Dear PPG,

Hello and good afternoon,

It’s that time again, for me to update you on what we’ve been doing so far and ask for any suggestions or feedback to help us improve.

**Website** – I’m still trying to keep on top of our practice website to keep our patients updated on the current CCG COVID vaccine bus and our own PCN clinics. I am continually trying to get updates on our PCN COVID clinics to try and keep patients more up to date with what groups and dosage they are currently working on. However I feel we aren’t getting this as fast as we would like, to be able to update our patients on this, which has caused us some issues.

Any queries we do receive from patients, I personally email the site to try and get these resolved and I hopefully this has helped some patients. <https://www.boltondoctors.co.uk/>

**New Staff** – We were informed yesterday that we have now been allocated a Mental Health Practitioner who should hopefully, all going well start week commencing 21st June. We currently don’t know the day or times he will be working but that is another great addition to join our team.

**Appointments** – We have now re looked at our GP clinics to be able to provide more pre-bookable appointments. This has been something some patients have asked, due to their working pattern and it not always being a same day issue. We have now got appointment slots available to pre-book and also same day slots. At present, with the new variant of COVID these are still telephone slots, unless the GP feels that a face to face will be more appropriate. If you have the ability to do a video consultation via your mobile phone, please discuss this with the reception staff or GP and a link can be sent to accommodate this request.

Your feedback or suggests are welcome on this area.

**Telephones** – We’ve had some feedback regarding the phones and whether we are able to re structure the messages on the phones and if options can be allocated. For example press 1 for appointments, press 2 for prescriptions. This is something we are currently looking at and working with our IT to help with this.

We are still trying to promote the use of the ‘Online consult’ to help reduce the demand on the phones and hopefully will help patients with minor illnesses requests, which are able to wait 2 working days.

**Annual Reviews via birth Month** – We have now started to use this system and have done two months so far. We have had teething issues with this system, like any new system but it seems to be working and the reception staff are able to book all reviews in one go and reduce the amount of times patients need to visit the surgery.

**Staff retiring or leaving** – I would also like to update you on a few staff changes. Lorraine our HCA who has been at the surgery for around 8 years, has decided to retire and Sylvia our senior practice nurse, has also decided to leave the practice after over 15years. I hope you can join me in wishing them both all the best for the future.

## myGP TICKet - myGP TICKet accesses the section of your medical record and informs you of your current or complete COVID-19 vaccine status. It will display a green tick next to your profile photo once you are considered ‘protected’ from the virus. For more information go to <https://www.mygp.com/ticket/>

If you don’t have access to your **immunisation** status on your current Patient Access, please connect the surgery and request a form to enable this on your records. ID will also be needed to verify you are who you say you are.

**Facebook** – We are having discussions with the GPs and staff about maybe creating a Facebook page. This would just be for information use only to enable our patients know about campaigns, awareness months, and various clinics. We would also be able to post urgent information from the practice for example phone lines down.

Do you feel this would work and would be a good platform for information?

Your feedback or suggests are welcome on this area.

**Feedback** - As always I value feedback and suggestions and I feel the best people to give this on our service is you the patients and hopefully build a good relationship.

I would like to also take this opportunity to thank you as patients for your patience within my first year at the practice.

Take care, Keep safe

Zoe Morrison

Practice Manager