

Dear PPG,

Welcome Message

Dear PPG Members,

Welcome to our Quarter 4 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.

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#### Topics of Discussion

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

The practice would like to express a sincere thank you to all our patients for your patience and support throughout the past few years, as we continue to navigate changes across the NHS.

In the last 15 months we have welcomed:

- A new Practice Manager
- New Reception staff
- New Nurses and a Healthcare Assistant
- New MSK specialists,
- And more recently, new GPs joining the team

We appreciate that these changes, alongside continued demand, winter pressures and national challenges in general practice, have placed pressure on staff and patients alike. We truly believe the team we now have in place will continue to strengthen the practice, bring fresh ideas and support better access and care.

However, we cannot do this without you. As our patients and PPG members, you remain central to shaping how we develop and whether the changes we make are working.

Attached is a short questionnaire. If you could spare a minute to complete and return it, we would be very grateful. We are also inviting suggestions for discussion topics for the next quarterly PPG meeting. These will be shared with the practice team and we will return a summary and any agreed actions.

We hope this helps build a more active and inclusive PPG, strengthens communication between the practice and our patients, and supports us all in making positive improvements together.

Thank you again for your continued support

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#### Building Environment

The practice recently completed its annual infection prevention and control (IPC) audit. Our IPC nurse from Bolton FT attended the practice, carried out a review and toured the building with us, helping to identify any areas for improvement.

We are delighted to report that we achieved an excellent score of 95%, and the IPC nurse congratulated us on our performance.

A few fixtures and fittings will need updating, and we are currently obtaining costings for this work. Nevertheless, we are extremely pleased with the outcome of the audit.

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### Team Updates

You may have noticed several new faces recently. we've welcomed:

Sumble Akram- Medical Receptionist/Administrator

Dr Ghodiwala – joining us one session per week

We would like to share that Steve Fielding, our Paramedic, has now moved on to a new and exciting role closer to home.

We thank Steve for his hard work and care during his time with us and wish him every success in the future.

### 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
Dr Haque	GP (attached staff)	Wed AM
Dr Ghodiwala	GP (attached staff)	Thurs AM
Imrane Bana	One Advanced Practitioner	Mon-Wed
Amna	Practice Nurse (PN)	Mon-Thurs
Nabeelah		Mon & Wed
LauraLee	Healthcare Assistant (HCA)	Tue-Fri
Rachael Croft	Nursing Associate	Mon
Jennifer	Mental Health Practitioner	Wed & Fri
David		Fri
Peter	Musculoskeletal (MSK)	Fri
Byron		Tue
Nabeelah	Pharmacists	Tue & Fri
Saliha		Mon
Amirah		Wed
Raeesa		Wed
Sarah	Pharmacy Tech	Mon
Jane	Pharmacy Tech	Tue
Andrea	Social Prescriber Link Worker	Referral process
Megan	Care Co-ordinator	Wed afternoons

### Appointments

We continue to promote the pre-bookable Extended Access appointments available across our PCN sites, including Halliwell Health Centre, offering appointments outside of normal practice hours. Uptake has increased over recent months, and we encourage patients to make use of this additional capacity.

In addition, we are pleased to share that the GP Federation's Health Hive service has now moved to its new location at the Old Diabetes Centre on Chorley Street.

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## Telephone System and appointments system

Remote consultations remain available at the practice, and we are continuing to promote the eConsult service, which is easily accessed via the main page of our website. This allows patients to submit non-urgent queries, with the practice aiming to provide a response within the same working day.

eConsult has now been fully embedded into our workflow and usage is increasing, with around 70–80 submissions per month.

It is particularly helpful for:

- Ongoing fit note requests
- Medication or prescription enquiries
- Non-urgent, non-clinical questions

