



Bolton Community Practice CIC



Patient Advisory Group

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP
WEDNESDAY 1st MAY 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

BCP (Bolton Community Practice)

Penny Parr	(Doctor)
Bernie Gildea	(Director of Operations and Performance) - for part of the Meeting
Gary Valentine	(Deputy Manager) – for part of the Meeting

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: Stewart Wilson Liz Williams Karen Worrall	
2A.	MINUTES AND ACTIONS OF THE PAG MEETING ON 6th MARCH 2019	
2A.1	The Minutes of the Meeting on 6 th March 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	
3.	GREATER MANCHESTER NHS BOWEL CANCER SCREENING PROGRAMME	
3.1	BCP reported they were not yet in a position to report on (1) the reaction of those patients already contacted, and (2) proposals for contacting the next batches of patients.	BCP
3.2	It was agreed to note the position.	



Item No.		Action
4.	SPECIFIC BRANCH ISSUES	
4.1	BCP were requested, on PAG's behalf, to congratulate and thank the Receptionists at all four Surgeries for their politeness and care when dealing with patients. Their very real efforts were much appreciated.	BCP
4.2	There was a need for a lady Doctor at Ladybridge on Thursdays and Fridays.	BCP
4.3	The rail outside the Ladybridge Surgery was being used by dog walkers for their dogs. This discouraged some patients from entering or leaving the Surgery, and caused the automatic doors to open and close. BCP were requested to arrange for an appropriate Notice to be affixed.	BCP
4.4	Parking at Astley-Dale was a problem. BCP were requested to investigate whether or not enforcement action could be taken.	BCP
4.5	BCP were requested to publicise the availability of staff of the GP Federation to take blood tests.	BCP



Item No.		Action
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5.	FEEDBACK REPORTS	
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5.1	The Deputy Chair reported there was no feedback from the Suggestion Boxes and Talk-Back Boards; there was no feedback from the Websites.	
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5.2	The Deputy Chair also reported the results of the Friends and Family Test and Questionnaires for February 2019 and March 2019, together with timeline graphs showing trends in results and number of responses (Appendix 1) .	
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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%) ... February 2018 (81%) March 2018 (80%) April 2018 (82%) May 2018 (80%) June 2018 (71%) 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%)

National GP Patient Survey 2018, 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%) ... February 2018 (78%) March 2018 (75%) April 2018 (72%) May 2018 (65%) June 2018 (51%) 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%)

National GP Patient Survey 2018, National Average

% people that describe their overall experience of making an appointment as good (73%)

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

A. Very easy/fairly easy

February 2018 (64%) March 2018 (78%) April 2018 (-) May 2018 (56%) June 2018 (48%) 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%)

National GP Patient Survey 2018, 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%) ... February 2018 (54%) March 2018 (65%) April 2018 (-) May 2018 (60%) June 2018 (42%) 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%)

National GP Patient Survey 2018, National Average

% people who found it easy to get through to the surgery by phone (71%)

5.3	It was agreed to note the Reports.
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Item No.		Action
6.	APPOINTMENTS	
6.1	BCP reported further improvements in the position on the transition to the new IT System (EMIS).	BCP
6.2	Jennifer Yardley, Practice Nurse, joined BCP in April, and would be working at Astley-Dale, Ladybridge and Market Surgeries.	
6.3	Dr D. Valentine, General Practitioner, would be joining the Practice in July, and would be working at Astley-Dale and Ladybridge Surgeries.	
6.4	There was a general feeling that things were improving, but the issue of telephone waiting times, particularly at off-peak times, remained a problem.	BCP
	BCP were requested to report to the next PAG Meeting.	
6.5	It was agreed to note the position.	



Item No.		Action
7.	NEW DEVELOPMENTS / INTEGRATED SERVICES	
7.1	NHS England General Practice Infrastructure Fund – Horwich Health and Wellbeing Centre The demolition of the former Horwich Leisure Centre was complete. Also, the Outline Business Case had been completed and submitted to NHS England and Bolton Clinical Commissioning Group. The proposed facility would accommodate BCP, Pike View GP Practice and Horwich Community Services (Phase 1) with an inbuilt facility to accommodate Kildonan House GP Practice (Phase 2). NHS England had stated there would be an opportunity to seek funding to progress the Scheme. This would allow, if approved, 100% funding for the Scheme to be paid to Bolton Council and for the Council to own the building as well as being the owner of the development site. It would work well with the vision of integrated care within Bolton. The financial details of the proposed Scheme were being worked on.	BCP
7.2	Little Lever Surgery Bolton Council planned 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 design and financial issues. The operational target date was not known.	
7.3	Bolton Health and Social Care Partnership Nothing to report.	
7.4	It was agreed to note the position.	



