”) consists of groups of general practices working together with all local providers to provide coordinated care through integrated teams. The aim is to offer a holistic approach to healthcare, with a strong focus on prevention and personalised care.	
7.3.3	PCNs work alongside other professionals such as Mental Health Practitioners and Clinical Pharmacists.	
7.4	It was agreed to note the reports.	



Item No.		Action
8.	IT DEVELOPMENTS	
8.1	The Deputy Chair reported on the items published on the Websites and social media. Because of changes to the BCP Website, he no longer had access to the BCP Website. (It would be necessary for BCP to supply him with information for each PAG Meeting relating to any changes to the BCP Website/IT implementations, the number of unique visits to the Website in the previous 12 months, and the number of patients signed up to the e-BCP/PAG Newsletters.)	BCP
8.2	It was noted that the Newsletters did not appear on the new BCP Website and could not, therefore, be distributed by BCP, and that further work was also required in relation to the new PAG Website.	BCP/PAG
8.3	It was also pointed out that the surgery monitors were not working; it was necessary, therefore, for BCP to arrange for the system to be made operative and then for the information on the power-point presentation to be updated.	BCP
8.4	It was agreed to note the reports.	



Item No.		Action
9.	PATIENT LIST DEVELOPMENT / MARKETING	
9.1	BCP reported the List Size at 1 st January 2020 was 12,928 (56 more than on 1 st November 2019).	
9.2	It was agreed to note the report.	
10.	CARERS	
10.1	Nothing further to report.	
11.	OUTSTANDING MATTERS	
11.1	The Chair presented the Report on Outstanding Matters.	
11.2	The Report on "How Best to Report the Comments" be put back to March 2020.	BCP
11.3	It was agreed to note the Report.	
12	BCP TARGETS 2019/2020	
12.1	BCP reported the Quarter 2 Bolton Quality Contract Performance Figures 2019/2020 and the position at 20 th November 2019 relating to the Clinical Indicators.	
12.2	It was agreed to: <ul style="list-style-type: none"> (1) thank Sarah Webster for her considerable efforts in relation to the collection and presentation of the data, and (2) note the report. 	
13	ANY OTHER BUSINESS	
13.1	ANNUAL REGULATORY REVIEW – 19th NOVEMBER 2019 <p>Following a review by the Care Quality Commission ('the CQC') of BCP's data, followed by a telephone regulatory review on 4th October 2019, the CQC has reported that there are no significant changes to the quality of service being provided.</p>	
13.2	BCP/PAG NEWSLETTERS <p>The December 2019 and January 2020 Newsletters were circulated, and issues identified for future Newsletters.</p>	PAG



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Action

14

DATE, TIME AND PLACE OF THE NEXT PAG MEETING

14.1

The next meeting of the Patient Advisory Group will take place on

Date: **WEDNESDAY, 4th MARCH 2020**

Time: **14:30 – 16:30 hours**

Place: **WATERS MEETING HEALTH CENTRE**

Future Scheduled Dates

Minutes Prepared by Bill Lawley

Minutes Formatted by Kishor Gandhi



Appendix 1

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).



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



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Appendix 2



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FRIENDS & FAMILY TEST - OCTOBER 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	75	74	29	222	34%
- Likely	54	82	106	36	278	43%
- Neither Likely nor Unlikely	33	19	16	7	75	12%
- Unlikely	9	17	6	2	34	5%
- Extremely Unlikely	3	3	0	0	6	1%
- Don't Know	12	15	2	2	31	5%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	39	98	64	24	225	36%
Fairly Good	59	43	74	28	204	33%
Neither Good nor Poor	22	38	34	6	100	16%
Fairly Poor	23	21	26	4	74	12%
Very Poor	12	6	4	1	23	4%
(3) Please describe your experience of getting through on the telephones						
Very Easy	20	55	30	6	111	22%
Fairly Easy	25	51	45	9	130	26%
Neither easy nor difficult	30	58	23	9	120	24%
Fairly difficult	22	26	35	5	88	18%
Very difficult	19	14	18	2	53	11%
(4) Please describe your experience of making an appointment online						
Very Easy	29	66	46	21	162	34%
Fairly Easy	33	36	39	16	124	26%
Neither easy nor difficult	20	41	66	6	133	28%
Fairly difficult	12	3	15	1	31	7%
Very difficult	9	11	3	0	23	5%

Branch	Total completed for October 2019
Astley-Dale	155
Ladbybridge	211
Little Lever	204
Market Surgery	76
Total	646



