

Bolton Community Practice: Patient Newsletter

December 2023



Your Practice, Your Care, Your Health

New Clinicians

We are very excited to have some new faces join our clinical team

Dr A Ahmed: Dr Ahmed will be working Tuesdays & Fridays

Dr A Chhabu: Dr Chhabu will be working Mondays, Wednesdays & Fridays

Dr A Kakkar: Dr Kakkar will be working Tuesdays & Fridays

Jane Atkinson (Advanced Nurse Practitioner): Jane will be working Mondays, Tuesdays, Wednesdays & Fridays

Ian Hadlow (Mental Health Practitioner): Ian will be working Monday-Wednesday.

Patricia Cosgrove (Health Care Assistant): Patricia will be working Mondays & Saturdays

Emily Carden (Practice Nurse): Emily will be working Mondays, Wednesdays, Thursdays & Fridays

Practice Updates

Did you know? Bolton Community Practice is a community interest company, this means that we are a Social Enterprise working for and investing in the community of Bolton. We have no profit sharing GP partners.

Feedback- Your feedback is important to us (Positive & Negative). There are multiple ways to pass feedback to us, you can do this whilst in one of our branches or on the phone, as well as using our practice website or sending us an email.

Suggestions & Complaints - Bolton Community Practice

[Bolton.communitypractice@nhs.net](mailto:bolton.communitypractice@nhs.net)

Patient Participation Group

An alternative way to provide your feedback to the practice is joining our Patient Participation Group (PPG) which is currently recruiting, our next meeting will be in January.

If you would like to join our PPG you can do this by emailing the practice at [Bolton.communitypractice@nhs.net](mailto:bolton.communitypractice@nhs.net) or by informing our reception team who can pass on your details.

Patients from all branches and of all ages are welcome to join, we looking forward to seeing you at the next meeting!

Call Statistics

We have been working hard behind the scenes to improve our call statistics.

And we are pleased to report that the average wait time when contacting the practice is now under 5 minutes.



DNA Figures

Unfortunately in October **10.4%** of appointments were not attended.

If you are unable to attend an appointment please contact the practice to cancel so that we can offer this appointment to someone else and reduce wasted time.

NEW PATIENTS ARE WELCOME ACROSS ALL OF OUR SITES!

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Premises update

Little Lever Health Centre & Library is now open.

Building works on the new Horwich Health & Wellbeing Hub has now begun, the frame of the building is now visible when passing by.

The aimed completion date for the build is late 2024.

Health & Wellbeing Updates

Flu vaccines are still available at the practice! If you have not yet had your vaccine and would like to book, please contact the practice.

It is important that you come in for your annual reviews, if you haven't had your review please get in touch to book before winter!

We have Smear appointments available with our Practice Nurses, contact us to book now or book online. **Smears Means Years.**

Christmas & New Year Opening Times

- ❖ **Saturday 23rd December: Astley-Dale open 9am-5pm**
- ❖ **Monday 25th December: Closed**
- ❖ **Tuesday 26th December: Closed**
- ❖ **Wednesday 27th December: All Sites, 8am-6:30pm, Astley-Dale 6:30-8pm**
- ❖ **Thursday 28th December: 8am-6:30pm**
- ❖ **Friday 29th December: 8am-6:30pm**
- ❖ **Saturday 30th December: Astley-Dale open 9am-5pm**
- ❖ **Monday 1st January: Closed**
- ❖ **Tuesday 2nd January: 8am-6:30pm**



Training Practice Updates

Bolton Community Practice is now an accredited Training Practice approved by University of Manchester

This means that you may see one of our trainees when booking an appointment at the practice.

We currently have 2 Foundation Year 2 Doctors at the practice, 2 GP Speciality Trainees and 2 5th Year medical students at the practice.

All trainees are supervised by one of our GP's.



When We Are Closed

Out Of Hours Service: 0161 763 8940

NHS 111: <https://111.nhs.uk/> or call 111