



Bolton Community Practice CIC



Patient Advisory Group

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP
WEDNESDAY 2nd SEPTEMBER 2020
VIA ZOOM**

PRESENT

PAG (Patient Advisory Group Members)

Bill Lawley (Chair)
Kishor Gandhi (Deputy Chair)
Liz Williams
Sohema Patel
Kathleen Delaney
Mary Barrow

Bolton Community Practice

Anne Talbot (Clinical Director)
Sarah Webster (Operations Manager)

BCP Patients (Non-PAG Members)

None

APOLOGIES FOR ABSENCE

Apologies were received from the following PAG Members:

Karen Worrall
Mary Meacher



The Meeting was chaired by the Chair (Bill Lawley).

Item No.

Action

1. MINUTES OF ZOOM PAG MEETING – 15 JULY 2020

PAG had offered to take some of the administrative burden off BCP. To do this, PAG required to have direct input access to the PAG Webpage on the BCP Website. It seemed that this was not possible because of the technical set-up of the BCP Website. PAG decided to continue with the present arrangements.

PAG had also informed BCP that:

- (1) face to face consultations were important,
- (2) triage judgments should be made by staff with appropriate clinical knowledge,
- (3) the arrangements for callback (within 48 hours and a “four ring” call) were impractical from a patient’s point of view, and
- (4) it was very important to consider and take into account the overall reactions of patients to the total triage system being presently operated by BCP with the online patient consultation tool.

2. BCP TOTAL TRIAGE SYSTEM WITH THE ONLINE PATIENT CONSULTATION TOOL

PAG Members gave their initial views and any comments they had received from patients on the BCP total triage system. These ranged from a general acceptance in the emergency circumstances of the system to a recognition of the need to ensure that no one was inadvertently excluded.

Accordingly, it was decided to request BCP to confirm that arrangements were in place to cater for all patients and disadvantaged groups, including those who did not wish for whatever reason to complete the form.



Item No. **Action**

3. LITTLE LEVER HEALTH CENTRE – BCP’S VACCINATION PROGRAMME

A PAG Member had enquired, in the context of BCP’s Vaccination Programme, when Little Lever Health Centre was to reopen. Patients from Little Lever would currently be asked to arrange their flu vaccination at Ladybridge or Waters Meeting Health Centre. Home visits will be offered to any patients who are unable to attend a clinic appointment.
It was decided to note the Report.

4. PAG WEBPAGE ON BCP WEBSITE

To prevent further problems in ensuring the PAG Webpage was up to date, the Deputy Chair had produced an Amendment Document. Dr Talbot agreed to inform him of a date when the amendments would be completed.
It was decided to note the position.

5. THE BULLETIN

The Deputy Chair reported there had been delays on the part of BCP regarding Bulletins 4 and 5.
It was decided to note the position.

6. DATE, TIME AND PLACE OF THE NEXT PAG MEETING

The next meeting of the Patient Advisory Group will take place on:

Date: **WEDNESDAY, 4th NOVEMBER 2020**
Time: **14:30 – 16:30 hours**
Place: **VIA ZOOM**

Future Scheduled Dates are:

6th January 2021
3rd March 2021

Minutes Prepared by Bill Lawley
Minutes Formatted by Kishor Gandhi