

In Memory of Her Majesty Queen Elizabeth II



Queen Elizabeth II

1926 - 2022

At the time of writing, the news of the death of our Sovereign, Queen Elizabeth the second has just become known. The news came as a complete shock for many of us. We have known no other head of state for seven decades, and for the vast majority of us, can only remember her being there at times of national celebration or crisis.

We are sure you will all have your own memories of Queen Elizabeth, either seeing her on television, at an event, or you may have even met her at some point.

We are sure we will all remember her entrance to open the Olympic games in London in 2012, and more recently having tea with Paddington Bear in Buckingham Palace to celebrate her Platinum Jubilee in June 2022.

Whatever your memory of her, we are sure you will wish to join with all of us here at the Unsworth Group Patient Participation Group (PPG) as we send our deepest and sincere condolences to members of the Royal Family, on the death of Her Majesty.



Dr Helen Kavanagh

1982 – 2022

In loving Memory

It is with deepest sadness we wish to inform patients of the Unsworth Group Practice that Dr Helen Kavanagh passed away peacefully on Tuesday 9th August 2022 surrounded by her closest family.

Helen was a devoted mother to Son's Ryan & Finley and loving wife to husband Richard.

Dr Kavanagh has worked as a Partner at the practice since 2017, until retiring due to ill health earlier this year. Helen was held in high regard by her patients and colleagues and will be dearly missed, Helen will always be held high within our hearts.



Unsworth Group

NEWS

Autumn 2022

Blackrod & Westhoughton

What's Up Doc?

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Just email us at:- UnsworthPPG@gmail.com

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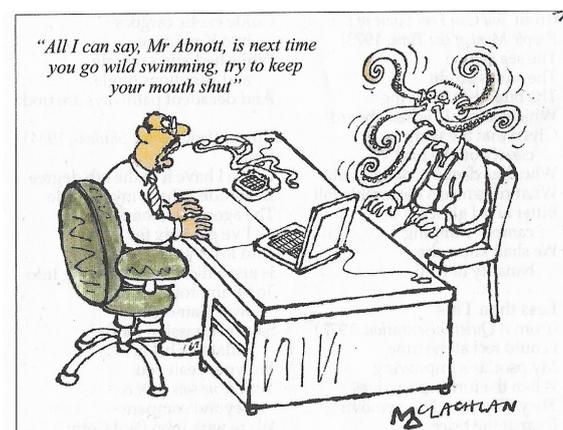
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IT'S HERE!



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Chair's

Chatter

Welcome to the Autumn edition of the Patient Participation Group's newsletter.

The good news this quarter is that plans are well afoot for the Covid and Flu vaccinations starting towards the end of September and after waiting a long time, we are seeing a great improvement in the telephone saga. Barry has covered both these items in this newsletter. The bad news is that the results of the independent Annual GP Survey were published, and our overall score has decreased in most areas.

In July we submitted over fifty patient suggestions to the Practice covering all areas of the Practice and these are currently being considered – obviously not all can be implemented, but some can be relatively quickly.

In late August we gave the practice a list of over fifty questions which patients have raised, and we will have an article in our next newsletter covering some of the questions and the answers to them.

At the time of writing my chatter, the threat level of Covid has been reduced from 3 to 2. However, winter is approaching, and I think that whilst life seems to be finally getting back to normal we must still be wary of the unknown threat.

I hope you enjoy this edition of the newsletter. If you have any questions, comments or would like to be added to the PPG circulation, please do not hesitate to email us at unsworthppg@gmail.com

Chris McKellen. (Chair)

It's September again, the time has just flu by...

I am sat here writing this and the temperature outside is a cool 28 deg C that's a hot 82deg F (in old money) ... So, it seems a bit early to be talking about winter flu and Covid booster vaccines, but time marches on, and we will soon be back on the car park, asking people to queue for the vaccine protection we need for the upcoming winter season.

We all know what pressure the health service is under, both in the ambulance service, A and E, and the shortage of hospital beds. So, anything we can do, in order to improve our chances of staying well, and looking after our own health are to be applauded.

The flu jabs are now an annual event at Peter House, and like last year there will also be Covid boosters. Those who are eligible will be contacted by text message by the surgery, so if you have a mobile phone, and you are in a group that qualifies, then make sure that the surgery has your mobile telephone number, so you can be contacted when your turn comes around.

