

Connect

BOLTON

Bolton GP Federation Monthly News July 2022

Welcome to the first edition of Bolton Connect – bringing you news from Bolton GP Federation and across our networks. We’re launching this to improve communication across our networks, increase knowledge of what we do together; and foster greater collaboration.

The best communication is always two-way so please contribute to our newsletter by sending your feedback and updates to comms@boltongpfed.co.uk

Our people

Every month we’ll be sharing who’s who and what they do to create greater understanding of the people working hard behind the scenes to support our networks and to show how we can work together.

This month we are turning the spotlight onto some of our senior management team and board members who drive our mission to be the leader in primary care collaboration.

Our mission is to improve health and care. We meet everyday health and care needs for people by connecting primary care systems and using creative thinking to develop, improve and support great local services.

We support primary care through the development of joined up solutions, using creativity and forward thinking to deliver at scale in a responsive, achievable, practical and sustainable way.

We deliver great experiences through seamless solutions with our partners that meet the needs of local populations. **Together we can deliver more.**

Our culture, our values:

Sustainable
Trustworthy
Collaborative
Supportive

Executive Office Structure				
Michael Smith Chief Officer				
Jenny Thomas Business Manager	Sue Higson Quality and Governance Lead	Mercedes Grundy Office Manager (maternity leave)	Ellie Smith Finance Officer	Abdullah Ashraf Management Accountant
Dawn Lythgoe Programme and Performance Manager	Steph Psujek Project Manager			
Kristy Barlow Operational Manager	Barry Barlow Service Lead	Matthew Mann Senior Network Manager	Vicky Westwood Network Manager	
	Emily Rigby EPC Administrator	Heather Porter Deputy Network Manager	Amy Humphries Deputy Network Manager	Abby Edmonds PCN Support Officer
Kath Arrowsmith Chief Nurse	Lyndsay Bailey Practice Nurse Lead			
Mabs Rahman Chief Finance Officer				

Your GP Federation board members are here for you:

Dr George Ogden Chair george.ogden1@nhs.net	Dr Kamran Khan Board Member kamkhan@doctors.org.uk	Dr Saveena Ghaie Board Member s.ghaie@nhs.net	Marie Bryan Board Member marie.bryan@nhs.net	Janet Scott Board Member janet.scott1@nhs.net
Jenny Thomas Company Secretary hq@boltongpfed.co.uk	Dr Beverley Matta Clinical Director beverley.matta@nhs.net	Dr Adil Khan Clinical Director adil.khan@nhs.net	Dr Alison Lyon Clinical Director alison.lyon@nhs.net	Dr Dharmesh Mistry Clinical Director dharmesh.mistry1@nhs.net



Dr Kamran Khan
Board member

I am a GP at Unsworth Practice in Westhoughton and have been a GP Federation board member since day one. I am the Vice Chair of the board and Chair of Finance Subcommittee.

I first joined the board to ensure there was real representation from GPs at the Federation, and because I had aspirations to see the Federation grow. I have seen this growth and the Federation become a strong voice that helps the rest of the system understand what primary care is really about. The Federation has also become a vehicle that helps to protect core general practice services by offering support where practices can't deliver on their own.

I am passionate about Bolton. I was born, bred and am raising my own family here, so I have a vested interest in it being a good place to be. General practice is an exciting place to work. It is generally the first port of call for patients, who I still love looking after from birth to grave.

This year I am really looking forward to refreshing and improving how we communicate and getting better at engaging with practices, PCNs and with the wider system. I think there's so much happening at the Federation. A lot of hard and brilliant work goes on, and we need to let people know about it.

Kam can be contacted at kamkhan@doctors.org.uk



Jenny Thomas
Business Manager

I have worked in the NHS for 30 years and with the Federation since August 2016, gaining a wealth of experience across specialist and teaching hospitals and in primary and community services. Starting as a ward clerk and working my way through outpatient coordinator, admin manager and directorate coordinator has helped me to develop expertise in both communications and patient experience.

I have a passion for engaging with people, everyone from our clinicians to the patients we serve in Bolton, to ensure that their voices are heard and their valuable input is recognised. I firmly believe in engagement to support us to continue to grow the infrastructure of the organisation and to enable our work in the system to promote integration.

Jenny can be contacted at hq@boltongpfed.co.uk



Dawn Lythgoe
Strategic Lead for
Performance, Programmes
and Communication

I am the Federation's strategic lead for performance, programmes and communication. I am hugely passionate about people being involved in designing and delivering services and love that as a Federation we get to work so closely with our staff and involve our communities in Bolton.

I joined the Federation in early 2020 after spending 32 years working in local government. My role is to engage with partners and stakeholders, developing consistent approaches across the multiple programmes of work which support the delivery of our strategic objectives, including research and innovation, and ensuring we are on track for meeting our contractual requirements. I am proud of the difference our staff make and that we celebrate that.

