



**Bolton Community Practice CIC**



**Patient Advisory Group**

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP  
WEDNESDAY 1<sup>st</sup> SEPTEMBER 2021  
VIA ZOOM**

**PRESENT**

**PAG (Patient Advisory Group Members)**

Bill Lawley	(Chair)
Kishor Gandhi	(Deputy Chair)
Kathleen Delaney	
Norma Mason	
Liz Williams	

**Bolton Community Practice**

Bernie Gildea	(Director of Performance and Operations)
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**BCP Patients (Non-PAG Members)**

None



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

<b>Item No.</b>		<b>Action</b>
<b>1.</b>	<b>APOLOGIES</b> Karen Worrall (PAG Member) Mary Barrow (PAG Member) Mary Meacher (PAG Member) Sohema Patel (PAG Member)  Penny Parr (Interim Clinical Director)	
<b>2.</b>	<b>MINUTES OF ZOOM PAG MEETING – 7<sup>th</sup> JULY 2021</b> Noted.	
<b>3.</b>	<b>MATTERS ARISING NOT OTHERWISE ON THE AGENDA.</b> None.	



**Item No.**

**4.**

**APPOINTMENTS**

**Action  
BCP**

The Chair reminded PAG that BCP had confirmed that arrangements were in place to cater for all patients and disadvantaged groups to make appointments, including those who did not wish (for whatever reason) to complete the online form. They were dealt with as having telephoned the Practice and referred to a member of the clinical staff.

At the PAG Meeting in July there was a general discussion about appointments, including the difficulty in making appointments.

The importance of patients' having face-to-face appointments with doctors had been emphasised, as well as the requirement to provide review appointments.

There were also problems with the callback arrangements, with patients requesting a callback time with, if the call was unanswered, another call after a further 10 minutes.

Dr Parr had recognised that the callback arrangements were unsatisfactory and not working as well as they could, and agreed to consider alternatives, such as callback times and time slots.

Dr Parr had also agreed to investigate the issue of time arrangements for ringing for blood test results.

**It was noted –**

- (1) Dr Parr was to trial giving appointment times which, if successful, could be extended to callback arrangements,
- (2) there was currently a shortage of staff to answer the telephone, leading to further delays, but interviews were to be held shortly,
- (3) BCP agreed to report to the next PAG Meeting on the issue of increasing to a maximum the number of face-to-face appointments with doctors,
- (4) Patients were to be requested to ring for blood test results after 11.00 each day, and
- (5) BCP agreed to report to the next PAG Meeting with a Recovery Plan indicating how the Practice intended to recover its service to the pre-pandemic position.



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**Patient Advisory Group**

<b>Item No.</b>		<b>Action</b>
<b>5.</b>	<b>IT ISSUES</b> The Chair reported that arrangements to ensure the early update of the PAG Webpage on the BCP Website were working well. The Deputy Chair's efforts were much appreciated, and the PAG Webpage was currently up to date.	
	The BCP's Website required some updates.	<b>BCP</b>
	BCP continue to Have technical problems with Emis (their computer system).	
	It was agreed that BCP be requested to report to the next PAG Meeting identifying the outstanding technical problems.	<b>BCP</b>



Item No.		Action
6.	<p data-bbox="357 387 906 418"><b>HORWICH HEALTH AND WELLBEING HUB</b></p> <p data-bbox="357 427 1305 741">It was noted that on 23<sup>rd</sup> August 2021 Bolton Community Practice received confirmation from Greater Manchester Health and Social Care Partnership that the Outline Business Case for the Horwich Health and Wellbeing Hub had been supported, including the development option proposed of a third party development with the developer owning the premises and leasing them to the GP practices. BCP was awaiting confirmation from all parties involved of acceptance of the offer following which the District Valuer would lead the process of procuring a third party developer which might take 12 weeks. It was anticipated that the build would be complete by early Autumn 2023.</p>	
7.	<p data-bbox="357 790 751 822"><b>LITTLE LEVER HEALTH CENTRE</b></p> <p data-bbox="357 831 1305 1256">It was noted that the Little Lever Library and Health Centre was progressing well. It was understood that the build was due to be complete November/December 2021 .The build was designed to be COVID safe and facilitate social distancing measures for staff and patients. The new Centre was anticipated to be operational from January 2022 and fortnightly project meetings with the Little Lever GP practices, including Bolton Community Practice, were commencing to plan the relocation of services. In the meantime BCP would continue to provide its Little Lever patients with telephone or face-to face consultations from its three other sites - Waters Meeting Health Centre, Ladybridge Surgery and Market Surgery – as had been undertaken throughout the pandemic. Home visits would continue to be available for all BCP patients, if clinically appropriate.</p>	
8.	<p data-bbox="357 1301 719 1332"><b>VACCINATION PRORAMME</b></p> <p data-bbox="357 1341 852 1366">32,712 people had now been vaccinated.</p>	



**Item No.** **Action**  
**9.** **ANY OTHER BUSINESS**

**NATIONAL GP PATIENT SURVEY 2021**

The results of the 2021 Survey were now available and, in respect of BCP, were somewhat disappointing. However, it had to be borne in mind that the Survey was carried out at a time when BCP were administrating the Vaccination Programme for not only their own patients but also patients from other Practices.

It was agreed to request BCP to prepare for the next PAG Meeting an Action Plan dealing with the issues raised by the Survey.

**BCP**

**PATIENT LIST SIZE**

The patient list size at 1 September 2021 was 13,502.

**10. DATE, TIME AND PLACE OF THE NEXT PAG MEETING**

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

Date: **WEDNESDAY, 3<sup>rd</sup> NOVEMBER 2021**

Time: **14:30 – 16:30 hours**

Place: **VIA ZOOM**

Future Scheduled Dates are

**To be Agreed**

**Minutes Prepared by Bill Lawley**

**Minutes Formatted by Kishor Gandhi**