

Bolton Community Practice – Patient Bulletin

16 November 2021

Issue 19

BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)



Appointment System

After receiving feedback from the Patient Advisory Group and BCP staff, the appointment system has been revised as follows;

Every GP morning clinic now has a mixture of 'pre-bookable' and 'on the day' urgent telephone slots' and has one 'pre bookable' telephone slot that can be booked by patients via the online system. There are also 'pre-bookable face to face slots' in the morning. Every afternoon GP clinic has a mixture of 'pre-bookable' on the day telephone slots and routine 'pre-bookable' face to face, and urgent slots.

If a patient accepts a GP call back and subsequently misses the GP call, they should contact the surgery when they will be rebooked into the next available appropriate appointment slot. Our reception team have an appointment navigation guide, to ensure the patients get seen by the most appropriate clinician. Dr Wright's morning clinics are all via the telephone and Dr Wright will contact the patients when he can, therefore there will be no appointment times arranged for his morning appointments.

Chronic Disease Management Appointments

To try and make it as efficient as possible for patients to attend for their annual reviews. Patients will be given an appointment to see one of the nursing team for their physical review, blood tests, BP checks, BMI checks, pulse check and foot check (foot check for diabetics only). They will then receive a telephone call approximately one week later with the nurse to complete the annual review.

Online Consultation

Patients can also book appointments online via the BCP website. The online consultation form is available Monday to Friday from 12am until 4.00pm each day.

Online consultation is not available on Saturday or Sunday, it stops at 4.00pm on Friday and is available again at 12am on Monday. If you need to contact the surgery when the online consult form is disabled please telephone the surgery direct.

SMS (Text Messages) Questionnaires

BCP will be increasing the number of SMS questionnaires sent via mobile phones. These questionnaires are sent out to gather important information relating to your health, such as smoking status or asking you to submit a blood pressure reading if you have access to a blood pressure monitor. If you are sent a questionnaire via SMS please take the time to complete and return it.

Message from our GPs

There has been an increase in patients being abusive to BCP staff. **Don't be one of them.**

Please treat all BCP staff with respect and not abuse! Warning letters will be sent to patients who are abusive, and those patients may be removed from the practice list.

BCP Contact details (01204 463444)

BCP website: (Bolton Community Practice)
<https://www.boltoncommunitypractice.nhs.uk/>

BCP email: (Bolton Community Practice)
bolton.communitypractice@nhs.net

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Check out our Patient Advisory Group Webpage' at <https://www.boltoncommunitypractice.nhs.uk/patient-advisory-group>