

Connect

Bolton GP Federation News

March 2023

With the fourth issue of Bolton Connect we are seeing tentative signs of spring, with crocuses and daffodils emerging from their winter hibernation. There has been no hibernation for our relentlessly busy teams across Bolton, and here we catch up with some of your news, activities and achievements.

If you have anything you'd like to see included in the next issue, please send it to us at:

comms@boltongpfed.co.uk

Pride in Practice



LGBT Foundation's Pride in Practice programme works with GP practices, dental surgeries, pharmacies and optometrists to ensure that all lesbian, gay, bisexual and trans people have access to inclusive healthcare that understands and meets the needs of our communities.

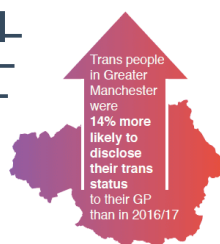
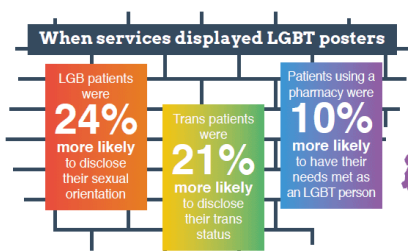
In December, Stevie from Pride in Practice came to the federation to talk about LGBT issues, diversity and the importance of inclusivity. Stevie walked us through the key elements of LGBT identities and how we can better recognise and accommodate the needs of LGBT patients.

It was eye opening to be told of the growing prevalence of different identities in society and the ways in which we can validate each other's experiences by acknowledging them and addressing people in the way they would like to be addressed.

The session was hugely helpful in demonstrating how we can achieve better health outcomes and treatment for LGBT and non-binary patients by being more inclusive and sensitive in our language and behaviours.

We take our responsibility for combating injustice and inequality in healthcare provision for marginalised and vulnerable patients extremely seriously and are grateful to Pride in Practice for coming to talk to us.

Some interesting facts and figures from Pride in Practice...



Disabled LGBT people were **19% less likely** to feel their GP practice met their needs compared to non-disabled respondents.

22% of Black, Asian and Minority Ethnic (BAME) LGBT people had experienced homophobia, biphobia or transphobia from their GP, compared to 13% of white LGBT people.

Trans people who disclosed their trans status to their GP, dental practice and optical practice were **18% more likely to say these services met their needs.**

LGB people who disclosed their sexual orientation to primary care services were **18% more likely to say those services met their needs.**

Since 2016/17, there has been an **11% increase** in LGBT people accessing primary care services in Greater Manchester, including a 35% increase in access to community pharmacy.

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.



**Victoria Westwood,
Senior Network
Manager**

Vicky has been with the federation for three years. Previously a Practice Manager, she has seen her career progress and has worked her way up to become the Senior Network Manager. Vicky was impressed by the federation's ethos and enthusiasm.

During the pandemic, she helped set up COVID clinics with 10 days' notice, working around the clock to deliver vaccinations to the Bolton community. She has seen a significant increase with the Primary Care Network team, now employing over 100 staff through the additional roles reimbursement scheme.

Having recently taken on her new role, she feels a great sense of achievement as she has seen others in her team promoted to new positions. Vicky is looking forward to the next three years and seeing what exciting opportunities await.

Vicky can be contacted at victoria.westwood@boltongpfed.co.uk



**Barry Barlow,
Enhanced Access
Service Manager**

Barry joined the federation in 2019 as a Porter and has since seen his career flourish. He is now the Service Manager for our Enhanced Access (EA) Service based at our office in Farnworth, leading a team of three other colleagues. Barry has been integral in the deployment of the new EA service involving mobilising seven new sites across Bolton and creating an experienced and robust bank of service staff.

Outside of work Barry is married to Kristy with two children and two dogs. He is also a keen Bolton Wanderers fan and has a season ticket.

Barry can be contacted at barry.barlow@boltongpfed.co.uk



**Dr Adil Khan,
Board Member**

Prior to working as a Clinical Director for Bolton, Adil has worked in the NHS for 19 years. Previously he was a Clinical Lead in a GP practice and a walk-in centre in Trafford.

As well as his role as a Clinical Director, he also is a Clinical Supervisor for medical students coming into primary care from the University of Manchester. Adil enjoys working with his colleagues to help achieve targets and takes pride in his team and their support.

He feels confident that the Bolton GP Federation is delivering high-quality managerial support and staff for his Primary Care Network.

In our next edition, we will be turning the spotlight on Matthew Mann, Operational Delivery Manager for Greater Manchester Training Hub, our Nurse Lead Lyndsay Bailey and Network Manager, Heather Porter.



Health inequalities campaign reaches out to more vulnerable communities

Our walk-in health check and Covid vaccine clinics have been addressing the problem of low vaccine take-up in Greater Manchester.

How it worked

The aim was to:

- offer more flexible times
- increase education and understanding of the Covid vaccine
- work closely with BAME communities
- educate on the need to get vaccinated
- ensure patients are treated with dignity and kindness.



People we have reached...

- BAME communities, in particular South Asian
- Street sex workers
- Women engaged with probation services
- Women overdue cancer screening (cervical smear tests)
- People with learning disabilities and sensory impairments
- Carers
- Those engaged in drugs and alcohol services
- Refugees and asylum seekers
- People who are suffering from MH issues
- People working in low-pay, high vulnerability positions

The numbers

301 people seen
168 Covid vaccines given including...
22 first doses
22 second doses
259 health checks
63 conversations to address concerns and alleviate nervousness

Case study

A young man in his early 20s who has two children and struggles with mental health issues came in for a job. He mentioned that he has been asked by his neighbour to become a full time carer which resulted in worsening of his anxiety symptoms.