So, the most important question has to be, who is eligible for the Covid-19 autumn booster: The latest information as of July 2022 is:

Residents in a care home for older adults and staff working in care homes for older adults.

Frontline health and social care workers

All adults aged 50 years and over

Persons aged 5 to 49 years in a clinical risk group.

Persons aged 5 to 49 years who are household contacts of people with immunosuppression.

Persons aged 16 to 49 years who are carers.

You will be advised if you are also eligible for a flu jab, as the criteria for these has also changed this year. Patients will be invited in priority order as per NHS guidelines, these are currently, over 65's, and those with chronic conditions. The surgery has asked that people do NOT call the surgery regarding vaccines, they will contact you when you are eligible.

Finally, the surgery will once again be staffed by volunteers from both the PPG, NHS staff, and the Westhoughton community, you will see them wearing the High visibility vests, so please remember they are doing a great job, and trying to get as many patients as possible through and into the vaccination clinics as quickly as possible. They along with the clinical staff, who are administering the vaccines are working hard to make sure that our community is as protected as it can be for the coming winter season. The volunteers out on the car park are there to ensure the safety of everyone on the car park, if a parking position is available, they will allocate it, giving priority to those who have a valid "Blue badge" So, please be a patient patient!



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Who's who?

What's the difference?

Lots of people get a bit confused over who does what, at the surgery, there are lots of both clinical and non-clinical staff all working to keep us, the 20,500 patients as healthy as we can be. But it can be a bit strange wondering who we will be seen by, and why. So, we thought it would be a good idea to try and simplify just who's who.

The practice (surgery) is owned by the GP partners, a good explanation of this is:

The GP partnership is a model of primary care that predates the NHS and remains the cornerstone of healthcare provision in the UK. Unlike salaried doctors, **GP partners own a share of their practice and draw income from business profits.**

So, the partners operate like other professionals, think, Solicitors, Accountants, Consultant engineers etc. They are a partnership, and they get paid according to the amount of work that gets done within the practice. Out of the income, they have to pay for all the costs of running the practice as well. So, all the staff, building costs, like electricity, gas, building rates, water, insurance etc. all have to be paid for. When you are by far and away the largest practice in Bolton, and one of the biggest in Greater Manchester then naturally costs are higher than other smaller practices. Just like any other organisation.

Here at Unsworth Group we have seven GP Partners, they are Dr. Julie Hall, Dr. Andrew Lloyd, Dr Kamran Khan, Dr. Beverley Matta, Dr. Leah Morse, Dr Preeti Adma and Dr. Sadiyah Kauser.

Working alongside them are salaried GPs, these doctors get paid just like they would if they were doctors in a hospital, like anyone who works for an organisation. Here at the surgery, we have some very talented GPs who look after us, they include Dr. Laura Barnfield, Dr. Elizabeth Mitchell, Dr. Andrew Thurston, Dr. Dargis Patel, Dr. Claire Thwaites and Dr. Emma Stringer.

As well as these doctors we have training GPs as our practice is a renowned practice that has always trained the next generation of GPs, a task that is more important today than it ever was.

Helping out in times when the doctors are away from the surgery there are what are called "locum" doctors that work with the surgery from time to time "filling in" the gaps when needed, just like in a hospital.

Continued...

Helping out in times when the doctors are away from the surgery there are what are called “locum” doctors that work with the surgery from time to time “filling in” the gaps when needed, just like in a hospital.

The GP Partners have asked the receptionists to enquire about the nature of the appointment, as this helps to make sure you are seen by the most appropriate clinician.

Here at both Westhoughton and Blackrod we are fortunate to have clinical specialists to use their particular skills to assist the practice run as smoothly as possible. Like the clinical practitioners, Helen Jackson, (Helen is the visiting clinician and carries out home visits).

Shelbi Hurst, Dave Carter and Joseph Jenkins, are physician associates (They can see patients in the same way as a GP would)

The nurse team based here are invaluable in seeing patients who need their skills for everything from injections to baby clinics. They are Andrea Griffiths, Linda Baugh, Joanne Bootle, Emma Corbett working with them is Jane Davy Andrea Dudley and Lucy Snape. Blood samples are taken by Phlebotomists Samia Derrar and Jill Bithell

Looking after Health improvement is Wendy Parker, Janice Kerr and Jade Crompton, along with Social prescribers, Julie Wright, Amanda Crawther and Alison Lowe.