Item No.		Action
8.	IT DEVELOPMENTS	
8.1	The Deputy Chair reported on the position regarding items published on the Websites, and the number of unique visits to the Website in the last 12 months (78,114), and that 179 patients had signed up to the e-BCP/PAG Newsletters.	
8.2	As requested at the last PAG Meeting the Deputy Chair had drafted a survey (Appendix 2) for approval seeking to establish the user-friendliness of the BCP Website. The survey was approved and referred to the BCP Board.	PAG
8.3	It was suggested that the important issue of vaccination against measles be highlighted on the Websites.	BCP
8.4	It was agreed to note the position.	
9.	PATIENT LIST DEVELOPMENT / MARKETING	
9.1	The Chair reported the list size at 1 st May 2019 was 12,594 (59 more than the position on 1 st March 2019).	
9.2	It was agreed to note the report.	
10.	CARERS	
10.1	There was nothing to report.	
10.2	It was agreed to note the position.	
11.	OUTSTANDING MATTERS	
11.1	The Chair presented the Report on Outstanding Matters.	
11.2	The Report on "How Best to Report the Comments" should be put back to July 2019.	BCP
11.3	It was agreed to note the Report	
12	BCP TARGETS 2018/2019	
12.1	BCP reported the Quarter 4 Bolton Quality Contract performance figures 2018/2019 were not yet available.	BCP
12.2	It was agreed to note the report.	
13	ANY OTHER BUSINESS	
13.1	BCP/PAG NEWSLETTER – The March 2019, April 2019 and May 2019 Newsletters were circulated.	



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Action

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DATE, TIME AND PLACE OF THE NEXT PAG MEETING

14.1

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

Date: **WEDNESDAY, 17th JULY 2019**

Time: **14:30 – 16:30 hours**

Place: **WATERS MEETING HEALTH CENTRE**

Future Scheduled Dates

4th SEPTEMBER 2019

6th NOVEMBER 2019

8th JANUARY 2020

4th MARCH 2020

Minutes Prepared by Bill Lawley

Minutes Formatted by Kishor Gandhi



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APPENDIX



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Appendix 1





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FRIENDS & FAMILY TEST - FEBRUARY 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	74	79	18	0	171	41%
- Likely	84	56	22	0	162	38%
- Neither Likely nor Unlikely	20	15	13	0	48	11%
- Unlikely	4	6	8	0	18	4%
- Extremely Unlikely	7	2	9	0	18	4%
- Don't Know	3	1	0	0	4	1%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	71	51	17	0	139	33%
Fairly Good	73	72	19	0	164	39%
Neither Good nor Poor	22	23	9	0	54	13%
Fairly Poor	16	18	10	0	44	10%
Very Poor	10	0	13	0	23	5%
(3) Please describe your experience of getting through on the telephones						
Very Easy	31	28	6	0	65	19%
Fairly Easy	51	23	21	0	95	28%
Neither easy nor difficult	25	25	3	0	53	15%
Fairly difficult	26	25	5	0	56	16%
Very difficult	21	40	13	0	74	22%
(4) Please describe your experience of making an appointment online						
Very Easy	45	17	11	0	73	30%
Fairly Easy	32	33	14	0	79	32%
Neither easy nor difficult	24	39	16	0	79	32%
Fairly difficult	7	1	2	0	10	4%
Very difficult	5	0	1	0	6	2%

Branch	Total completed for February 2019
Astley-Dale	192
Ladbybridge	159
Little Lever	70
Market Surgery	0
Total	421

