

Bolton Community Practice – Patient Bulletin

6th July 2020

BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)



Welcome to the first Patient Bulletin from Bolton Community Practice (BCP). The Bulletin aims to keep patients in touch with changes caused by the Corvid-19 pandemic and will be sent to patients by email.

Appointments

For the last few weeks, when you have phoned the surgery for an appointment, BCP have been using a triage system to protect patients and staff from avoidable risks of infection.

From Monday 13th July the system will change to become a total triage system. All patients will be asked to complete an online consultation form. This form can be accessed from a several places including the Patient Access App and my GP App, or via the practice website link:

<https://www.online-consult.co.uk/org/bolton-community-practice>

For any patients unable to access the form, the BCP admin team will complete it on their behalf. Patients will then be offered a treatment plan, which maybe

- a prescription
- self-care advice
- a telephone or video call from one of our clinical team. or
- a booking for a face to face appointment.

This should make it easier for patients to access a clinical member of our team.

Some patients have already been using the online forms and have not experienced any problems.

All patients entering any of the BCP buildings can do so by appointment only and will be required to wear a face covering. If they have not got a face covering the admin team will provide them with a face mask.

Friends and Family Online

The BCP Friends and Family Service using text messaging is now online so we are able to capture patient feedback and would appreciate it if patients took the time to complete the short questionnaire.

The Friends and Family text will be sent automatically a short while after any appointment at the surgery.

Text Messages

BCP have been sending more text messages than normal so they are able to communicate with patients in a quick and efficient way.

Sadly, they have had a couple of abusive text messages returned to the surgery, and the member of staff dealing with them has been upset by the messages. Please respond to messages appropriately and remember the message that you send back goes in your medical records!

BCP Contact details (01204 463444)

BCP website:

<https://www.boltoncommunitypractice.nhs.uk/>

BCP email:

bolton.communitypractice@nhs.net

PAG Contact details

PAG website:

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

PAG email:

bcp.cic.pag@gmail.com