

Connect

Bolton GP Federation News

December 2022

With this, the third issue of Bolton Connect, we are very much heading into winter with its frosty mornings and dark nights. Hopefully we can brighten your day with some good news stories from across the federation and our partners!

If you have anything you'd like to see included in the next issue, please send it to us at:
comms@boltongpfed.co.uk

Christmas message from the Chair of Bolton GP Federation, Dr George Ogden

Wishing you season's greetings. I hope you all spend some time with your families and loved ones. I would like to thank you all for your support through this difficult and busy time for primary care. Bolton GP Federation will continue to work with yourselves and other partners, innovating and developing new approaches to shape services for Bolton people, now and in the future.



Off duty paramedic does us proud north of the border



We already know how dedicated and professional our team at Bolton GP Fed are, but it's extra special to hear it from someone else. Here, a paramedic team leader from south west Scotland tells us how paramedic **Dave Haslam** stepped up when he was needed the most.

My name is Frankie Bowman and I am a Paramedic Team Leader based in Castle Douglas in Southwest Scotland. On 27 August we were called to attend a cardiac arrest at a local holiday park camp site. While travelling to the scene, we were receiving updates about the job, one of which was that there was an off-duty Paramedic on scene who had commenced CPR.

On our arrival, we were met and shown to the tent where our patient was. Dave Haslam, who I understand works within primary care for the Bolton GP Federation, was carrying out CPR and had been for a significant amount of time. As we know, to carry out good quality CPR for any longer than just a few minutes can be very difficult and exhausting. We gained ROSC within a short time of arriving and, following emergency transfer to Dumfries and Galloway Royal Infirmary, the patient was transferred to East Kilbride for further care.

I spoke with Dave today to let him know our patient was now sitting up in bed and talking. There is absolutely no doubt that had it not been for the quality CPR and early defibrillation, we may have been attending a very different scenario.

On behalf of the Scottish Ambulance Service, I have already passed on my thanks to Dave, but I also wanted to take the opportunity to pass this on to yourselves. Dave was very professional throughout, from the treatment he provided to the information passed to us, I think it is clear he is an asset to your service.

Dave, we couldn't be more proud and hope the rest of your holiday was more relaxing!

Our people in the spotlight

In this issue we are turning the spotlight on some of our team and board members who drive our mission to be the leader in primary care collaboration.



**Sue Higson,
Quality and
Governance Lead**

Sue came to the federation from a financial services background, having undertaken several senior HR roles before and taking voluntary redundancy in 2020. With the luxury of time on her hands, in 2021 Sue initially started volunteering with the federation, supporting the Covid-19 vaccination programme. She was impressed with the passion, dedication and determination of the staff she came across in supporting and protecting the people of Bolton through the most challenging of times.

In July 2021, Sue had the chance to join the federation on a permanent basis and enjoys being part of an ambitious and growing team who put patients at the heart of everything they do. Sue is looking forward to the continued growth of the federation and the projects and services that support the people of Bolton and Greater Manchester.

Sue can be contacted at sue.higson@boltongpfed.co.uk



**Abdullah Ashraf,
Management
Accountant**

Abdullah joined the federation earlier this year and is a Management Accountant whose role is to assist the team with the management of the federation and Greater Manchester Training Hub accounts. He has previous experience working as an analyst within the private sector.

Processing £6.9m each year, Abdullah supports practices by relieving the burden of hours of reconciliations and the worry of monitoring budgets.

Outside of work, he enjoys playing football and watching Formula 1.

Abdullah can be contacted at abdullah.ashraf@boltongpfed.co.uk



**Dr Saveena Ghaie,
Board Member**

As well as being a federation board member, Saveena is a GP at Garnet Fold Practice, a GP Appraiser and Appraisal Lead for the Northwest. She is also the Clinical Director for Rumworth PCN and clinical advisor for NHSE complaints service.

Saveena's role on the board is Director for Governance, looking after safety and quality in our services, ensuring that we provide the best and safest service for patients that we can, and that we respond to any risks in the system.

Saveena is passionate about family at all levels and everything that entails: healthy relationships; being healthy in ourselves; healthy environment; and living and engaging in things that families in Bolton can get involved in.

Next month we will be turning the spotlight on Vicky Westwood our Senior Network Manager, Barry Barlow our Enhanced Access Service Manager and Dr Adil Khan.