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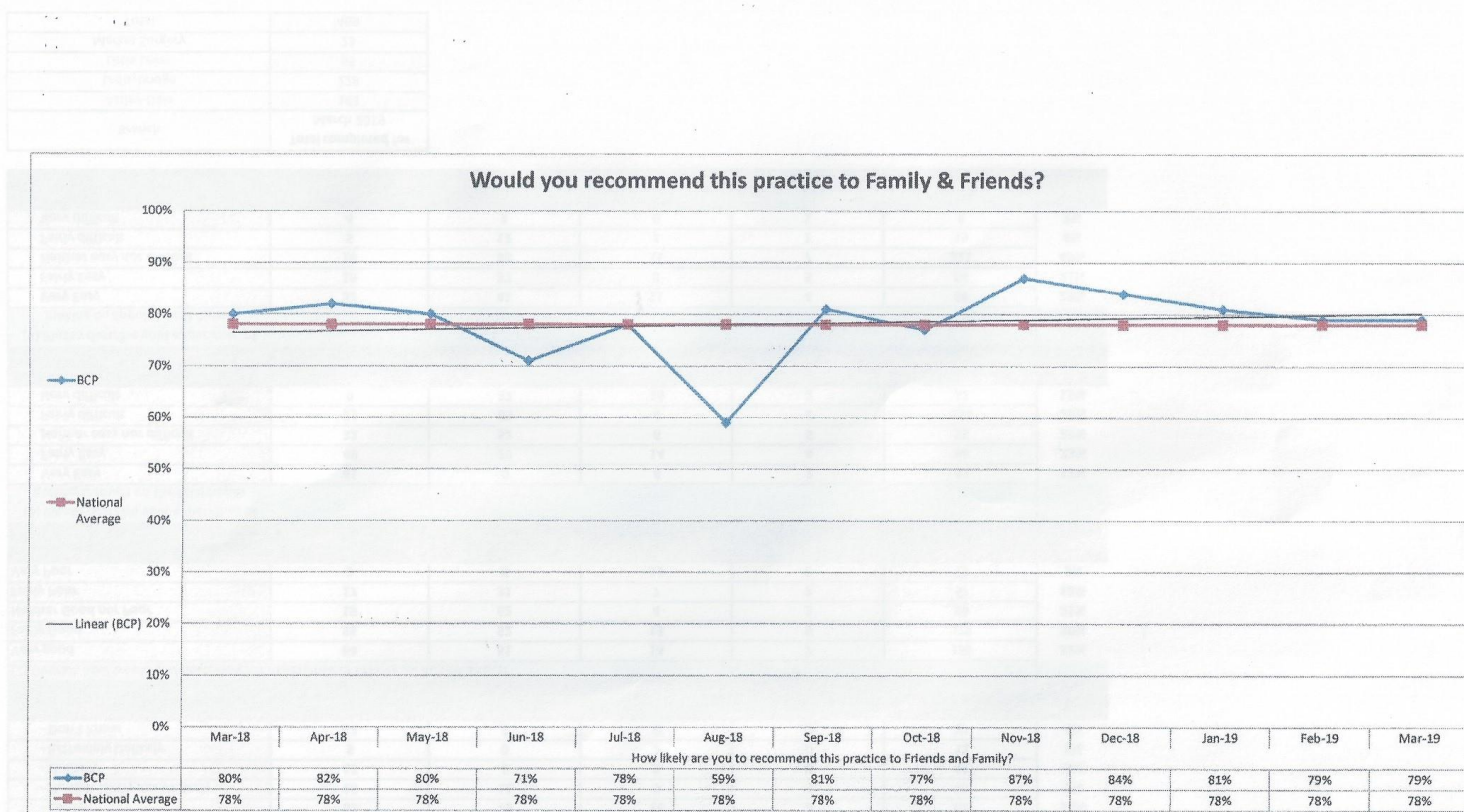
FRIENDS & FAMILY TEST - MARCH 2019

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	55	126	14	12	207	44%
- Likely	62	79	16	8	165	35%
- Neither Likely nor Unlikely	16	12	9	3	40	9%
- Unlikely	13	6	9	0	28	6%
- Extremely Unlikely	5	0	7	0	12	3%
- Don't Know	12	5	0	0	17	4%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	64	51	14	7	136	32%
Fairly Good	55	52	13	9	129	30%
Neither Good nor Poor	19	62	4	5	90	21%
Fairly Poor	17	31	7	2	57	13%
Very Poor	3	0	10	0	13	3%
(3) Please describe your experience of getting through on the telephones						
Very Easy	41	0	4	2	47	11%
Fairly Easy	49	29	14	4	96	23%
Neither easy nor difficult	32	52	6	5	95	23%
Fairly difficult	21	83	4	6	114	28%
Very difficult	9	32	19	2	62	15%
(4) Please describe your experience of making an appointment online						
Very Easy	32	41	11	4	88	29%
Fairly Easy	19	32	8	5	64	21%
Neither easy nor difficult	16	83	15	7	121	40%
Fairly difficult	5	12	1	1	19	6%
Very difficult	4	3	0	1	8	3%

