

# BCP – Patient Advisory Group News Letter

January 2020



Your Practice. Your Care. Your Health.

## BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)



The next meeting of the PAG will take place on **Wednesday, 4<sup>th</sup> March 2020** at Waters Meeting Health Centre, commencing at 2.30 pm.

## The Herbert Protocol

This is a national scheme introduced by the police in partnership with other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing.

Carers, family members and friends can complete a form, recording vital details including:

- medication required,
- mobile numbers,
- places previously located
- a photograph

In the event of your family member or friend going missing, the form can be handed to the police to reduce the time taken in gathering this information.

The Herbert Protocol initiative is named after George Herbert, a war veteran of the Normandy landings, who lived with dementia. George Herbert died whilst 'missing', trying to find his childhood home!

### Completing the form

The care provider, the person at risk or their family can fill in the form. **The person at risk or their next of kin must have given permission.** If neither is possible, the care provider should make a 'best interests' assessment.

The form should be updated regularly, so that all the information is as relevant as possible. Keep the form safe.

If your relative or friend is believed to be missing, conduct an 'open door' search of the address, the grounds and any outbuildings before alerting the police at the earliest opportunity. If you believe that the person missing is at a high risk of harm, please [call 999](#). Tell the police operator that you have the Herbert Protocol person profile.

If you're deaf or hard of hearing, use our textphone service 18000 or text us on 999 if you've pre-registered with the [emergency SMS service](#)

## Appointments

Get the most from your GP appointments in 2020 by following these top ten tips from Healthwatch Bolton:

- Urgent? See any GP? Otherwise there may be a wait.
- Make short notes describing your symptoms and worries.
- Many problems? Make a double appointment.
- Take a list of ALL your medicines, prescribed or otherwise.
- If necessary, wear accessible clothing.
- Discuss important things first and stick to the point.
- Not clear on your treatment plan? Ask again.
- If you need support take a relative or friend.
- Unhappy? Ask to see another GP.
- Could the practice nurse could deal with your problem?

*A Happy and Healthy  
New Year to BCP Staff  
and Patients*