In my spare time I run a small local charity and use my experience of this to help develop our commitment and approach to creating social value.

Dawn can be contacted at dawn.lythgoe@boltongpfed.co.uk

Extended Primary Care

Highlights

We are returning to business as usual by offering more face-to-face consultations in our three hub sites at Waters Meeting Health Centre, the hospital and Winifred Kettle.

GM Care Records

Access is now live to all clinicians, providing live access to clinical correspondence.

We have been running the EPC service since 2015 in partnership with BARDOC.

Utilisation

During April and May we delivered an average of 418 appointments



(that's **152 hours** each week)

OCTOBER

2022

From October 2022 the way that GP services are provided on evenings, weekends and bank holidays is changing.

New Enhanced Access

Over the last couple of months we have been working closely with our PCN teams to share details of the new Enhanced Access Service and discuss what this means for them.

We have shown how the service currently looks and demonstrated how it can look for each PCN from October, under the new contract specification.

We have carried out in-depth reviews of the new contract alongside analysis of patient and practice surveys. We are now in the process of holding workshops to provide feedback and show how the model can be tailor made for each PCN.

A recent workshop with Chorley Roads PCN saw our clinical leads, practice managers, the Federation network and EPC teams come together. We started to shape their bespoke PCN level EPC offer. The workshop was a great success and truly demonstrates that together we can deliver more.



In May 2022 we had administered

200,000

COVID vaccines
since the start of the programme

Smears clinics in the community

At Bolton GP Federation we are committed to finding new and different ways to help women have their smear test. Some areas in Bolton have very low uptake and we have been working closely with Healthwatch Bolton and Answer Cancer GM to find out why. We hear that people sometimes struggle to get an appointment that suits them. Some feel embarrassed or are worried about the procedure or the results.

We have listened closely to this feedback and have developed a new approach that means women can pop-in for a smear test with no need for an appointment and, importantly, chat about their fears in a non-clinical setting, at a time that's convenient, with someone they trust and has time to talk.

Practice staff have told us that our clinics have helped women decide to book in for their smear tests at their GP practices too.

We started these special clinics in community settings in March this year and to date we have held three clinics in total, with a fourth planned in July.

Our most recent drop-in smear clinic at BCOM was held earlier this month, working alongside our partners from Answer Cancer, Healthwatch Bolton and our lovely volunteer Azka Malik Javed. We spoke to lots of women about the importance of cancer screening and raised awareness of breast, bowel and cervical cancers. We were happy to see women coming forward who had never had a smear test and also some who were up to 10 years overdue. Huge thanks to all of the team involved on the day and for all the hard work that goes on in the background. Thank you to all the women who came along to see us.

We have plans to work with other community and voluntary organisations, such as the Flowhesion Foundation in Halliwell and local schools, to provide more of these clinics.

Case Study



If anyone is interested in hosting a clinic in their community please contact kath.arrowsmith@boltongpfed.co.uk



SMEARS MEANS YEARS

THE FLOWHESION FOUNDATION

Why live just for today?

Women's walk-in clinic

Smear tests and health checks available
No appointment needed

Thursday, 14 July 2022
9am – 12:30pm

All Souls
Astley Street
Bolton BL1 8EY



Got a question ahead of the clinic? Email our Chief Nurse:
kath.arrowsmith@boltongpfed.co.uk



In the spotlight - Awards

GPN Innovator – Kath Arrowsmith

Practice nurses from all over Greater Manchester came together to celebrate International Nurses Day on Thursday 12 May, with awards for General Practice (GP) nurses from Bolton for their innovation, dedication and resilience.

At the Greater Manchester Primary Care event at the Etihad Stadium, Bolton GP Federation Chief Nurse **Kath Arrowsmith** was awarded the General Practice Nurse Innovator award for her pioneering work to break down barriers that vulnerable women experience by delivering vital cancer screening outside of the traditional clinical environment in the heart of the Rumworth community.

Working in partnership with Healthwatch Bolton and Bolton Council of Mosques, Kath, who is also the Rumworth Primary Care Network Lead Nurse, was humbled by her award. She said: "It is absolutely wonderful to have received this award. I feel so proud to have been a part of putting this project together and of my team at the Federation for believing in doing things differently and for giving me the opportunity to make this happen."

Greater Manchester Primary Care Lifetime Achievement award – Judith Oliver

Judith Oliver started work as a nurse cadet when she was 16 years old in 1972 at the then Bolton District General Hospital. Her annual salary at the time was £150.

She went on to doing her nurse training at Bolton School of Nursing, qualifying as a state registered nurse in 1977. Judith began work as a staff nurse at the old Bolton Royal Infirmary before completing her midwifery training in 1987.

In 1989 she left the hospital and changed direction to work as a practice nurse at Kearsley Medical Centre, where she has been for the past 33 years. Practice nursing was a new and developing role at the time and she was one of the first practice nurses in Bolton.