Bolton GP Fed welcomes VIP visitor Sir Richard Leese CBE

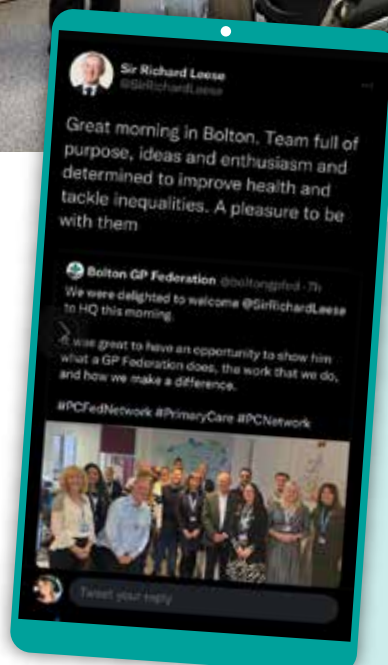
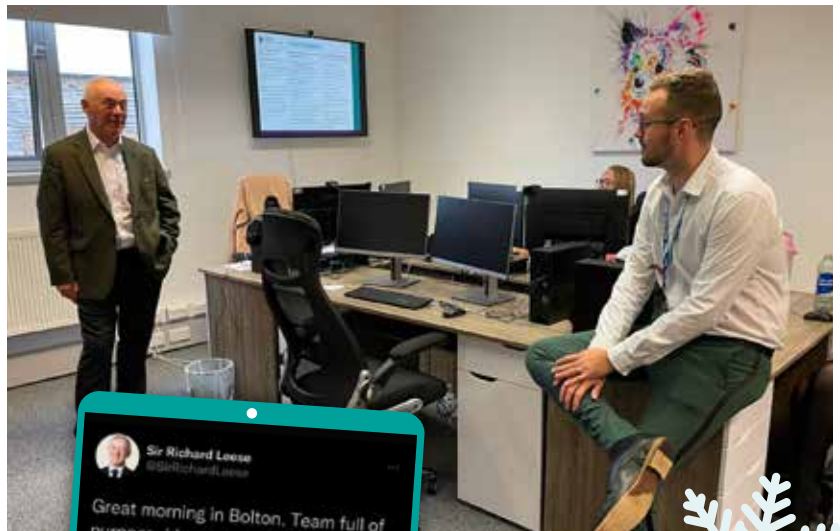
On Tuesday 8 November we were delighted to welcome Sir Richard Leese CBE to Bolton GP Fed. Sir Richard is Chair of the Greater Manchester Integrated Care Partnership (ICP) and was previously Leader of Manchester City Council.

During the visit we were able to showcase our work, promoting our strong VCSE co-design and co-delivery ethos and models, and shared our experiences of being part of the Bolton and GM systems.

Members of the team presented our innovation and integration in the following areas:

- **Access** – how we are improving access to primary care services
- **Workforce** – how we are shaping, growing and developing current and future workforce, locally and across GM
- **Inequalities** – how we are listening and learning from our diverse, deprived and under-represented communities, breaking down barriers, doing things differently, and making a difference

Sir Richard was very engaged with our plans and projects and it was great to foster the relationship with Greater Manchester ICP.



We would like to thank everyone involved for giving up their precious time and for representing Bolton GP Federation in such a positive light.

SMEARS MEANS YEARS

Campaign reaches out to more vulnerable communities

A quick overview from some of our successful clinics over the past few months...

04 October 2022 – All Souls in partnership with Flowhesion Foundation

18 women attended, 11 of whom had smear tests. For four of these it was their very first smear test, which is a great achievement.

15 had a health check and no concerns noted.

Written words were used to support a deaf patient. After her smear she thanked us and was so pleased we had done this for her.

Several women attended from Dr Sidda's practice at Waters Meeting Health Centre and Bolton Community Practice, so thank you to them for promoting the clinic and encouraging people to come along.

"Friendly and welcoming staff."

"It's so much easier being able to attend at my leisure."

"It's much more comfortable having a smear in this environment."

"I could just call in when I finished work."

06 October 2022 – for people with learning disabilities in partnership with Sapphire Bolton and the Bolton LD Team

Bolton GP Fed Lead nurse, Lyndsay Bailey, said: "This was such a lovely day spent taking the time to educate these lovely ladies on what a smear was and why it was so important. We watched videos, looked at the equipment used, and we all had a practice lying on the bed to show what position they needed to be in. We were able to do three smear tests – all first-time smears. We got lots of positive feedback from the patients and they all enjoyed the day and were so pleased with themselves for having been able to have their smear test."