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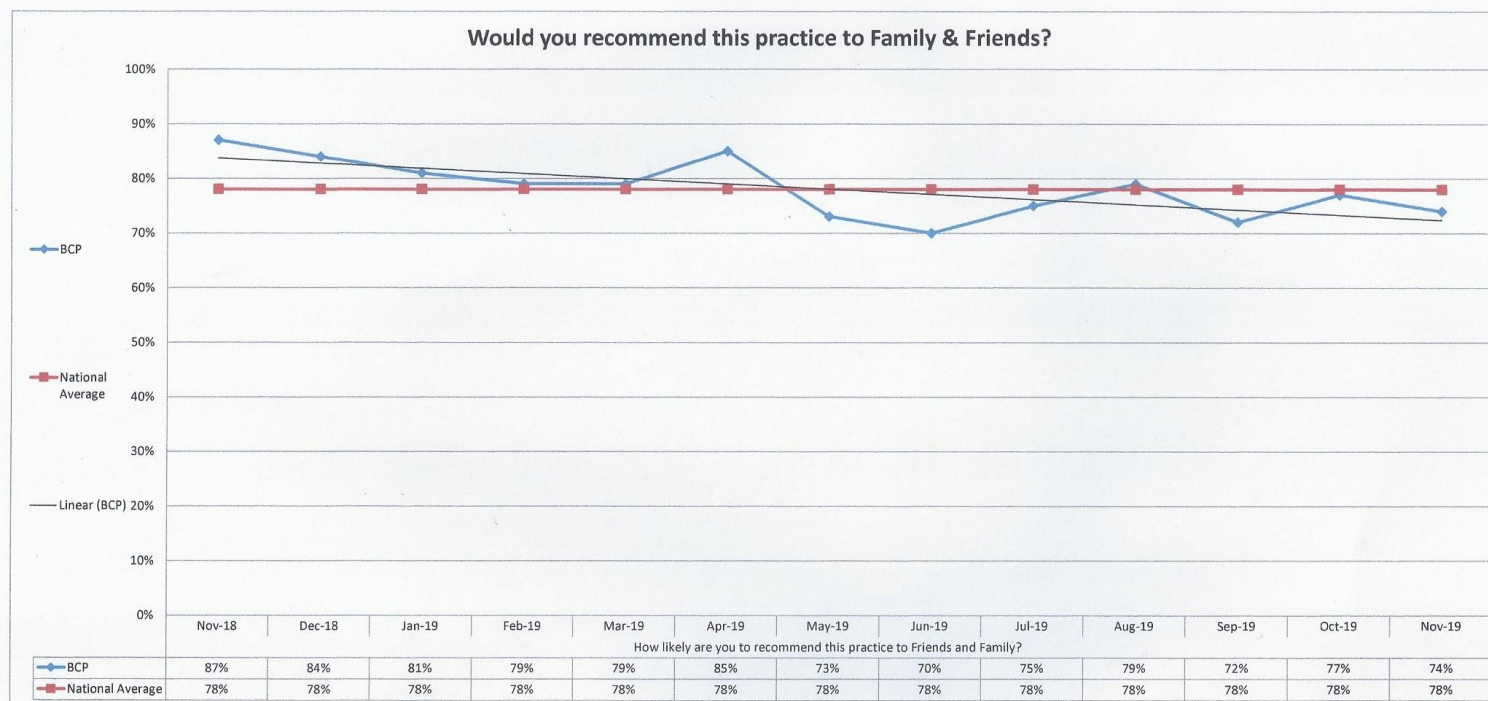
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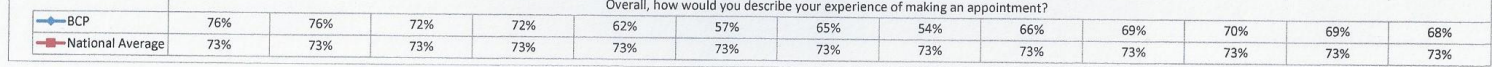
FRIENDS & FAMILY TEST - NOVEMBER 2019

