

BCP – Patient Advisory Group News Letter

June 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, 17th July** at Waters Meeting Health Centre, commencing at 2.30 pm.

New Developments - Update

Horwich Health and Wellbeing Centre

In 2017 this new centre was envisaged to house the three existing GP practices in Horwich with Community and Social Services also operating from the same building. At this time, the operational target date was December 2019.

The chosen site was Horwich Leisure Centre. By early 2019 a new Leisure Centre had been built on the site of the original car park and the former Leisure Centre has now been demolished to make way for the new building.

Phase 1 of the current plan is that the proposed new facility will house BCP, Pike View GP Practice and Horwich Community

Services, with phase 2 to accommodate Kildonan House GP Practice. The financial details of the scheme are still being worked on.

Little Lever Surgery

The current position on the relocation of the surgery is that Bolton Council are planning to build a new surgery on the former Tesco site on Market Street. The Council are still working on the design and financial issues and no operational target date has been given.

We will try to update you on the progress of these plans as they are reported to the PAG.

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

February 2019 (79%)	March 2019 (79%)
(No National Survey equivalent)	

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

Very good/Fairly good

February 2019 (72%)	March 2019 (62%)
(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

February 2019 (62%)	March (50%)
(No National Survey equivalent)	

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

Very easy/Fairly easy

February 2019 (47%)	March 2019 (34%)
(National Patient Survey 2018 average 71%)	

PAG Contact details

PAG website <http://bcpcicpag.co.uk/>

PAG email bcpcicpag@gmail.com