

# BCP – Patient Advisory Group News Letter

September 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, 6<sup>th</sup> November** at Waters Meeting Health Centre, commencing at **2.30 pm.**

## Ageing Well Checks

The ageing well check has been introduced to help reduce the risk of frailty in later life and is available to all patients aged 65-74.

If you are in this age range you are invited to book an appointment through your surgery.

The appointment will be with a member of the nursing team and will involve a health check and a discussion with the nurse or a health care assistant.

Please take advantage of these free health checks and book soon.

## Flu Vaccination Important Notice

This year there will be a delay in announcing dates for the vaccinations, the Practice has not yet received definite vaccine delivery dates.

As soon as confirmation of the dates is received, there will be posters in all the surgeries and, if you receive details by text, these will be sent out at the same time.

Flu is a highly infectious, acute, viral infection of the respiratory tract and the flu vaccination provides the best protection against an unpredictable virus which can infect many people.

**Please look out for the posters and details about booking appointments for the vaccination.**

## Pneumonia Vaccination

If you are over 65 and have never had a pneumonia vaccination you can ask your surgery to book one for you at any time of the year.

For most patients this will be a single vaccination for life which can be given at any time of the year.

## Family and Friends Test – update

*‘How likely are you to recommend this practice to family and friends?’*

**Extremely likely/Likely**

April 2019 (85%)	May 2019 (73%)
June 2019 (70%)	
(No National Survey equivalent)	

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

**Very good/Fairly good**

April 2019 (57%)	May 2019 (65%)
June 2019 (54%)	
(National Patient Survey July 2018 average 73%)	

*‘Please describe your experience of getting through to the surgery on the telephone?’*

**Very easy/Fairly easy**

April 2019 (38%)	May 2019 (51%)
June 2019 (32%)	
(National Patient Survey 2018 average (71%))	

*‘Overall, how would you describe your experience of making an appointment online?’*

*Question introduced in February 2018*

**Very good/Fairly good**

April 2019 (76%)	May (65%)
June 2019 (46)	
(No National Survey equivalent)	