



Bolton Community Practice CIC



Patient Advisory Group

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP
WEDNESDAY 4th MARCH 2020
WATERS MEETING HEALTH CENTRE**

PRESENT

PAG (Patient Advisory Group Members)

Bill Lawley	(Chair)
Kishor Gandhi	(Deputy Chair)
Karen Worrall	
Liz Williams	
Mary Meacher	
Sohema Patel	

Bolton Community Practice

Sarah Webster	(Operations Manager)
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BCP Patients (Non-PAG Members)

None



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

Item No.	Action
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1. APOLOGIES FOR ABSENCE

1.1 Apologies were received from the following PAG Members:

Kathleen Delaney
Mary Barrow
Stewart Wilson

Apologies were received from the following BCP staff:

Anne Talbot (Clinical Director)
Bernie Gildea (Director of Operations & Performance)

2A. MINUTES AND ACTIONS OF THE PAG MEETING ON 8th JANUARY 2020

2A.1 The Minutes of the Meeting on 8th January 2020 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



Item No.		Action
3.	CANCER SCREENING PROGRAMMES	
3.1	BCP reported on the number of contacts (73) made by the PAG Bowel Cancer Ambassadors.	
3.2	<p>It was recognised that many women were simply unaware of the vital importance of Cervical Screening. It was suggested that there were many ways of educating them that Cervical Screening was very important, such as –</p> <p>leaflets left on reception, leaflets highlighted in surgeries, automatic information to patients by clinical staff (and actual screening appointments made), automatic information at six-weekly maternity checks (and actual screening appointments made), translation of leaflets in different languages, information given out at drop-in sessions (for example, at Valley Community School), information in E-Newsletters, joint working with other GPs and others, and use of social media.</p>	
3.3	<p>It was agreed to:</p> <ol style="list-style-type: none">(1) note the report, and(2) request the Board of Bolton Community Practice to:<ol style="list-style-type: none">(1) consider whether or not there were further ways in which women could be convinced of the vital importance of Cervical Screening,(2) launch an on-going Campaign to increase the number of women screened, and(3) report the results of the Campaign to the Patient Advisory Group at regular intervals.	
4.	SPECIFIC BRANCH ISSUES	
4.1	LITTLE LEVER – The Check-In Monitor was not working.	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, Talk-Back Boards or Websites.	
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5.2	The Deputy Chair reported the results of the Friends and Family Tests and Questionnaires for December 2019 and January 2020, 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%) ... 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%) December 2019
(69%) January 2020 (78%)

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%) ... 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%) December 2019
(70%) January 2020 (76%)

National GP Patient Survey 2019, 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

April 2018 (-) ... 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%) December 2019 (58%)
January 2020 (62%)

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%) .. 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%) December 2019 (50%)
January 2020 (61%)

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 that a Call Champion Rota had been introduced from 3 rd February 2020; the Call Champion was responsible for the calls on his/her day of the rota. The call data would be used as a performance indicator in his/her annual appraisal and regular performance reviews.	
6.2	It was also reported that Gary Jones, Emergency Care Practitioner, had joined BCP. He would undertake some of the home visits and provide regular clinics for minor illnesses.	
6.3	It was agreed to note the reports,	



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Item No.		Action
7.	NEW DEVELOPMENTS / INTEGRATED SERVICES	
7.1	Horwich Health and Wellbeing Centre	BCP
	The Outline Business Case for the two GP Practices and Community Services had been submitted for approval.	
7.2	Little Lever Surgery	BCP
	Bolton Council was leading on this project; the target date for occupation was May 2021.	
7.3	Integrated Services and Primary Care Networks	
	Nothing further to report.	
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 March 2020 was 13,030 (102 more than on 1 st January 2020).	
9.2	It was agreed to note the report.	
10.	CARERS	
10.1	The Chair reported he had written to both Bolton Clinical Commissioning Group (the BCCG) and also Bolton Council drawing attention to the urgent need to make further resources available to identify and support young carers. He had received a reply from BCCG written on their behalf and also the Council's (Appendix 1) .	
10.2	Melissa Smith (BCCG's Director of Transformation) had offered to attend a meeting.	
10.3	It was agreed to: (1) invite BCCG's Director of Transformation to attend the next Meeting of the Patient Advisory Group on Wednesday, 6 May 2020, and (2) note the 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 May 2020.	BCP
11.3	It was agreed to note the Report.	
12	BCP TARGETS 2019/2020	
12.1	BCP reported a positive position on both the Bolton Quality Contract Performance Figures 2019/2020 and also on the position relating to the Clinical Indicators.	
12.2	It was agreed to note the report.	