We had the following email from one of the nurses from the Learning Disabilities Team:

Thanks for your amazing effort today in supporting the women to access their cervical screening – breaking down those barriers in accessing healthcare!

It worked really well, with the key points being adapted information, familiar environment, supportive staff, plenty of time to understand the procedure, explore their feelings and decide whether the screening was important to them, and of course Lyndsay, for carrying out the screening and being sensitive to all their needs!

And the following feedback from Sapphire:

I think the positive outcome for those young women was fantastic. The whole process was planned and delivered with the individual experience being as positive as it could be. We have had some great feedback from the families too.

Thanks to everyone involved in making it a success.

SMEARS MEANS YEARS



Delivering walk-in cervical screening clinics

with the community, in the community



in partnership with



03 November 2022 – Fleet House Smear Clinic

Held alongside the Bolton FT Health Improvement Practitioner Service, Answer Cancer GM, Healthwatch Bolton and diabetes volunteer champions.

Three women attended - they all had their blood pressure and height and weight checked and smears tests done.

One woman was 11 years overdue for her smear test.

Another was two years overdue and shared her bad experience with her first smear test and fear of having it done again. When checking her patient notes it showed her first was inadequate, therefore had no screening history. Following her smear test in the fed clinic she felt a lot more comfortable and had a much better experience and said she would attend again in the future.

It was also a first ever smear test for the third woman.

Social prescribing making a difference in our community

Jayne Spotswood, Social Prescribing Link Worker (SPLW) for Farnworth and Kearsley PCN, has shared the experience of one of her patients who found himself out of work, depressed and socially isolated. Here's how she was able to help work with our voluntary and community sector partners to help...

Patient at Kearsley Medical Centre
Male 51 years old

30/5/22

Patient referred by GP for social isolation and employment issues.

The patient left work last week feeling it had all got too much for him. He had some savings to tide him over for the time being. Email sent to Starts With You to do a "better off" calculation.

Patient feels isolated. Call to tell him about groups and Well and Willow Hey. He said he wanted to have the benefits appointment and counselling session first.

Patient has called the mental health Single Point of Access (SPOA) and has 20 minute telephone assessment coming up. He has also called MHIST and is waiting for a call back.



Alcohol support

Counselling service

Employment advice



14/6/22

Welfare check call. Still not working but patient feels he needs the break for counselling. Starts With You have been in touch but patient does not want to take action for now. Patient missed a call from Flowhession Foundation and we advised him to call them back.

6/6/22

Welfare call. Financial situation is a worry. Another call to Starts With You.

Patient talked about lack of confidence and wanted counselling. Advised to call SPOA again. Email sent to Flowhession Foundation to ask them to call him for telephone counselling.

Patient taking new medication which he says make him feel like a zombie. Advised to ring the surgery for medication review with GP. Identified goals to get counselling and have a better off calculation.

13/7/22

Welfare check call to see how the patient is feeling and how the counselling is going.

2/8/22

Welfare check call. Patient is back in work and feels much more positive. He is on a reduced dose of his anti-depressants and feels better. He says he struggles on and off with drinking and wants to beat it. Given numbers for Riverside Housing Group, Betel Manchester and Achieve Bolton.

Patient said the Flowhession Foundation counselling was really good and sees this as the turning point to help him get his head straight and back to work. He thanked me for listening to his problems and said he will call again if he needs any more support in the future.



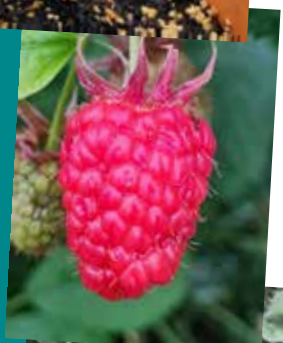
Down on the plot – allotment update

We are still harvesting lots of tasty organic fruit and veg down on the community garden – runner beans, purple sprouting broccoli, chillies and autumn raspberries. Our winter vegetables – potatoes, savoy cabbage, cauliflower and leafy greens – continue to flourish. Recently we were visited by Karen and Toby from Bolton Cares, along with one of the people they support, for a guided tour of the plot in what is the start of a wonderful collaboration. Another example of Bolton GP Federation Social Prescribers supporting the community.

We're hoping to start producing a 'green' newsletter and a social media presence to keep everyone informed.

