

BCP – Patient Advisory Group News Letter

April 2019



BCP

Your Practice. Your Care. Your Health.

BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)



The next meeting of the PAG will take place on **Wednesday, 1st May 2019** at Waters Meeting Health Centre, commencing at 2.30 pm.

Friends and Family Test - Update

Each time you visit the surgery you will be encouraged to complete a Friends and Family Test survey.

'How likely are you to recommend this practice to family and friends?'

Extremely likely/Likely

August 2018 (59%)	September 2018 (81%)
October 2018 (77%)	November 2018 (87%)
December 2018 (84%)	January 2019 (81%)
(August 2018 – January 2019 average 78%)	
(No National Survey equivalent)	

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

Very good/Fairly good

August 2018 (51%)	September 2018 (54%)
October 2018 (71%)	November 2018 (76%)
December 2018 (76%)	January 2019 (72%)
(August 2018 – January 2019 average 67%)	
(National Patient Survey July 2018 average 73%)	

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

Question introduced in February 2018

Very good/Fairly good

August 2018 (45%)	September 2018 (52%)
October 2018 (59%)	November 2018 (54%)
December 2018 (65%)	January 2019 (65%)
(August 2018 – January 2019 average 57%)	
(No National Survey equivalent)	

'Please describe your experience of getting through to the surgery on the telephone?'

Very easy/Fairly easy

August 2018 (49%)	September 2018 (52%)
October 2018 (58%)	November 2018 (56%)
December 2018 (53%)	January 2019 (39%)
(August 2018 – January 2019 average 51%)	
(National Patient Survey 2018 average 71%)	

Easter Opening Times

All the surgeries will be closed Friday 19th April and Monday 22nd April

Waters Meeting Health Centre will be open as usual on Saturday 20th April 8.00am – 12 noon

All surgeries will be open at the normal times from Tuesday 23rd April

Controlled Drug Prescriptions

These will be able to go electronically to patients' nominated pharmacies from 3rd April