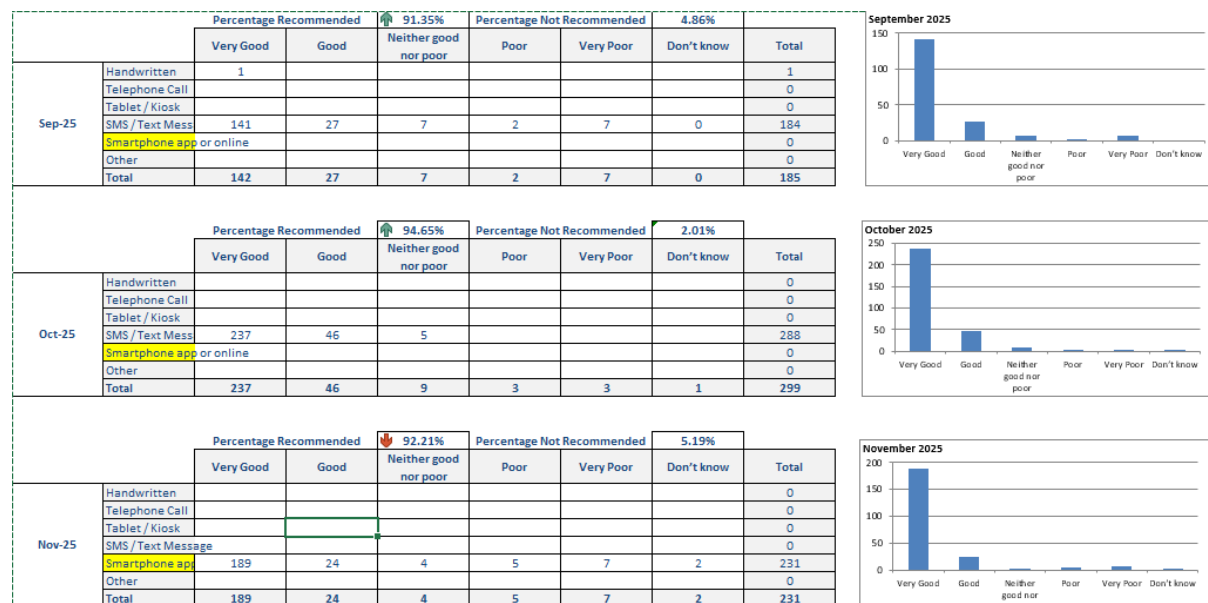
We understand that not everyone is able to use online services and that some patients may face digital or language barriers. To ensure everyone can still access care, we continue to staff our telephone lines heavily each morning to meet demand. 8am remains the busiest time of day for calls, and eConsult is available throughout normal practice opening hours. We welcome patient suggestions on how we can further improve awareness and use of eConsult.

Recent call volumes:

- October: 8,486 calls
- November: 7,684 calls
- December: 6,900 calls

## 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 the last quarter:



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**Contracts** No updates to report at this time.

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**Care Quality Commission (CQC)** No current updates.

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### **Annual Reviews**

As we approach the end of the financial year, we have accelerated our annual review invitations over the past couple of months. Our aim is to complete all reviews within a 12-month cycle, inviting patients in their birth-month order.

This means you are likely to receive your invitation around eight weeks before your birthday.

Taking this approach allows the practice more flexibility towards the end of the year to follow up with, and support, patients who may not have responded to their initial invitation.

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### **Screening Programmes –**

**Cervical Screening – What's Changed?**

The cervical screening programme in England has recently updated the way invitations and reminders are sent.

Patients aged 25–64 will now receive their screening recall directly from the national screening programme, rather than from the GP practice.

Screening continues to take place every 3 years for ages 25–49 and every 5 years for ages 50–64, and the test now checks for high-risk HPV first, helping detect risk earlier.

Although the invitations are issued nationally, cervical screening appointments are still carried out here at the practice.

To make sure you never miss your reminder, please keep your contact details up to date — especially your mobile phone number and address.

If we don't have your current details, national recall letters or text messages may not reach you.

Updating your number only takes a moment and ensures you receive important invitations and healthcare information when you need it most.

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

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### **Vaccinations and immunisations**

The practice successfully delivered our flu vaccination clinics in October and we continue to encourage all eligible patients to take up vaccinations at the surgery.

As GP practices must order flu vaccines a year in advance, we have a fixed supply each season. For that reason, we strongly encourage patients to book as soon as you receive your invite, using the self-booking link sent by text wherever possible.

Over the Christmas period, the practice also undertook a catch-up HPV vaccination campaign for patients aged 16–24, helping ensure more young people remain protected.

There are also changes to the childhood immunisation schedule. If you have any questions, please [click here](#) for more information or speak to a member of our team.

✉ [gmicb-bol.ppg@nhs.net](mailto:gmicb-bol.ppg@nhs.net)

Take care and keep safe,

The Octagon Medical Centre Team