

# SERVICES HIGHLIGHT REPORT FOR THE PERIOD: Q1: April 2022 to June 2022

Here is a summary of the progress made for Bolton GP Federation services during Q1: April - June 2022. 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.

WILFRED GEERE ADMISSIONS	Apr	May	Jun
Number of people admitted	7	9	3
Number discharged within 28 days	2	1	2
Number discharged with 42 days	1	3	0
Number of patients discharged 43 days and over	0	2	1

## 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 **16** 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 June 2022, we provided **247 hours** of nursing support to **12** practices

ENN	Apr	May	Jun
Number of nursing hours provided	89.5	97	60.5

**"Survey Snapshot!"** In April 2022, a practice survey asked how would you best describe the level of clinical knowledge and skills of the Experienced Nurse? The response was **50%** said "excellent" and **50%** said "very good"

They all helped us out a lot and we were very grateful

The nurses have all been excellent, being able to carry out all of the PN duties to a high standard.

**Next steps:** A recruitment drive for ENN Nurses will be prioritised in Q2.

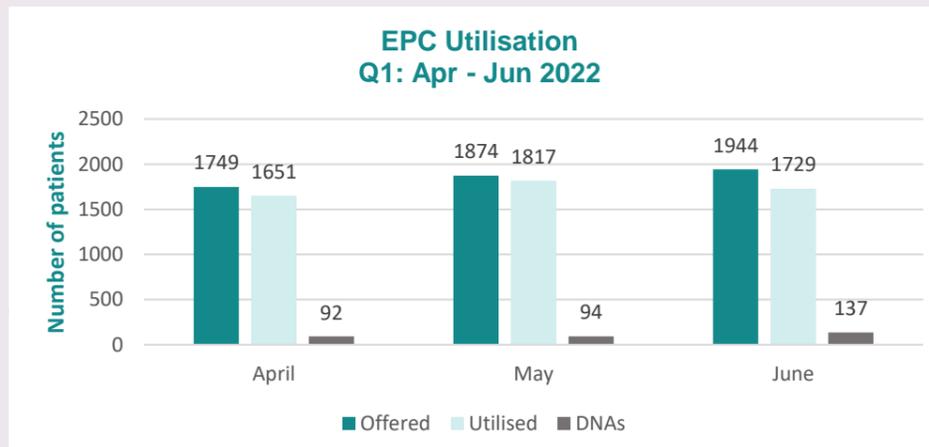
## Extended Primary Care (EPC)

EPC 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 (RBH) and Winifred Kettle**, the EPC staff team includes:

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

During Q1, **5,567** appointments were offered, of which **5,197** were utilised and **323** patients did not attend their appointments.



	Offered	Utilised	DNAs
April	1,749	1,651	92
May	1,874	1,817	94
June	1,944	1,729	137
<b>Totals</b>	<b>5,567</b>	<b>5,197</b>	<b>323</b>

**"Survey Snapshot!"** In April 2022, a survey of EPC patients asked how accessible it was to get an appointment

- 71.4% had no problems and was offered straight away
- 14.3% said there was slight hesitancy from reception
- 9.5% had to request the appointment themselves
- 4.8% said it would have been easier if they had a direct number to book with us

## GM Training Hub

From 1 April 2022, Health Education England (HEE) awarded the contract for the running of GMTH to the GM Federation Collaboration. As part of this, Bolton GP Federation is the lead employer and has facilitated the changeover by ensuring the safe transfer of staff. Alongside this, our team has been leading on the mobilisation of the hub to meet contractual requirements and make improvements.

The GMTH mission is to raise the profile of general practice through engagement, education, experience and expansion.

### PERFORMANCE

- Locality Steering Groups being set up to monitor and report on KPIs
- The creation of a GM-wide accessible database is underway to provide live updates on progress towards KPIs and workstreams.

### COMMS & ENGAGEMENT

- Staff and locality briefing notes to explain the change of contract and current arrangements have been shared.
- An interactive Stakeholder Analysis session has been held with localities and GMTH staff.

### PRIORITIES & NEXT STEPS

- Internal comms review – awaiting recruitment of Communications Officer.
- Face-to-face meeting with GMTH staff.
- Full integration of staff onto Bright HR.
- CPD locality plans

## 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

In Q1, we delivered **8,113** across Market Place, Avondale Health Centre and practice spoke sites. We also delivered **411** vaccines to care home residents and staff and to people who are housebound.

SITE	April	May	June
Market Place	3,152	1,828	1,164
Avondale	735	594	263
Practice spoke sites	337	22	18
Housebound and Care Homes	75	182	154
<b>TOTAL</b>	<b>4,299</b>	<b>2,626</b>	<b>1,599</b>