Throughout the pandemic Judith worked additional hours at the Bolton GP Federation vaccination centres, delivering Bolton's Covid-19 vaccines. She has been awarded this special award as a thank you for all the hard work she has put in over the past 50 years.

Speaking about her achievement, Judith said she will be eating plenty of cake to celebrate:

"One of my greatest achievements was being part of the Covid-19 vaccination team in Bolton, working for them on my days off from Kearsley administering vaccines in centres, on buses and in schools."



"Tackling health inequalities and improving outcomes for the town through our innovative projects is a huge priority for us and I am so proud that this work has been recognised across Greater Manchester."

"I am, of course, totally indebted to the wonderful team I work with and the help and support they provide in making things happen. The award really is another achievement for team Bolton GP Federation – and what a team! I am so lucky to work with such amazing people."



"It is a great honour to be nominated and win such a prestigious award, it is such an accolade to receive. I was surprised and delighted. I plan on celebrating my 50 years of nursing with lots of cake and bubbly with my family, friends and colleagues."

Other GP nurse winners from Bolton included Ayisha Badat from Cornerstone Surgery, who won the Population Health Award, and Karen Robinson from Bolton Community Practice who was presented with the Wellbeing Champion award. Well done to all our nurses!

In our networks

Social prescribing and reducing waste

This month **Julie Wright**, one of our Social Prescribers, has been looking at ways to better support patients who are struggling with living cost increases whilst also helping to reduce food waste. Her efforts have more than paid off through the setup of an account with **Westhoughton One Stop** who are now distributing surplus food free of charge in the community, seeing regular donations of 7–10 trays of fresh food every Saturday donated by M&S at Middlebrook. Julie has also been sharing her successes with **Westhoughton Assist** who are now receiving regular donations from Asda. Huge congratulations to Julie for going above and beyond!

Growing the PCN workforce

We have started discussions with our PCNs about their workforce requirements for next year.

We're working together and supporting our networks to ensure they get the right people with the right skills to deliver seamless clinical services and meet the specific needs and requirements of their local patient population, through the Additional Roles Reimbursement Scheme (ARRS).

Bolton Wanderers



in the community
One Club. One Community. One Town.

During the last month we have been working with Richard Slater from Bolton Wanderers in the Community to create opportunities for collaboration across several programmes.

Bolton Wanderers in the Community's mission is to use the power of the football club to inspire, support and deliver positive change across a range of programmes – active ageing, disability, social inclusion, schools, cohesion, employability, mentoring, offending and wellbeing. Already we are exploring how we can join forces on some of these pieces of work in a way that supports our focus on tackling health inequalities and by having the right focus and connection in the right communities.

Chorley Roads News

Chloe Jackson, Social Prescribing Link Worker for Chorley Roads Network, has been working hard to pull together network information by creating and circulating her first newsletter for practices. Well done to Chloe for being a great communicator!

JUNE 2022

CHORLEY ROADS SPLW NEWSLETTER

PLANS FOR JUNE

- The Social Prescribers have seen an increase in referrals this month, from 16 to 31 this is much closer to the monthly target.
- The Social Prescribers have designed a new referral form which has now been circulated. Any feedback would be appreciated.
- The Social Prescribers are still in the process of arranging training for practice staff and is completing first session at Heaton Medical Centre on 13th June.
- We now have save the dates for the exhibition by the Green Social Prescribing Groups:
 - Sunday 4th September at Smithills Hall
 - Saturday 24th September at the central library and art gallery

TARGET 31

Yearly targets 2022	Yearly target	Monthly target
Dalefield	177	15
Springhouse	108	9
Heaton Medical	172	15
Comerstone	62	6
Wyresdale	67	6

CARERS WEEK 2022 7th - 13th June

*Providing support for the carer means the person being cared for may also be healthier and happier and experience benefits such as improved confidence and trust in their carer, reduced anxiety and feelings of guilt, and reassurance that their carer will continue caring for them (NHS England and NHS Improvement, 2019). We offer support for carers, we have identified a lot of carers that are isolated and neglecting their own care needs and we have worked to improve wellbeing and identify appropriate support services. One of the offers we have for our carers are our tranquility walks which some of our carers attend and have noticed the benefits of this. Please see below case study. Please use every opportunity to identify carers and ask people with care and support needs whether anyone gives them help or support and refer to us.

Our current workforce

Role	Number in post
First Contact (MSK) Physiotherapists	11
Mental Health Practitioners	7
Nursing Associates	1
Paramedics	10
Pharmacists	29
Pharmacy Technicians	10
Physician Associates	3
Social Prescribing Link Workers (SPLWs)	15
Trainee Associate Psychological Practitioners (TAPPs)	5
Trainee Nursing Associates	1

If you would like any of your network or practice messages elevating please send them through to comms@boltongpfed.co.uk



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