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	34	89	71	39	233	34%
- Likely	52	77	108	34	271	40%
- Neither Likely nor Unlikely	31	21	17	9	78	12%
- Unlikely	19	8	3	6	36	5%
- Extremely Unlikely	3	3	3	1	10	1%
- Don't Know	20	21	5	3	49	7%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	39	43	80	27	189	34%
Fairly Good	55	31	73	26	185	34%
Neither Good nor Poor	25	27	31	9	92	17%
Fairly Poor	25	7	17	7	56	10%
Very Poor	15	6	1	4	26	5%
(3) Please describe your experience of getting through on the telephones						
Very Easy	30	44	30	7	111	24%
Fairly Easy	25	51	37	10	123	26%
Neither easy nor difficult	30	63	27	6	126	27%
Fairly difficult	25	17	20	8	70	15%
Very difficult	19	8	5	3	35	8%
(4) Please describe your experience of making an appointment online						
Very Easy	31	77	45	26	179	36%
Fairly Easy	35	38	39	14	126	25%
Neither easy nor difficult	25	57	62	7	151	30%
Fairly difficult	16	5	8	0	29	6%
Very difficult	10	4	4	0	18	4%

Branch	Total completed for November 2019
Astley-Dale	159
Ladbybridge	219
Little Lever	207
Market Surgery	92
Total	677







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

Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
84%	81%	79%	79%	85%	73%	70%	75%	79%	72%	77%	74%
78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%

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

Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
76%	72%	72%	62%	57%	65%	54%	66%	69%	70%	69%	68%
73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%

Please describe your experience of making an appointment online

Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
65%	65%	62%	50%	76%	65%	46%	58%	61%	66%	60%	61%

Please describe your experience of getting through on the telephones

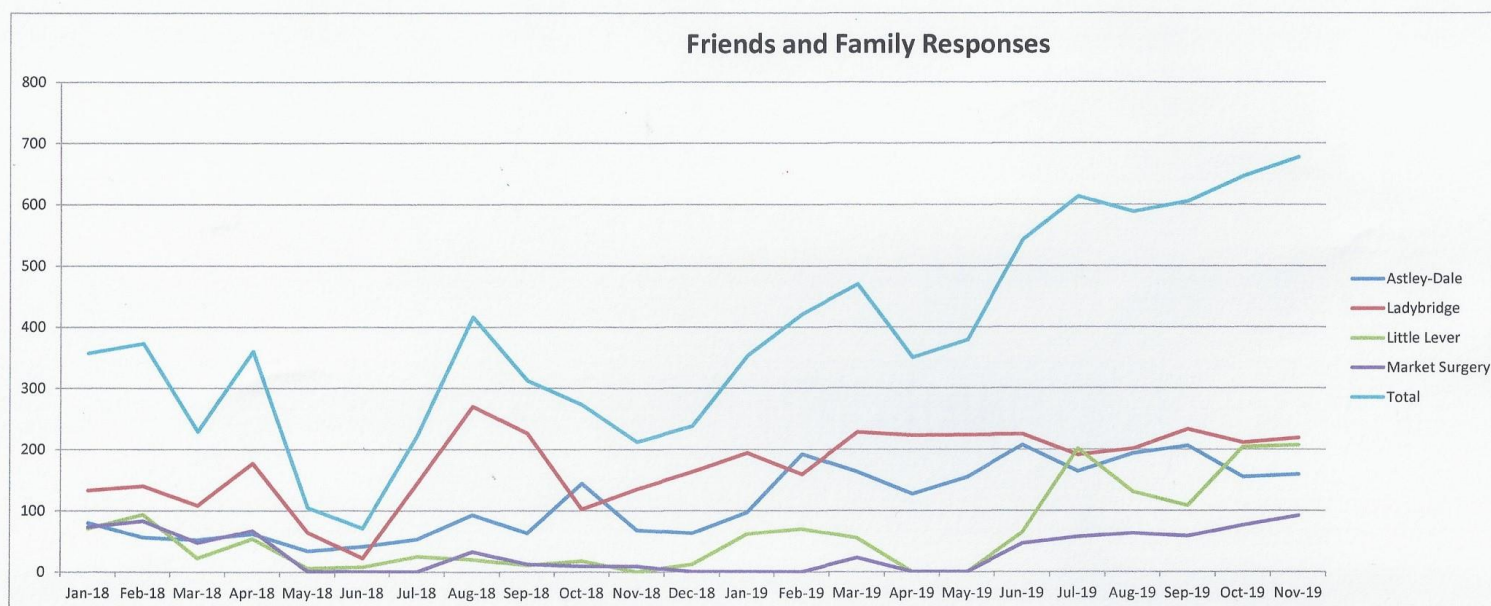
Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19
53%	39%	58%	34%	38%	51%	32%	51%	61%	58%	48%	50%



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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
Oct-19	155	211	204	76	646
Nov-19	159	219	207	92	677