

BCP – Patient Advisory Group News Letter

March 2020



Your Practice. Your Care. Your Health.

BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)



The next meeting of the PAG will take place on **Wednesday, 6th May 2020** at **Waters Meeting Health Centre**, commencing at **2.30 pm**.

Bolton Community Practice Patient Advisory Group (PAG) – About Us

This is a patient-led group whose aim is to provide patient input, and whose objective is to improve communication between patient and Practice. This input will assist the medical practitioners and admin staff to implement practice improvement changes to benefit YOU, the patient

To be successful, a patient group must be fully representative of all members of the Practice patient list. At present, certain patients are under-represented on our Group and **currently we have three vacancies Two at ASTLEY DALE and One at MARKET SURGERY.**

If you are interested in joining our Patient Advisory Group, we'd love to see you there. We wouldn't take up much of your time. Currently we hold our meetings once every two months on a Wednesday afternoon at 2.30pm – 4.30pm. The future meeting dates are 04/03, 06/05, 01/07, 02/09, 04/11, 06/01/21, and 03/03/21.

Voice your appreciation, complaint or concerns. We (BCP / PAG) would like to hear from you if you think we've done something well, or if you have suggestions on how we could do something differently. Equally we want to know if you are unhappy with the service provided and have a complaint.

We welcome your opinions on the service we provide

Every comment or complaint is seen as an opportunity to review the service, so that we can make sure we are offering what you need.

Whether you are feeling unhappy, upset or angry, please be assured that we want to get to the bottom of the issue to your satisfaction, and to try and make sure it does not happen again. After all, we can only improve our services if we know about the things that are not working as well as they should.

We also want to know what you think of our services generally; what your suggestions are for the future; and when you are pleased by the efforts of our staff.

New Appointment

Gari Jones

Emergency Care Practitioner

Gari has just joined BCP, after a successful career with the Ambulance Service.

He will be available for:

- Some of the home visits for acutely unwell patients who are too ill to attend a surgery
- Providing regular clinics for minor illnesses.

Home Visits

Please only request a home visit if you really are too unwell to attend surgery.

It is much better if you can visit the surgery as all the necessary equipment is there.

In addition, the clinical team can see at least three patients in the time it takes for them to do one home visit.

Market Surgery

Thank you to all our patients and staff for their flexibility and understanding following the temporary closure of Market Surgery Branch from the 12 February to 18 Feb 2020. This was due to a gas leak and subsequent water leak.

Market Surgery is now back open as normal