



Bolton Community Practice CIC



Patient Advisory Group

**MINUTES OF THE MEETING OF THE BCP PATIENT ADVISORY GROUP
WEDNESDAY 4th NOVEMBER 2020
VIA ZOOM**

PRESENT

PAG (Patient Advisory Group Members)

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

Bolton Community Practice

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

BCP Patients (Non-PAG Members)

None



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

Item No.		Action
1.	APOLOGIES Mary Meacher (PAG Member)	
2.	MINUTES OF ZOOM PAG MEETING – 2nd SEPTEMBER 2020 Noted	
3.	BCP TOTAL TRIAGE SYSTEM WITH THE ONLINE PATIENT CONSULTATION TOOL	
3.1	PAG Members gave their 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.	
3.2	In response to issues raised by PAG, Dr Talbot clarified: <ol style="list-style-type: none">(1) The use by BCP of a total triage system with the online Patient Consultation Tool was not compulsory, but was encouraged by NHS (England) for use in the emergency circumstances.(2) The use of this system was best for patients in the Covid-19 Emergency. It enabled the Practice to be as resilient as possible.(3) Staff were aware of the importance of ensuring information was kept confidential.(4) Whilst written Risk Assessments as such had not been formalized, arrangements were in place to cater for all vulnerable patients and patients in disadvantaged groups.(5) The principle of Patient Choice was important. The use by patients of the total triage system with the Online Patient Consultation Tool was not compulsory; a patient who for whatever reason was not prepared to give information was then dealt with as having 'phoned the Practice and was referred to a member of the clinical staff.(6) All triage judgements are made by staff with appropriate clinical knowledge: non-clinical staff deal with procedural matters and doctors or nurses deal with clinical matters.(7) Friends and Family Tests were sent only to text users.	
3.3	It was decided to note the position	



Item No. **Action**

4. SECOND LOCKDOWN – PATIENT BULLETIN 8

Dr Talbot reported that Bulletin 8 was to be sent to patients
(see **Appendix 1**)

It was decided to note Bulletin 8.

5. LITTLE LEVER HEALTH CENTRE

Dr Talbot reported that Property Services were undertaking a Health and Safety Survey.

It was decided to note the Report.

6. COMMUNICATION BETWEEN BCP AND PAG (AND ALL PATIENTS)

Deferred

7. PATIENT ACCESS OR MyGP

Deferred

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

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

Date: **WEDNESDAY, 6th JANUARY 2021**

Time: **14:30 – 16:30 hours**

Place: **VIA ZOOM**

Future Scheduled Dates are:

3rd March 2021

Minutes Prepared by Bill Lawley

Minutes Formatted by Kishor Gandhi



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Appendix 1

Bolton Community Practice – Patient Bulletin 6 November 2020 Issue 8

BOLTON COMMUNITY PRACTICE PATIENT ADVISORY GROUP (PAG)



General Patient Message from BCP

Dear Patients,

As we enter a second lockdown, we are continuing to provide telephone consultations to patients who contact the surgery for medical advice and will bring patients into surgery when a member of the clinical team feels it is necessary.

If you are asked to come into the surgery, the clinical team will only be able to deal with one problem per appointment. This is to help reduce the amount of time you spend in surgery and to protect you and our staff. You will also receive a text with specific instructions as to what to do when you arrive at the surgery. If a clinician feels they need to spend longer with you it is likely they will examine you and arrange a further telephone call to discuss your care/management.

Shielding

The UK government have advised that shielding is still 'paused' and therefore we are not able to provide a letter for any patients who want to shield or work from home. If you want to work from home, you need to discuss this with your employer. We would recommend that anyone who was classed as 'clinically extremely vulnerable' earlier in the year continue to follow government advice in relation to social distancing, wearing a mask and regular hand washing.

Contacting the Surgery

If you need medical advice, we would recommend that you contact the surgery using the Online Consult form on our website:

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

If you do not have access to the internet or would prefer to speak to a member of staff, please telephone us on **01204 463444**. If you are contacting the surgery for a routine issue, please ring after 10.30am.

We are also aware that often social, financial or environmental issues contribute to our patients' health and wellbeing. If you feel you need support please contact us. We have Social Prescribers and a Vulnerable Adult Co-Ordinator who may be able to help.

Ordering your Prescription

If you need to order a prescription, you can order online using the MyGP or the Patient Access App, email us via bolton.communitypractice@nhs.net or leave a voicemail on our designated prescription line **01204 462950**.

Test Results

If you are awaiting test results, please wait seven days before contacting the surgery for the results. If a result requires action, we will ring you, send a text or send you a letter. This is to help our staff prioritise patients contacting the surgery who are acutely unwell.





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Flu Jabs

If you are eligible for a flu vaccination and have not yet contacted the surgery to book an appointment, please ensure you do so by Wednesday 11 November. We will be contacting patients who are eligible. Unfortunately, we anticipate that after this date, we may not be able to offer any more flu clinics as we prioritise dealing with acutely unwell patients.

General Advice

We would encourage each household to ensure they have a thermometer in the home as part of your first aid kit. If possible, we would also recommend the purchase of a pulse oximeter. Both these items will help our Clinical Team to monitor you remotely if you become unwell at any point in the future.

We would recommend that all patients continue to follow government advice in relation to wearing a mask, frequent hand washing and social distancing.

We strongly advise that patients contact the practice remotely in the first instance, and do not attend without an appointment, to help us manage the patient flow throughout the surgery and help with social distancing.

Keeping in Touch

Please like our Facebook page: <https://www.facebook.com/BCPCIC> and follow us on Twitter to keep up-to-date with latest information: <https://twitter.com/bcpcic>

BCP Contact details (01204 463444)

BCP website: (Bolton Community Practice)

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

BCP email: (Bolton Community Practice)

bolton.communitypractice@nhs.net