

# BCP – Patient Advisory Group News Letter

February 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.

### Coronavirus Advice

There has been a lot of publicity recently about the Wuhan Novel Coronavirus and BCP have issued the following advice if you need to book an appointment.

When you are booking GP (Doctor) and ANP (Nurse Practitioner) appointments please include reason for attendance. Receptionists are currently asking all patients for their symptoms.

If you are experiencing any of the following symptoms

- shortness of breath,
- a cough
- a sore throat

You will be offered a telephone appointment with one of the clinical team.

If you have travelled to Wuhan Hubei Province, China recently, or had any contact with a

confirmed case of coronavirus please follow the NHS advice to stay at home for 14 days and try to avoid having visitors to your home.

### Annual Reviews

#### Carers

Can we remind patients who are registered as carers to arrange an appointment with one of the nursing team for their Annual Review.

This is for patients who are caring for a friend or relative on a daily basis, where the person they are caring for is dependent on them.

#### Patients with Long-term Conditions

Annual checks are offered to all our patients with a long-term condition, such as asthma, diabetes, we try to coordinate these with the patients' birthday month when possible. However if a patient has not yet had their annual review, please can they make an appointment with one of the nursing team for their check.

#### Blood Tests

As of the 1<sup>st</sup> February BCP will no longer offer blood appointments on a Saturday. Patients who require blood tests over a weekend can be booked in with the GP federation at any of their three sites. these are:

- Urgent Treatments Centre, Royal Bolton Hospital
- Winifred Kettle Centre, Westhoughton
- Waters Meeting Medical Centre, Bolton

### Telephone System

Since the BCP telephone system was updated last year, there is no longer a central reception at Waters Meeting.

Telephone calls are now directed to the staff at each site as they become available, this allows more calls to be answered at the same time and should shorten the queueing time at peak hours.

### Feedback

For any feedback please use the following:

The suggestion boxes and Talk-Back boards in each of the surgeries

#### For NHS choices:

<https://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=Y03079> then select **LEAVE REVIEW** tab followed by **CONTINUE** button and complete the questions and select **CONTINUE** after each question.

#### For PAG feedback form:

<https://www.boltoncommunitypractice.nhs.uk/patient-advisory-group> then scroll to the bottom of the page and select **FEEDBACK** to download and print the PDF form. Complete this form and drop it off into the RED box at the Surgery.