You might remember us featuring the Surgery Pharmacists, in a previous newsletter, they are an invaluable resource for the surgery and are Javed Iqbal, Irem Mahmood, Sumaiya Sajid, Andrea Moffatt and Collette Hunt

We also have clinical specialist for Muscular Skeletal, Alisha Walters. And Mental Health specialist Samantha Baker and Mia Aspin

So, just on the clinical side there are a lot of highly trained and dedicated people looking to keep us as fit and healthy as we can be.

Now hands up, if you didn't know that... I have news for you... I didn't....



The view from the top.

Our new Business and Governance Manager, Stephanie Moore.

You might remember about this time last year, we told you that the practice was going to recruit two new members of staff, following the decision by the practice manager to leave. Well, in January 2022 it was announced that Bec Lister was to join as Patient and Staff Lead, and Stephanie Moore was to take over as Business and Governance Manager.

Well, we introduced Bec to you in an earlier edition of the newsletter, so now it is Stephanie's turn... We caught up with her recently and chatted about her background and her aims and aspirations for the practice.

Stephanie started her career as a trainee dental nurse in Ashton, Wigan. She qualified and became a senior dental nurse working across the NHS including at Salford Royal hospital. She was then promoted into Dental Practice management and became an area manager in both private and NHS dental practice groups. Following on from this she was appointed Business Service Manager for Wigan GP Alliance, covering eight hub sites, before joining the Unsworth group in 2022. She holds a number of qualifications including NVQ level 5 in leadership & management and is coming towards the end of a Masters degree in Healthcare Management.

So, we asked: "What are your plans for the Unsworth Group, both here and at Blackrod" she replied that there was so much to do both at Peter House and Blackrod. The main focus was getting the new telephone system installed and working at full capacity, (something we hope to report on separately) and working out how to increase space at Peter House, where space within the building was so restricted. So, what has happened?

Three new rooms have been brought back into use, these were being used for storage, and the contents are now relocated "off-site" in secure storage. The rooms have had new clinical flooring installed and been redecorated, next step is office furniture and telephone and computer equipment, this will allow for staff to operate more effectively. The corridors have had new storage cabinets fitted and all the corridors have been redecorated.

Next step, all the rooms are to be renumbered, no more Room 0, or Room A plus they are to have large clearly number signs to help patients who might be visually impaired.

Things are changing, and we know that due to patient demand we need to improve the facilities, so lots to do, both in the physical appearance of the buildings, and, in the operation of the practice to the benefit of both patients and staff...

So as you can see, lots of work going on "behind the scenes" and lots still to do, not as fast as many would like, but set against being a busy practice, and the times at which contractors can have access to the building, little by little we will see things changing... with Stephanie making sure that it gets done right.

A Man for all Seasons...

(But mainly winter on a car park)

Now if you've got a good memory, (and I haven't) you may recall that in the last PPG newsletter we wrote about the PPG Chairman, Chris McKellen....

Inundated as we were with plaudits and compliments about him, as is right and proper. We decided to feature another of the PPG core members, who works tirelessly behind the scenes to bring you this high-quality journalism you so rightly deserve. So, who to pick on... I mean ask for their input.. Well, we decided to ask the Chairmans sidekick, the Vice Chairman for his background and how did he get involved with the PPG... So, welcome to your Vice Chairman, Barry Sloan...

OK, tell us a bit about yourself...

Hmmm, where to start, I was born at a very early age in a hospital in the northern town of Bolton. In those days it was called Townley's before it became all posh and adopted the "Royal Bolton Hospital" title. Growing up in Deane, Bolton. School was St Marys Deane, followed by Hayward School on Lever Edge Lane, Morris Green.

