

# BCP – Patient Advisory Group News Letter

November 2019



BCP

Your Practice. Your Care. Your Health.

## BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)



The next meeting of the PAG will take place on **Wednesday, 8<sup>th</sup> January 2020** at Waters Meeting Health Centre, commencing at **2.30 pm**.

## GP National Survey July 2019

The results of the latest national survey have been published and BCP's most recent results compare very favourably in the following areas:

- The receptionists are very helpful
- Patients who usually get to see or speak to their preferred GP
- Patients who are offered a choice of appointment
- The experience of making an appointment has improved
- Patients who feel they are involved with decisions about their care and treatment
- The nurses are very good at listening
- Patients who feel they have had enough support in the last 12 months to manage long term conditions
- Patients whose overall experience of the surgery is good.

There are still some areas where improvements need to be made, they are:

- Getting through to the surgery by phone
- General practice appointment times available
- Patients who wait 15 minutes or less after their appointment time
- Patients who feel their mental health needs were recognised or understood

The following actions are being implemented to improve these areas:

- Increased monitoring and feedback of results to reception staff. Access to appointments by the MyGP App is being encouraged for patient access online
- A new full-time GP, Dr Valentine, joined the Practice in July 2019 which increased the available number of GP appointments
- Some GP appointments have been increased to 15 minutes to reduce waiting after appointment time
- Patients who need a safe environment now have a dedicated clinic outside the general clinical sessions
- Each site now has a mental health practitioner available

You can improve the services offered by BCP by using these communication channels for your comments and suggestions

- <http://www.boltoncommunitypractice.nhs.uk/info.aspx?p=19>
- <http://bcpcicpag.co.uk/#/feedback/4561257732>

## Bolton GP Federation

The Federation offers an evening and weekend service for patients who find it difficult to see the doctor during core surgery hours due to work or family commitments. Patients registered with a Bolton GP can book appointments to see a doctor or nurse during the evening or weekend.

Appointments **must** be booked through the patients' own registered surgery.

Appointments are available

- 9.00am – 1.00pm, Saturdays, Sundays and Bank Holidays
- 6.30pm – 9.30pm Monday to Friday

Appointments are available to book at the following Hubs

- Urgent Treatments Centre, Royal Bolton Hospital
- Winifred Kettle Centre, Westhoughton
- Waters Meeting Medical Centre, Bolton

The Federation is owned by Bolton GP practices and will allow each practice to offer access to a wider range of support, such as the evening and weekend appointments for their patients.

**Bolton Community Practice will remain the main primary care centre for its' own patients.**