Dear PPG,

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

**Facebook** – Hopefully, some of you have ‘liked’ our Facebook page. We’ve had a few comments under some of our posts, which we try to answer, but please try to remember as stated on our last update, the page is purely for information, and we have taken the ability to leave messages and comments off. Please let us know if there are anything you do wish to see on this page and how we can make it better.

What we do put on this page, we try to put on our practice website.

* <https://www.facebook.com/DrEarnshawandPartners/>
* <https://www.boltondoctors.co.uk>

**New Staff** – We have now recruited our new Healthcare Assistant, her name is Sharmane and will be starting with us on the 8th November. Sharmane has worked in Bolton throughout her career, starting at the Royal Bolton Hospital. Her most recent role has been at a practice in Little Lever where she has done the Healthcare Assistant role for over 6years.

We are also in the process of recruiting another receptionist to help with the demand we are currently facing, whether that’s with the phones or even the increasing administration duties. We will continually monitor the situation to see if further administrative staff are required.

**Flu clinics** – We have now done a couple of short flu clinics and will be continuing throughout Oct. More clinics will be added once our new Healthcare Assistant starts in November. However you can contact the practice to book a slot with the nurse if you can’t attend one of the clinics.

**COVID Boosters** - The COVID Boosters will **no longer** be at Waters Meeting Health Centre. When you are ready to be invited you’ll be asked to attend either Market Place in Bolton town centre or Avondale Health Centre. These are being delivered by the Bolton GP Federation on our behalf.

* Market Hall, Unit 10a, Knowsley Street, Bolton, BL1 2AR
* Avondale Health Centre, Avondale Street, Bolton, BL1 4JP

You will be contacted via text message with a link attached, only if the practice has your Mobile number on the clinical system. If we only have a landline, the practice will contact you to book the appointment. If we have no details on the system, you will be sent a letter.

**PLEASE REMEMBER YOU WILL ONLY BE INVITED 6MS AFTER YOUR 2ND DOSE OF THE COVID VACCINE AND NOT BEFORE. FOR EXAMPLE IF YOU HAD YOUR 2ND DOSE ON 14.04.2021 THEN YOU WILL BE INVITED 14.10.2021 OR AFTER**.

**Annual Reviews** – Some patients have now been invited to attend the practice for their annual review in their birth month. This is a new system which started in April and is still in its early stages.

The process is:

* Invited by text or letter to attend the practice for any bloods that are required for your review.
* Once the results are back in, usually a week later, you will book a telephone review with the Practice Nurse to go over the results and be able to give a more accurate review.

Doing this system is keeping a steady stream of patients in the practice without being a COVID risk for both patients and staff. This system is also enabling us to fit more patients in for their reviews.

**Appointments** – The GPs hare regular talks about re visiting their appointment system. A few months back we looked at opening up some pre-bookable slots for patients who are at work / shift patterns and aren’t always able to contact us at 8am. This has worked well, but now the pre-bookable availability is becoming longer.

As you know we are still trying to minimise the amount of face to face, but we still wish to stress, we are not refusing to see patients. After a triage with the GP via the phone/video, if required the GP will see you face to face.

We will keep you updated on the progress.

**Staff Abuse** – Our reception staff are getting an increasing amount of daily abuse, which I have experienced myself. We as a practice can understand the frustration on not being able to see the GP, get through on the phones, but this doesn’t justify unacceptable behaviour. We are all people too and trying to do the best in these unexceptional circumstances. The staff are working hard and sometimes due to staff shortages are doing multiple duties, long hours and may even be manning the practice on their own.

Please can you help us spread the word on being kind to our primary care staff #bekind

* <https://youtu.be/hAM3fSDq9kA> - If I die, it’s your fault
* <https://youtu.be/xqIdx1SGcyM> - A Poem from a GP in Sheffield

**Feedback** - As always we value feedback, good or bad and welcome any suggestions on how to improve the service. I feel the best people to give this is you the patients and hopefully build a good relationship.

Please email with any suggests and these can be discussed in the team meetings and reported back in the next quarterly update.

Take care, Keep safe

Dr Earnshaw and Partners