"At age sixteen I was successful"

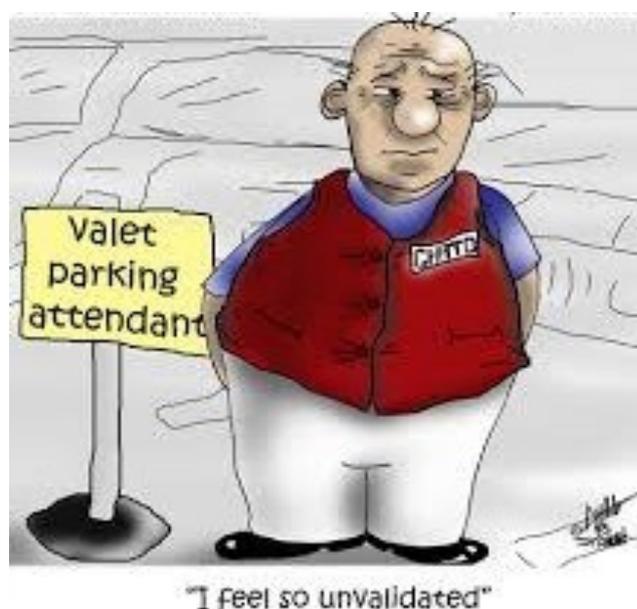
At age 16, I was successful in getting an electronic engineering apprenticeship with Hawker Siddeley as it was back then, later to become British Aerospace. In the mid 1980's I left to join a very small company that specialised in electronic locking systems for large commercial, industrial, and public organisations.

They gave me some great opportunities and after 5 years I was made a director. The company was then taken over and relocated to another part of the UK. Not wanting to relocate I resigned and found myself unemployed

At this point we had a mortgage, an 8 year old and a 6 year old, and no money! Still fortune favours the brave (or foolish), so I'm told. So, with an ex-colleague we formed a new company from scratch and worked for ourselves. To say that was a challenge was an understatement, it was 1990, and it was announced that we had just entered a recession.

Anyway, fast forward to 2014 some 24 years later and we got an offer we could not refuse, and sold the company to another group...

Not wanting to sit around, I took up driving for the Guide Dogs charity, picking up dogs and guide dog owners and taking them to speaking engagements, vets, training sessions, you name it, plus taking equipment to fund raising events and setting it up... all good fun, as well as that, I'm very keen on driver education, so I volunteer at Bolton IAM RoadSmart (The new name for the Institute of Advanced Motorists) we offer courses to local people who want to improve their driving. For a while I was a school governor, at both St Thomas's Chequerbent and the St James's in Farnworth as well... *Continued...*



"I feel so unvalidated"

In 2019 following the CQC report at the surgery, I decided to attend the meeting that asked for patients to come along as part of the Patient Participation Group, PPG, and support the practice in its assessment.

So, I took on the role of producing articles for the brand-new PPG newsletter, and then subsequently, became Vice Chairman...

Following the outbreak of Covid-19, the vaccination programme was launched in January of 2021 and volunteers were needed to help at the surgery, so, I am usually to be found out on the car park, with my fellow volunteers helping people coming for the Covid and now flu vaccinations.

Well, it keeps me out of trouble, and helps keep the brain cells ticking over, (or what's left of them!) If you come along to the next clinics, which are due to start in September, come over and say Hello!

Good Morning: Doctors Surgery, How can I help you?

"Oh hello, I've got a pain in the neck",

Oh. I'm sorry to hear that, do you know what's causing it?

Yes, It's the Telephone system, it's either engaged from 8.00am or you have to wait, for what seems like hours before it's answered!

We know, the staff at the surgery know, the patients know, and you would just not believe how hard people have been trying to fix it.

Continued...

"We are on the list"

. The patient and staff engagement lead, Bec Lister, has aged by years since trying to get all the features commissioned on the new system. We are told that "We are on the list" but things keep getting priority over us. So, please be a patient patient.

Everyone knows how frustrating the situation is, and no one more so than the surgery reception staff, who really do try their hardest to get everyone's questions answered as quickly and accurately as they can....

We hope, with every finger crossed, that the new telephone system helps you, the patient, to speak with the surgery as quickly as possible.

The new upgrade, which only went "Live" on 26th August now features a queuing system, so again let's hope that helps, rather than constantly getting engaged tone.

Also, in order to let the hard-working reception staff help those who really need to speak to the surgery urgently, new times are being introduced to let the urgent calls come in priority order...

"they are doing their very best to help"

So, if you need an urgent on the day appointment, or home visit then call anytime from 8.00am. From 10.00am call if you need a routine appointment, and from 11.00am call if you need advice about a repeat prescription, (please remember that prescriptions cannot be ordered over the phone) or non-urgent test results or just a general question or query.

We all want an efficient and helpful telephone system; the surgery really does! So, please when you get to speak with one of our great receptionists, please help them to help you by being polite, and remembering that they are doing their very best to help you.