

Vice Chair's Report of Healthwatch Forum attended 16th October 2018

The Forum was held in partnership with Bolton GP Federation.

As a follow-up from the Engagement in December 2017, Michael Smith gave the 'story so far' on Bolton's New Primary Care Locality Service, then asked how the service can be made more personal and what do we want to see from the Local Care organisation in the future. These included:

- GP practices working together (see New Roles below)
- Extended Primary Care
- Intermediate Care
- Voluntary Sector

Michael explained Primary Care Locality:

The Contract process

Working in partnership e.g. Bury & Rochdale Doctors on Call (BARDOC) system which is already in place and working well.

Three Services:

- Extended Primary Care
- GP Out of Hours (OOH) service
- A&E 'streaming'

Three sites:

- Winifred Kettle
- Waters Meeting
- A&E

New Roles in Primary Care include:

- GP Pharmacists
- Mental Health Practitioners
- Physiotherapists
- Health Improvement Practitioners

Integrated Care Partnership:

- New way of delivering 'Out of Hospital' care
- Community Services
- Social Services
- Primary Care
- Voluntary Sector

Michael was seeking feedback and advice on what should be the priorities.

Group discussions took place around various aspects of the above and how the systems seemed to be working, or not. The results were fed back to Michael followed by many questions and answers. We then went on to discuss:

- Personalisation
- Future developments
- New roles in Primary Care
- Local Care Organisations

The concerns voiced around long term conditions e.g. autism, mental health issues, quicker appointments, follow-up procedures, who has/should have access to records, availability to carers/workers and consistency on a one to one basis, easier access to information i.e. who to contact and a guide to what services are available; the standard of 'Out of Hospital' care and how this can be improved, and much more.

Michael answered many questions but accepted that some of the answers were not readily available. He would endeavour to research into the concerns voiced and Bolton GP Federation will ensure they are included in future discussions and plans, then look at what the priorities should be for the future.

Following the meeting, I spoke with Michael and Jenny Thomas, the GP Federation Business Manager. We agreed a link to the GP Federation website and short article be uploaded onto the BAAS website. The Vice Chair sent an email to Jenny Thomas to which a reply has not yet been received.