Item No.		Action
13	ANY OTHER BUSINESS	
13.1	CORONAVIRUS A pack of items had been placed in each clinical room in case they were needed.	
13.2	BCP/PAG NEWSLETTERS The February and March 2020 Newsletters were circulated.	PAG
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, 6th MAY 2020 Time: 14:30 – 16:30 hours Place: WATERS MEETING HEALTH CENTRE Future Scheduled Dates are: 1st July 2020 2nd September 2020 4th November 2020 6th January 2021 3rd March 2021	

Minutes Prepared by Bill Lawley

Minutes Formatted by Kishor Gandhi



Appendix 1

Reply from BCCG in Reference to Young Carers

Hi Mr Lawley,

Thank you for your emails dated 2nd March and 15th January 2020 and apologies for the delay in responding back to your first email.

I am writing to update you on the outcome of the discussions held with our CCG Board on 28th February regarding the developments with the Young Carers Strategy. Members were informed that responsibility for reviewing/developing the Strategy lies with the Council but, due to capacity issues, there had been a slight delay in this work being taken forward. However, please note the 2017 strategy is still live. The CCG has offered support to develop this as a co-designed piece of work and it is envisaged that this work will be completed in the Summer 2020.

In the meantime, Melissa Maguinness, the CCG's Director of Transformation, is producing a joint update report to be shared at the public board meeting on 13th March to provide an update to the Board on actions taken to provide support for Young Carers. The paper will also provide assurance to the CCG Board that the CCG is delivering on its responsibilities in this area and that collaborative work is underway with Bolton Council to develop an All Age Carers Strategy.

Please note that the Board has requested that this response is shared with Board members at the March public board meeting and will be attached to the minutes from this meeting.

Melissa Maguinness has also offered to meet up with you in the meantime to discuss this work further. If you feel this will be beneficial, please let me know and we can arrange a mutually convenient date/time.

Kind regards,
Joanne



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Appendix 2



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FRIENDS & FAMILY TEST - DECEMBER 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	40	79	29	41	189	32%
- Likely	44	73	56	46	219	37%
- Neither Likely nor Unlikely	32	21	11	9	73	12%
- Unlikely	17	9	5	8	39	7%
- Extremely Unlikely	5	2	3	3	13	2%
- Don't Know	22	24	5	5	56	10%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	45	82	39	37	203	37%
Fairly Good	52	58	33	35	178	33%
Neither Good nor Poor	27	34	8	5	74	14%
Fairly Poor	22	11	12	13	58	11%
Very Poor	15	8	3	3	29	5%
(3) Please describe your experience of getting through on the telephones						
Very Easy	33	53	7	9	102	24%
Fairly Easy	27	48	24	11	110	26%
Neither easy nor difficult	30	71	12	4	117	27%
Fairly difficult	26	23	9	8	66	15%
Very difficult	18	7	6	4	35	8%
(4) Please describe your experience of making an appointment online						
Very Easy	29	72	21	24	146	33%
Fairly Easy	33	41	19	18	111	25%
Neither easy nor difficult	27	68	18	17	130	29%
Fairly difficult	16	8	5	5	34	8%
Very difficult	11	6	4	1	22	5%

Branch	Total completed for December 2019
Astley-Dale	160
Ladbybridge	208
Little Lever	109
Market Surgery	112
Total	589



