Dear PPG,

Welcome to our last quarter newsletter for year 2022/2023. In this quarter we would like to inform you of a few areas.

**Staff changes/updates:** In December we had a new member of staff that started at the practice. Her name is Justine and she is our new Practice Nurse to replace Megan. Her working hours currently are Wednesday and Fridays but in February will be changing to Tuesdays and Fridays.

As some of you may be aware, we are losing one of our long standing GPs, Dr Earnshaw. Dr Earnshaw has been with the practice since 1997 and has been an integral part of the practice throughout the years.

**Website and Facebook:** Since starting up the Facebook page, we feel this has been a great way to inform our patients of awareness months, information from other healthcare professionals, and any urgent issues we have as a practice, for example phone line issues/IT issues. We would like to increase the followings on this page and wonder if anyone has any suggestions.

**Friends and Family Feedback**: We have received 249 responses overall for the months Nov - Dec, when we break it down into areas we scored:

* 152 Very Good,
* 63 Good,
* 11 Neither good nor poor,
* 10 Poor
* 13 very Poor.

The type of feedback we received was:

* Never get appointments on the day and the time slots wasn’t suitable have to wait now till next week.
* Too long to make an appointment
* Very professional
* The nurse was informative and polite
* Receptionists always helpful. Doctors are excellent
* Had to wait a week just to get a call from the doctor. Unacceptable. Eventual conversation satisfactory
* Efficient Staff
* On time answered all my questions satisfactorily no rush very helpful. 11 out of 10!!
* I like to see people face-to-face you can't explain things better if you're on the phone

Again we have received a mixed response of comments. As always we feedback these comments to the team or the office manager will cascade down to the team. All the information is also available on our website under the heading **‘Friends and Family Test information and Practice Results’** or on the notice board near the waiting area.

**Email Address and Practice Name**: As Dr Earnshaw is leaving in March 2023, we now need to change the Practice Name. To prevent having to change the practice name again and keep good continuity, the Partners have agreed on a generic practice name ‘Octagon Medical Centre’. Due to this change we are also having to update the practice email address. This is now been changed on the website and added as an Auto response on the old email address. gmicb-bol.octagonmedicalcentre@nhs.net is the new address

We are waiting for NHS England and Bolton ICB to confirm changeover of the practice name before we can change official documents.

**Annual Reviews**: This has been our second year inviting by Birth Month. Each year the process is getting more streamline. We’ve still had minor hiccups, with patients being newly added to registers after their birth month or joined the practice after their birth month. However, the practice has noticed a good response and hope this has saved time for the patient also.

**Please email back with areas you wish me to discuss or if you have anything you would like to me to look into.**

As always the practice values feedback and suggestions.

Take care, Keep safe

Dr Earnshaw and Partners