

Dear PPG,

Welcome Message

Dear PPG Members,

Welcome to our Quarter 1 Patient Participation Group (PPG) update for the year 2025/2026. We greatly appreciate your continued involvement and support as we work together to improve patient care and services.

Topics of Discussion

- 1. Building Environment (Condition of the Practice/Cleanliness)**
 - 2. Practice Staff Service (Reception, Nursing Team, GPs, and Management)**
 - 3. Appointments**
 - 4. Telephones**
 - 5. Friends and Family Feedback**
 - 6. Contracts**
 - 7. Care Quality Commission (CQC)**
 - 8. Primary Care Network (PCN)**
 - 9. Annual Reviews**
 - 10. Practice News**
-

Practice News & Building Environment

We are currently carrying out improvements in the reception area. A partition has been installed to relocate more of our admin team to the front, which we hope will free up space for an additional clinical room in the near future – watch this space!

Welcome Our New Practice Manager

We are delighted to welcome Saadia Hanif, our new Practice Manager, who joined the team earlier this year. Saadia brings with her a strong background in healthcare leadership and is committed to supporting both patients and staff to ensure the best possible experience for all. Please feel free to introduce yourself when you're next in the practice!

Team Updates

You may have noticed several new faces recently. In addition to Saadia, we've welcomed:

Amna (Practice Nurse) – joined in October

Lauralee Applegate (HCA)

Saffiyah Patel

Dr Haque – joining us one session per week

Current Clinical Staff List:

Dr Swann	General Practitioners Partner	Wed-Fri
Dr Thagia	General Practitioners Partner	Mon-Wed
Dr Nakhuda	General Practitioners Partner	Mon-Wed
Dr Hafezi	General Practitioners Partner	Tue, Thurs-Fri
Dr Ahmed	Salaried General Practitioners	Thurs-Fri
Imrane Bana	One Advanced Practitioner	Mon-Wed
Amna	Practice Nurse (PN)	Mon-Thurs
Nabeelah		Mon & Wed
LauraLee	Healthcare Assistant (HCA)	Tue-Fri
Jennifer	Mental Health Practitioner	Wed & Fri
Steven	Paramedics	Thurs
David		Fri
James	Musculoskeletal (MSK)	Fri
Byron		Tue
Nabeelah	Pharmacists	Tue & Fri
Saliha		Mon
Amirah		Wed
Sarah	Pharmacy Tech	Mon
Jane	Pharmacy Tech	Tue
Andrea	Social Prescriber Link Worker	Referral process
Megan	Care Co-ordinator	Wed afternoons
Marie-Louise	Health Improvement Practitioner	Mon & Thurs

Appointments

We continue to promote the Enhanced Access service, which provides appointments outside regular hours. Uptake has been limited, possibly due to unfamiliar clinicians and travel distance. We welcome suggestions to help improve usage.

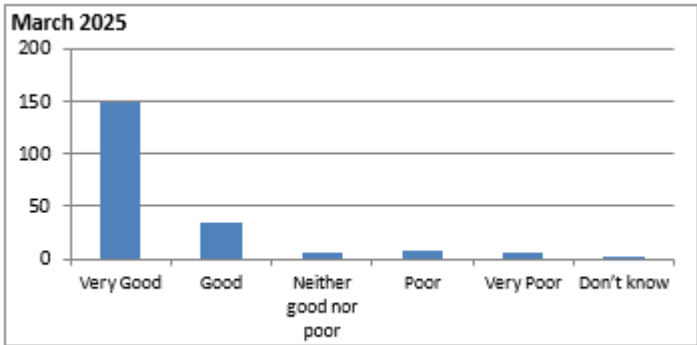
Telephone System

We successfully transitioned to a new telephone system in March 2025. While there were initial challenges, these have been resolved. The new system enables call monitoring, which will inform future improvements and NHS England reviews.

Friends and Family Feedback –

We continue to receive strong feedback through the Friends and Family test, with 90% of responses being positive. Below are the figures for March 2025:

		Percentage Recommended		90.24%	Percentage Not Recommended		6.34%	
		Very Good	Good	Neither good nor poor	Poor	Very Poor	Don't know	Total
Mar-25	Handwritten							0
	Telephone Call							0
	Tablet / Kiosk							0
	SMS / Text Message							0
	Smartphone app or online	150	35	5	7	6	2	205
	Other							0
	Total	150	35	5	7	6	2	205



Contracts No updates to report at this time.

Care Quality Commission (CQC) No current updates.

Primary Care Network (PCN)

We are pleased to welcome Byron, our new MSK practitioner, who will be returning from leave shortly.

Annual Reviews

We continue to invite patients for their annual reviews according to birth month. Patients born in May and August will be contacted earlier to avoid missing reviews during holiday periods.

Screening Programmes – Nationally and Locally

There are three national cancer screening programmes currently offered in the UK:

Cervical Screening (Ages 25-64)

Every 3 years (ages 25-49), every 5 years (ages 50-64)

Tests for high-risk HPV

🔗 [More info](#)

✓ Book with our nurses or ask reception about evening/weekend availability at the practice or Health Hive (Bolton Market Place).

Bowel Screening (Ages 54-74)

At-home faecal immunochemical test (FIT)

Detects signs of blood in stool

🔗 [More info](#)

Breast Screening (Ages 50-71)

Every 3 years

Uses mammograms to detect cancer

✓ Trans/non-binary individuals should contact their GP or local screening service

🔗 [More info](#)

Recent and Upcoming Local Events:

Targeted Lung Health Checks (Jan-Feb): For patients aged 55-74 who are current or former smokers. 190 attended. CT scans offered same day if high risk.

This Van Can (10-12 March): Ovarian Cancer Awareness Roadshow across Bolton, promoting awareness and information.

AAA Screening: For men aged 64-66, taking place at Bolton Wanderers' Toughsheet Community Stadium.

📅 Wednesday 2nd April 2025, 9.30am - 4.30pm

📞 Call 0161 291 5716 to book.

🎟️ Includes stadium tours, free match tickets (Bolton v Wycombe on 18th April), and refreshments.

Follow us on Facebook or visit our website for updates on more local screening and health events.

COVID-19 Spring and Summer Boosters

The Spring booster campaign runs until 17th June 2025.

Eligible groups:

Aged 75 and over

Aged 6 months and older with a weakened immune system

Care home residents

Appointments may be offered through the practice or NHS England. Walk-in and mobile clinics also available.

🔍 Find mobile clinics: <https://www.boltongpfed.co.uk/communityhealth/>

🔍 Find walk-in vaccination clinics: <https://www.nhs.uk/nhs-services/vaccination-and-booking-services/find-a-walk-in-covid-19-vaccination-site/>

📞 Need help? Call 0161 947 0770 or 0800 092 4020

We Want to Hear from You!

Your feedback is incredibly important. If you'd like to suggest additional topics for our agenda, please email us:

✉️ gmicb-bol.ppg@nhs.net

Take care and keep safe,
The Octagon Medical Centre Team