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FRIENDS & FAMILY TEST - JANUARY 2020

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	40	87	58	37	222	39%
- Likely	48	64	68	42	222	39%
- Neither Likely nor Unlikely	21	18	14	6	59	10%
- Unlikely	9	7	7	4	27	5%
- Extremely Unlikely	3	2	3	1	9	2%
- Don't Know	6	24	3	2	35	6%
(2) Overall, how would you describe your experience of making an appointment?						
Very good	39	74	62	29	204	39%
Fairly Good	41	61	57	31	190	37%
Neither Good nor Poor	21	25	16	8	70	14%
Fairly Poor	11	6	12	7	36	7%
Very Poor	9	2	5	2	18	3%
(3) Please describe your experience of getting through on the telephones						
Very Easy	23	51	34	11	119	29%
Fairly Easy	19	67	38	9	133	32%
Neither easy nor difficult	25	47	11	4	87	21%
Fairly difficult	15	16	14	6	51	12%
Very difficult	14	4	6	3	27	6%
(4) Please describe your experience of making an appointment online						
Very Easy	19	77	48	16	160	40%
Fairly Easy	18	38	26	8	90	22%
Neither easy nor difficult	12	57	41	18	128	32%
Fairly difficult	5	5	4	2	16	4%
Very difficult	3	4		1	8	2%

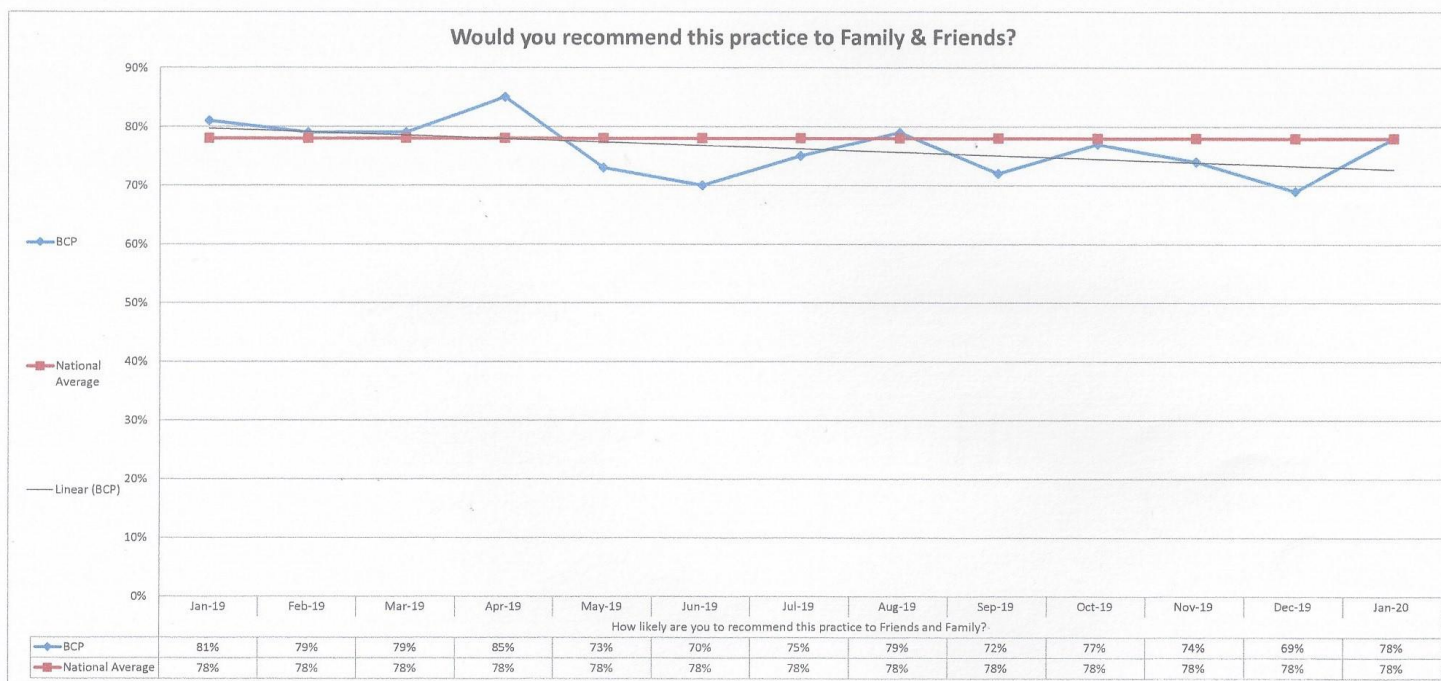
Branch	Total completed for January 2020
Astley-Dale	127
Ladbybridge	202
Little Lever	153
Market Surgery	92
Total	574