Thank you as ever for supporting us!

Trish Goodwin
Social Prescribing Link
Worker For Chorley
Roads Network



Recruitment day success

On Saturday 3 December we held our first recruitment event at The Vaults, Market Place. Over 80 people visited us from across Bolton and Greater Manchester, including a lovely visit from the Mayor of Bolton, Cllr Akhtar Zaman.

There was lots of interest from people wanting to work with us. Attendees benefitted from learning about the wide range of roles available, career paths and development and had the opportunity to speak with specialists to gain understanding of primary care, support with applications and live interviews on the day.

We offered two people jobs on the day following live interviews. Both accepted Programme Support roles – and we're very much looking forward to Andrew and Nyra starting with us in the New Year!



Our AGM

Our 2022 AGM was held on the evening of Tuesday 6 December.

The evening started at 6:30pm with food and the opportunity to network, followed by our formal AGM which started at 7pm.

We ended the evening with an informal presentation about our programmes and priorities.

We want to say a huge thank you to our chair, George Ogden, as this was his last AGM for the federation before he retires next year.



News from GM

New Primary Care Provider Board website live!

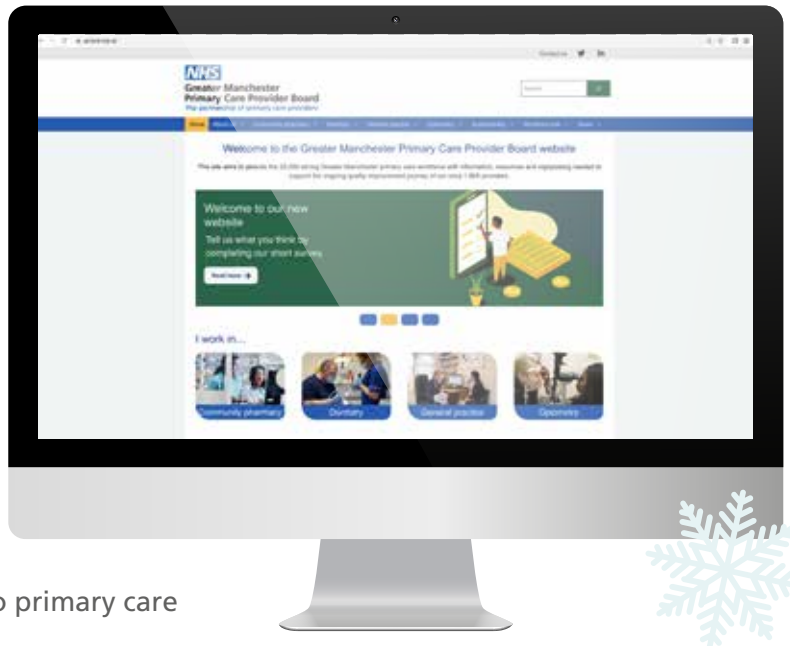
A new website has been launched to support primary care providers with quality improvement, personal and team development, and health and wellbeing.

The new Greater Manchester Primary Care Provider Board website – gmpcb.org.uk – aims to be a one-stop-shop for the 22,000-strong Greater Manchester primary care workforce, providing information, resources and signposting.

Greater Manchester Primary Care Provider Board (PCB) is the collaborative giving a unified voice to primary care providers across Greater Manchester.

The site brings together information and resources which previously sat on multiple separate sites, including GP Excellence, health and wellbeing and dentistry content. Structured around the four primary care disciplines, busy providers are directed to relevant content quickly and easily.

The website will continuously develop and feedback is encouraged through the online form to help understand what is working well and where there are opportunities to improve.



Cancer Academy

Greater Manchester Cancer Alliance is 'buzzing' to share their latest education venture. The Greater Manchester Cancer Academy – the hive of cancer education – will support the development of a sustainable lifelong learning model for cancer care across all care settings. They want to ensure that their workforce is equipped with the skills and tools necessary to deliver the best patient care whilst supporting the delivery of the NHS People Plan and the Long Term Plan ambitions for cancer services. The Academy will help to reduce inequity around accessing cancer education and provides a mechanism to standardise training, education and career frameworks for their current and future non-medical workforce so that they can truly achieve their one workforce ambition.

Each cancer sub-speciality will have its own Academy, starting with **Urology**.

