

SERVICES HIGHLIGHT REPORT FOR THE PERIOD: Q3: October 2021 to December 2021

Here is a summary of the progress made for Bolton GP Federation services during Q3 - October 2021 to December 2021. Reports on individual PCN progress are also available separately upon request.

Intermediate Care

Our Intermediate Care service has been running since 2017, providing clinical leadership and GP support to deliver enhanced care in care homes.

During December 2021, there were no admissions due to a Covid outbreak.

WILFRED GEERE ADMISSIONS	Q1	Q2	Q3
Number of people admitted	28	24	12

Experienced Nurse Network

Our Experienced Nurse Network (ENN) was a pilot service developed in 2020 in response to requests from GP practices to support them with their nursing needs. Due to its success and growing popularity, this became a mainstream service during 2021.

There are currently **13** experienced nurses within the network, who have been supporting practices with recruitment gaps and covering for holidays, sick leave, and whilst staff are on training programmes. The nurses have provided:

- General Practice Nurse cover
- Child immunisations
- Covid19 vaccinations
- Cervical smears
- Flu vaccinations

From April to December 2021, we provided **782 hours** of nursing support to **7** practices

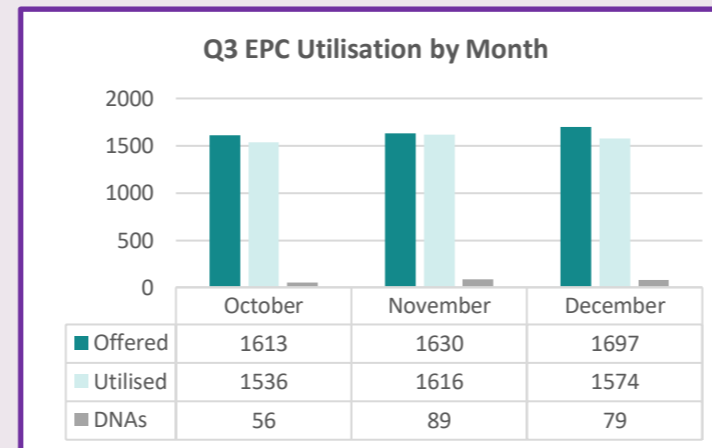
ENN	Q1	Q2	Q3
Number of nursing hours provided	258.5	239	284.5

Extended Primary Care (EPC)

The Extended Primary Care has been running since 2015/16 in partnership with BARDOC offering evening and weekend appointments. Currently running from Waters Meeting Health Centre, Royal Bolton Hospital and Winifred Kettle, the EPC staff team includes:

• GPs	• Nurses
• Advanced Nurse Practitioners	• Health Care Assistants
• Mental Health Workers	• MSK Practitioners

During Q3. 4,940 appointments were offered, of which 4,726 were utilised. 224 patients did not attend their appointments.



Since April 2021, we have offered 14,589 appointments of which 13,790 were utilised.

	Offered	Utilised	DNAs
Q1	4,643	4,371	188
Q2	5,006	4,693	212
Q3	4,940	4,726	224
TOTAL	14,589	13,790	624

"Survey Snapshot!"

In October 2021, a survey of EPC patients, found that, if patients were unable to secure an appointment with the EPC service:

- **56%** would have waited for their own GP
- **17%** would have attended A&E
- **11%** would have called out of hours

17% said they would have done nothing, and no one said they would have visited a pharmacy or called NHS 111.

Covid Vaccine Training Hub

The Covid Vaccination Training Hub was set up by the Federation at the request of Greater Manchester Health and Social Care Partnership to upskill workforce quickly through the GM Passport to support the Covid Vaccination programme.

Since April we have trained **64** people, with 'day jobs' including, pharmacists, dentists, army personnel, learning disability nurses, opticians, critical care nurses and retired GPs.

VACCINE TRAINING HUB	Q1	Q2	Q3
Number of people trained	22	15	27

Covid Vaccinations

We deliver the Covid Vaccination programme on behalf of 5 of Bolton's Primary Care Networks:

- Central
- Farnworth & Kearsley
- Rumworth
- Chorley Roads
- HWL (from Aug 21)

In quarter 3, we delivered 43,541 across Market Place, Avondale Health Centre and pop-up/bus sites. We also delivered 1,656 vaccines to care home residents and staff and to people who are housebound.

SITE	Q1	Q2	Q3
Market Place	13,139	11,714	34,042
Avondale	5,066	1,053	7,445
Pop-ups / Bus	26,531	7,892	2,054
Housebound and Care Homes	1,326	49	1,656

"Survey Snapshot!"

During December 2021 a survey of **115 patients** at Market Place, found that **91%** found the service 'excellent'; **8%** stated it was 'very good and **1%** 'good'.

Very well organised

Great team!

Great experience

Friendly staff