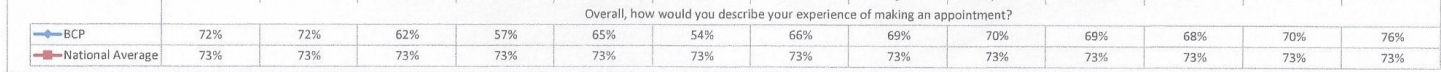


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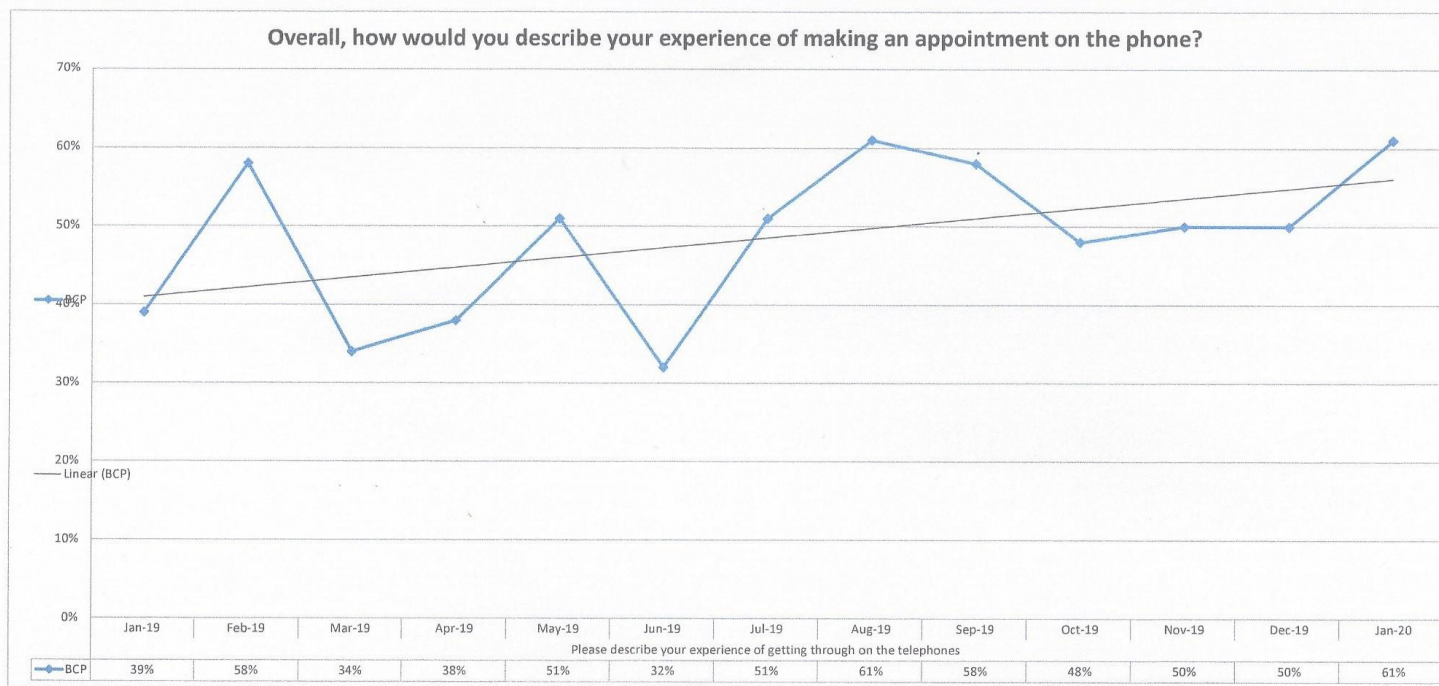




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How likely are you to recommend this practice to Friends and Family?