Branch	Total completed for March 2019
Astley-Dale	163
Ladbybridge	228
Little Lever	55
Market Surgery	23
Total	469

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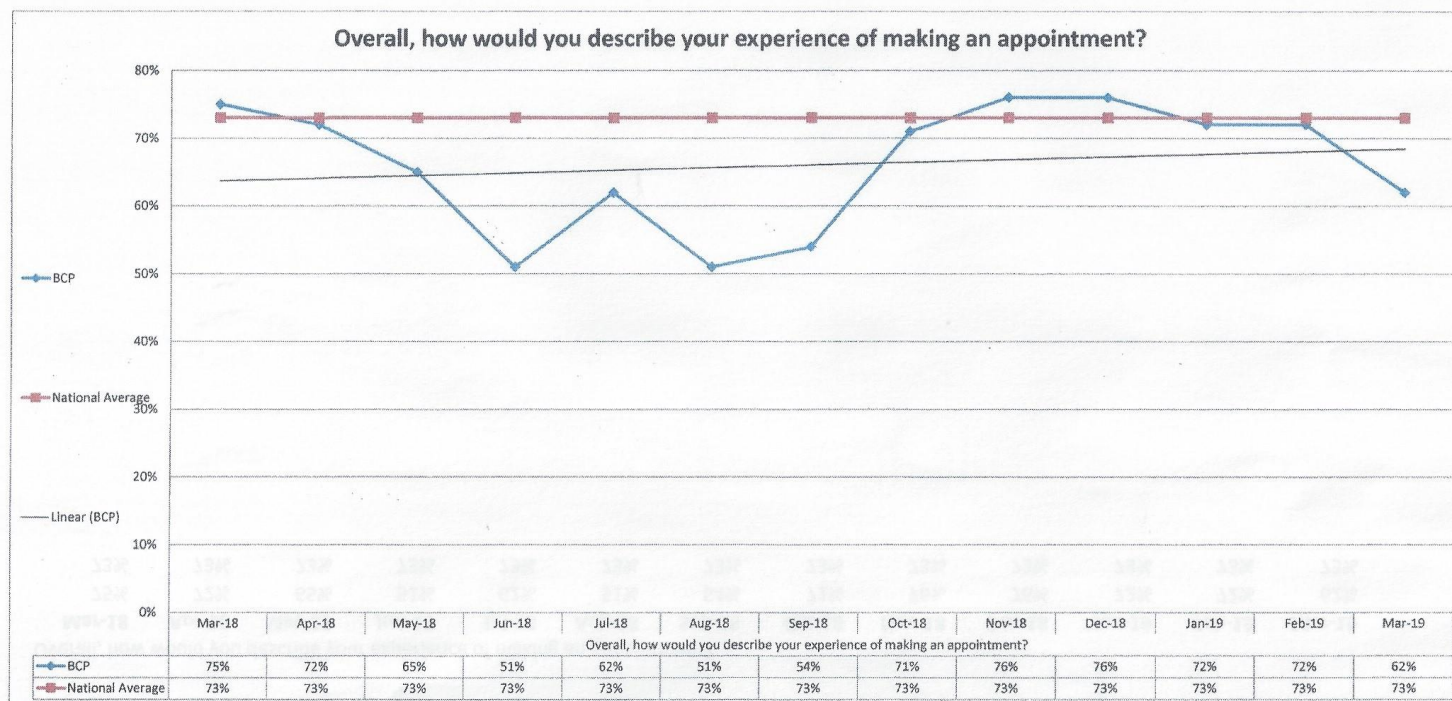




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How likely are you to recommend this practice to Friends and Family?

Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
80%	82%	80%	71%	78%	59%	81%	77%	87%	84%	81%	79%	79%
78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%

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

Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
75%	72%	65%	51%	62%	51%	54%	71%	76%	76%	72%	72%	62%
73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%

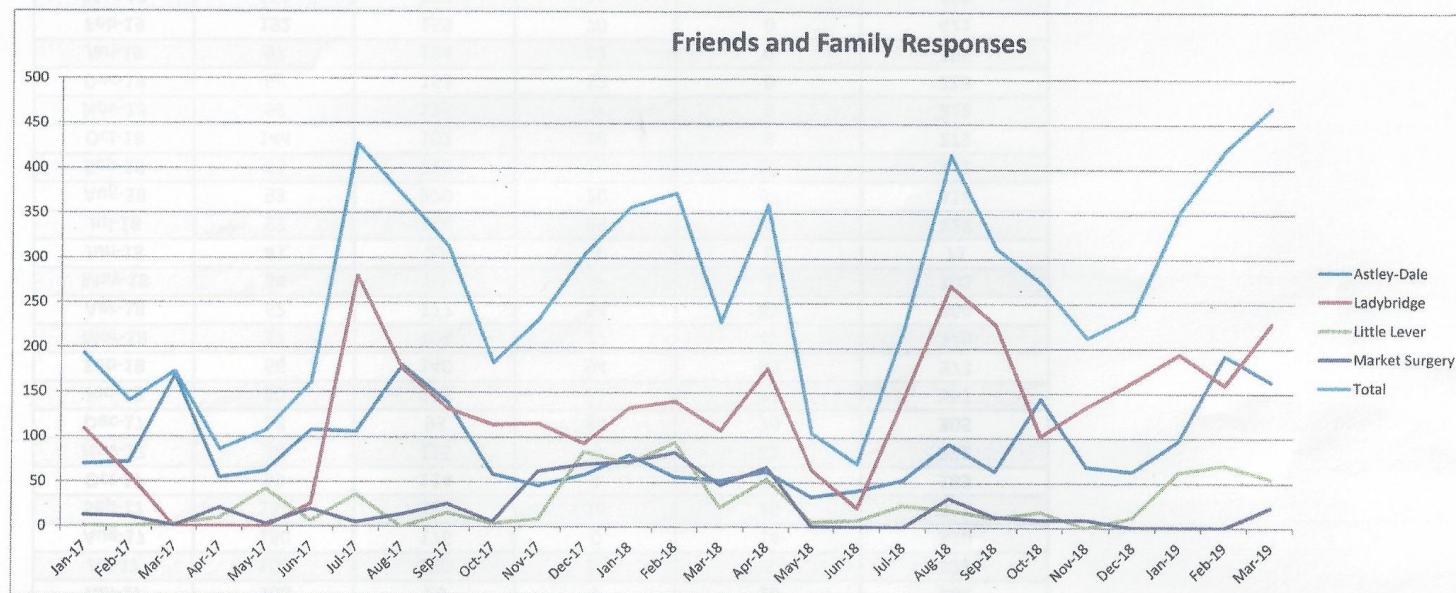
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Month	Astley-Dale	Ladybridge	Little Lever	Market Surgery	Total
Jan-17	70	109	1	13	193
Feb-17	72	57	0	11	140
Mar-17	169	0	3	1	173
Apr-17	55	0	10	21	86
May-17	62	0	42	3	107
Jun-17	108	26	7	20	161
Jul-17	106	280	36	5	427
Aug-17	180	176	0	14	370
Sep-17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

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Appendix 2



PAG Minutes - 1 MAY 2019

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Bolton Community Practice – Website Survey

01. Do you use our WEBSITE? ☐ YES (Go to 02) ☐ NO (Ask our receptionist for details then go to 10)
02. Overall, how well does our website meet your needs?
☐ Extremely well ☐ Not so well ☐ Very well ☐ Not at all well ☐ Somewhat well
03. How easy was it to find what you were looking for on our website?
☐ Extremely easy ☐ Not so easy ☐ Very easy ☐ Not at all easy ☐ Somewhat easy
04. Did it take you more or less time than you expected to find what you were looking for on our website?
☐ A lot less time ☐ A little more time ☐ A little less time ☐ A lot more time ☐ About what I expected
05. How visually appealing is our website?
☐ Extremely appealing ☐ Not so appealing ☐ Very appealing ☐ Not at all appealing ☐ Somewhat appealing
06. How easy is it to understand the information on our website?
☐ Extremely easy ☐ Not so easy ☐ Very easy ☐ Not at all easy ☐ Somewhat easy
07. How much do you trust the information on our website?
☐ A great deal ☐ A little ☐ A lot ☐ Not at all ☐ A moderate amount
08. How likely is it that you would recommend our website?

Not at all likely											Extremely likely
0	1	2	3	4	5	6	7	8	9		10

09. Do you have any other comments about how we can improve our website?

10. Thank You for completing our Website Survey, our website address is: <http://www.boltoncommunitypractice.nhs.uk/>