The first offerings to come under the Urology umbrella are all driven by workforce need and span all teaching delivery mechanisms:

- Haematuria modules are live, with modules on presentation and basic investigation – great for colleagues in Primary Care. A 10-part prostate cancer course coming very soon with modules on Urgent GP Referral. Other modules available from 2023 comprise of catheter care and incontinence.

- Registration is now open for our Bladder Cancer Webinar – register now for 08 December and watch live or on-demand.
- Skills labs are coming soon with the chance to gain hands-on practical techniques; the first sessions will be on catheterisation.
- A face to face Urology event to network with colleagues across the system will be coming early 2023.

More information can be found on the website: gmcancer.org.uk



Greater Manchester Training Hub (GMTH) programmes summary

Run by the GM Fed Collaboration, this summary of the available GMTH programmes has been developed to enable educational transformation, supporting and benefitting our PCNs and practices.

For more information about the GMTH Training Hub visit: gmthub.co.uk



Programme	Programme Expectation	Benefits	Eligibility	Contact
GP Fellowship	2 year programme. 1 hour monthly mentor session. L & D podcasts & masterclasses.	<ul style="list-style-type: none"> 1 paid CPD session (4hr 10 mins) per week. Personal and professional growth. Podcasts and masterclasses. Mentorship and coaching. Leadership training. Portfolio-working opportunities. 	New qualified GPs within 2 years of their CCT. Need to hold a substantive salaried or partner role.	Rob Harris: rob.harris4@nhs.net
General Practice Nurse (GPN) Fellowship	One session per week protected learning time. Peer support group & learning. Develop portfolio working.	<ul style="list-style-type: none"> One session a week protected learning time Guarantees a level of support, learning and flexibility. Leadership skills and quality improvement training. 	Newly qualified nurses (within) 12 months. Need to hold a substantive salaried or partner role within Primary Care.	Kathryn Arrowsmith & Ibolya Domjan: kath.arrowsmith@boltongpfed.co.uk / ibolya.domjan@nhs.net
GP Mentor Scheme	Additional 1-4 sessions a month to mentor newly qualified GPs. Undertake a 2-day bespoke in person training course or 3-day virtual (LM L3 qualification (4 assignments))	<ul style="list-style-type: none"> £289 a session Flexible to fit in with your schedule Fully funded training provided Up to 4 paid sessions a month 	Minimum 5 years qualified as a GP, working at least 3 clinical sessions a week, working in Greater Manchester.	Rob Harris: rob.harris4@nhs.net
N2PC	New to primary care cohorts undertake 6 month course. Students can specify which topic areas they want to learn.	Primary care benefit: Expertise that will enable the assessment of undifferentiated and undiagnosed conditions. Benefit to learner: Induction, Peer Support, Clinical Training, Leadership Training and Quality Improvement Training.	All clinical professions new to primary care roles. ARRS roles given preference.	Rob Harris: rob.harris4@nhs.net
CPD	You will be asked to complete a short training needs analysis. This will be put forward to the GMTH team to access the funding for you. Expectation will then become bespoke depending on individual course detail.	<ul style="list-style-type: none"> Equip you with new clinical skills to enhance your care and develop your career. Help you to meet your continuing professional registration requirements. £1,000 per registered health professional over 3 year period. 	Nursing Associates, Nurses, Midwives and Allied Health Professionals within Primary Care.	Kathryn Arrowsmith/ Jon Hopkins: kath.arrowsmith@boltongpfed.co.uk / jon.hopkins2@nhs.net
Health Professionals in Social Care	<ul style="list-style-type: none"> To become an accredited CLE you will need to complete an educational audit (Complete HEE educational agreement). Learners to be immersed in an accredited social care CLE. 	Becoming a clinical learning environment will provide four things: Experience, Support, Supervision, Assessment.	Pre-registration learners including nurses, paramedics, physiotherapists, occupational therapists and podiatrists. Care Home must be an accredited CLE.	Sarah McCrae: sarah.mccrae@nhs.net
CLE (clinical learning environments)	<ul style="list-style-type: none"> To become an accredited CLE you will need to complete an educational audit. Sent to North West HEIs for approval. To take students on placement and develop them according to a tailored plan set out by the university and Clinical Educator. 	<ul style="list-style-type: none"> No direct fee. Student tariffs – Nurse: £127 (week) Paramedic: £127 (week) PA: £520 (week). Helping build the PC workforce through immersion, experience and knowledge. 	GP Practice, PCN, GP Federation or Care Homes.	PEF Lead for locality: gmth@gmfeds.co.uk
Student placements	<ul style="list-style-type: none"> Immersed into their individual setting to try and achieve competencies set out by the university as well as Clinical Educator. Term time placements. 	<ul style="list-style-type: none"> Experience in an authentic Primary or Social care environment. Build skillset and competencies. Refer to CLE benefits for practice. 	Undergraduate Nurses, Trainee Nurse Associates (TNAs) Physician Associates and Paramedics.	Connor Hilton/Laura O'Brien: connor.hilton@nhs.net / laura.obrien@nhs.net
TNAs (Trainee Nursing Associates)	<ul style="list-style-type: none"> Two years programme. Attend university 1 day a week. 3 days a week under a clinical supervisor. 20% protected learning time. Exposure to the 4 fields of nursing, Mental Health, Learning Disabilities, Adult, Children and Young People. 	<ul style="list-style-type: none"> Benefit to Student: Fully funded £15,000 course to become a Nursing Associate. Benefit to Practice/PCN: Help the wider PC workforce. 	Must work 30hrs within Primary Care. Must have a level 2 (GCSE grade C equivalent in English and Maths).	Cherie Ainscough/ Laura O'Brien: cherie.ainscough@nhs.net / laura.obrien@nhs.net