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
81%	79%	79%	85%	73%	70%	75%	79%	72%	77%	74%	69%	78%
78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%

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

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
72%	72%	62%	57%	65%	54%	66%	69%	70%	69%	68%	70%	76%
73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%

Please describe your experience of making an appointment online

Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
65%	62%	50%	76%	65%	46%	58%	61%	66%	60%	61%	58%	62%

Please describe your experience of getting through on the telephones

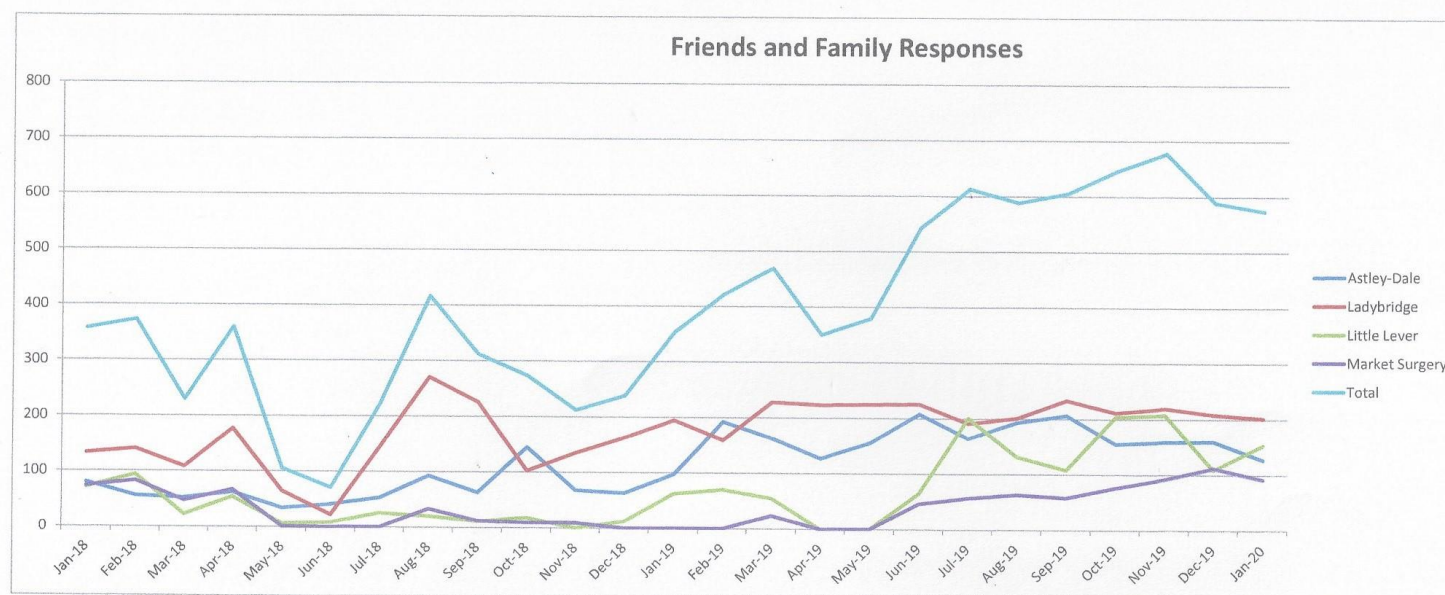
Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20
39%	58%	34%	38%	51%	32%	51%	61%	58%	48%	50%	50%	61%



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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
Dec-19	160	208	109	112	589
Jan-20	127	202	153	92	574