**Patient Participation Group**

**Meeting 21st February 2020**

The Meeting was attended by 10 Patients (See attached list), the following items were discussed:-

1. **New Build of Little Lever Health Centre.**

This was discussed with the patients, the patients were given an update that the new health centre proposal was going ahead and that it should be ready by May 2021.

1. **Waiting Times.**

Patient expressed the comments that patient waiting times needed to come down and that they wanted to be informed of any changes like the hospital, but they were very happy with the service that was provided by the practice.

1. **Online Access.**

Patients were explained the importance of online access and the benefits of online access with the practice, e.g. Appointments, Px, Medical Note Access, Consent to Share Medical Notes.

1. **Appointments.**

Patients were happy with the appointment system that they can get an appointment to see the GP whenever they phoned the surgery for an appointment. Patients were informed that the practice achieved 89/1000 appointment in our recent CCG access appointment audit.

1. **Well Pharmacy.**

A patient raised concerns that Well Pharmacy was taking 1 week to dispense and Deliver the medication which was not good enough. The Patient was told to raise the concern with the Area Manager of Well Pharmacy as that is there nominated Pharmacy.

1. **MSK, Mental Health Worker, H.I.P (Health Improvement Practitioner), S.P (Social Prescriber) COPD (PCN Specialist Nurse).**

Patients were informed of all the additional service that was provided by the practice in conjunction with the CCG & the PCN, Patients were happy with the services the practice was offering to them.

1. **Comments & Suggestion on the Service provided.**

The patients were satisfied with the service that the practice provides and rated the service Excellent Overall from booking appointments to being seen by a clinician. There was nothing bad to say about the service provided to them.

1. **Comment from Patient C.M**

Patient commented and said the service/care provided to him been excellent from the practice within the last 12 months and has had no problems in getting appointments when he wanted. He also commented on the excellent service he has recently received from his medical care from the practice to referring to the Hospital & being seen on the same day for diagnosis.

1. **Extended Access – GP Federation.**

Patients were informed that the service was underutilised, and that if the population of Bolton don’t use this service that it can be lost and given access to the population of Bury.

This service is an Extended Access for patients to see a Clinicians from 18:30pm -20:00 Mon – Friday and Sat & Sunday 09:00 -13:00pm. Patients were also told of the service that is offered during this time e.g. G.P, ANP, Practice Nurse, Mental Health Worker.