CARE Programme leadership development opportunity



Do you work as an allied health professional, in a nursing or primary care team or in dentistry, pharmacy or optometry?

Are you part of the Greater Manchester Health and Social Care family and looking to develop your leadership skills?

The 2023 CARE Programme is open for you!

CARE: Connected / Authentic / Resilient / Empowered

- Develops leaders amongst primary care teams.
- Builds on leadership skills, personal resilience, self-awareness, health and wellbeing and empowerment.
- Enhances leadership capability to support joined up, multi-professional working.

To book, simply send your expression of interest to careprog@gmfeds.co.uk

For more info visit the GM Primary Care Careers website or email Kath Arrowsmith: kath.arrowsmith@boltongpfed.co.uk

Programme delivery January 2023

- Holistic learning through expert led webinars
- 8 x 2 hour group sessions
- Developing resilient and responsive individuals
- Quality improvement
- Project support
- Enabling GPN teams and allied primary healthcare professionals to become super connectors, locally, regionally and nationally
- Ongoing support via the CARE programme alumni
- Starting 20 January 2023
- Places are limited and likely to be oversubscribed



Prestigious Queen's Nurse Award for Kathryn Arrowsmith

Bolton GP Federation Chief Nurse, Kathryn Arrowsmith, has been awarded the highly prestigious Queen's Nurse (QN) Award for her outstanding service, providing exceptional care to patients and demonstrating a lifelong passion and enthusiasm for nursing and primary and community care.

The Queen Elizabeth the Queen Mother Award is not a reward for length of service, but an acknowledgment that a nurse makes a very exceptional individual contribution to patient care and the nursing profession. Criteria include:

- A minimum of 10 years' service in community nursing
- Ability to demonstrate a continuing commitment to the principles of excellent nursing care to the benefit of patients
- Ability to demonstrate an outstanding contribution to both patients and the profession over and above the normal call of duty.

Bolton GP Federation Chief Officer, Michael Smith, said: *"This is a wonderful recognition of Kath's ongoing leadership and dedication to nurses in primary and community care. Her contribution to the federation's ongoing success is immeasurable."*



"I feel incredibly proud and honoured to receive the award and recognition from the Queen's Nursing Institute. The QN award is something I have aspired towards throughout my whole nursing career, and to have my innovative health improvement projects recognised is also a great honour."

Dr George Ogden, Chair of the Federation, said: *"Kath personifies a nurse leader. She places people at the centre of everything she does and is a strong facilitator of partnership working. Her Queen's Nurse Award recognises her innovation and personal commitment to deliver on the ground and out in communities."*



Kath has also won a second Innovation Award at the For a Better Bolton (FABB) awards 2022!

Each year Bolton NHS Foundation Trust's FABB Awards pay tribute to those who have gone above and beyond to help others in the past twelve months.

Fiona Noden, Chief Executive of Bolton NHS Foundation Trust and Bolton Locality Place-Based Lead, said:

"I am always in awe of our incredible staff across the Bolton health and care system, and tonight was another reminder of the positive impact they have on so many people's lives."

Despite another challenging twelve months they have continued to make sure communities across Bolton receive the highest level of care with their knowledge, humanity and compassion."

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



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