Katie advised him to prioritise his own mental wellbeing and health. However, they still referred him to the manager at New Bury UCAN centre to discuss how to become a carer, what is involved in the process and how this could affect his benefits.

"I suffer from anxiety so I'm very happy I could have my Covid vaccination done today. Staff are friendly and informative."

"I haven't had the vaccine before because my children didn't want me to but I'm glad I was able to get proper advice from healthcare professionals."

George Ogden's farewell

It is with some sadness and trepidation I write this piece about my journey as Bolton GP Federation's inaugural Chair. I have known this time was coming for some years but the reality is only now beginning to hit and writing this makes it even more real.



A group of us came together to think about forming a federation in the summer and autumn of 2014, considering why we wanted to come together to work at a larger scale. Even then it was obvious to me that traditional practice-based GP needed to be supplemented with an "at scale" offer to allow practices to collaborate with other bits of NHS, local authority, community and voluntary sector organisations. We had the potential for taking the best of practice-based care (continuity of record and relationship with patients) with the benefits of a large provider (a voice of GP provider to work in partnership, and management of variation that sometimes makes it difficult for partners to work with General Practice).

Over several months we came up with the core principles of Bolton GP Federation which I think have stood the test of time and an unexpected global pandemic.

- The federation should be the provider of first and last resort acting for and on behalf of practices. First resort for services at scale, last resort where practices and Primary Care Networks can't or don't want to provide a service.
- The federation should use its scale to support and develop general practice.

We started very small and very soon we developed a "how" to go along with the "what" in our core principles. It became clear that to deliver for our patients and our practices we would have to work with others and so the "how" of collaboration and integration became central to our delivery model.

Since our beginning we have worked closely with Bolton CVS, initially occupying a small office at the Hub to now occupying nearly 2 whole floors. Our first big decision of the board was to appoint a high calibre experienced NHS Manager. Michael Smith joined us as our first employee, he has guided the Federation from a managerial and operational point of view and has been integral

to any success we have had. Initially, we expanded slowly providing intermediate care support and extended primary care for Bolton.

Over the years our support services have expanded, we now provide managerial support for seven of nine Primary Care Networks (PCNs) in Bolton and are collaborating with other federations in Greater Manchester to run the GM Training Hub.

Our services have expanded over the years to include:

Enhanced Primary Care (EPC)

Now provides seven different services bespoke to our PCNs.

Intermediate Tier

Provides support to more beds and supports care homes that don't have a practice attached.

The value of a federation was demonstrated during the global Covid 19 pandemic, when we set up and were a first wave vaccine service. We delivered large numbers of vaccines including the most vaccines delivered in a single day by any provider in the UK at our ESSA vaccine delivery site. We also delivered bespoke vaccine delivery on the Bolton vaccine bus and at various "spoke sites" in practices and non-traditional settings in different geographical and interest communities. This learning has been used delivering health inequalities clinics where vaccines, health checks and smears are delivered in one-stop-shops in innovative delivery environments working with various health, CVS and local authority partners.

I have worked with too many individuals over the years to give individual thanks. I have had the honour to work with capable and passionate managers who have bought into our principles of what and how and made them real. The medical leaders of all of our services have delivered high quality care bringing their knowledge of primary care to an at scale organisation. I also have worked with and learnt from a series of non-medical clinical leaders who have inspired, challenged and supported me. To all those nameless individuals who know who you are all I can say is...thank you.

The future is an undiscovered country and is not for me to find as part of the GP federation in Bolton, I have other plans and adventures.

I wish my successor best of luck and finally I want to say "so long and thanks for all the fish".



Social prescribers out and about in the community

Our social prescribers attended a market and funday at Deane & Derby Cricket Club in December to promote the support our SPLWs can offer to Bolton people.

Raesah, one of our social prescribers, also got to meet the Mayor of Bolton, Councillor Akhtar Zaman, they had a great discussion about all the brilliant work that the social prescribers are doing within the community.

News from Greater Manchester Training Hub

Good news stories

Chris Lewis, our Operations Learning and Development Manager, has been elected to The Royal Society for Public Health. Congrats Chris!



Chris Lewis



Sarah McRae



Ibi Domjan

Sarah McRae, our Clinical Education Specialist, and **Chris Lewis** both passed their Train the Trainer training for MECC (Make Every Contact Count).

Last and by no means least, **Ibi Domjan**, our Programme Support Officer, has passed her MSC dissertation with a distinction! The thesis focussed on 'The Effectiveness of Low-Fat Vegan Diets in the Management of Type 2 Diabetes Mellitus: narrative and systematic review'. Well done Ibi!

Case study: Advanced Clinical Practitioner

Graeme King

What is an Advanced Clinical Practitioner?

Advanced Clinical Practitioners (ACP) come from a range of professional backgrounds such as nursing, pharmacy, paramedics and occupational therapy. They are healthcare professionals educated to master's level and have developed the skills and knowledge to allow them to take on expanded roles and scope of practice caring for patients.

Graeme is Bolton GP Federations' first Advanced Clinical Practitioner to graduate with a distinction!



About Graeme

I graduated with a master's degree from the School of Pharmacy at the University of Bath in 2006. After completing my mandatory pre registration year and exams, I started practicing as a pharmacist in 2007. Since then, I have held various pharmacy roles in the community and hospital sectors. I worked in a community pharmacy for eight years as a pharmacist manager for a large multiple.

Having grown familiar with the role an opportunity arose for work within the hospital sector which I was keen to experience, and this resulted in me spending a further five years in the hospital sector as a pharmacist. I have always been the type of pharmacist that wants to expand my role and introduce as much variation as possible into the role as pharmacists have a wide and varied skill set which can sometimes be underutilised.

“Embarking on this process of becoming an Advanced Practitioner is the single best decision that I have made in my career.”



professional; I have found the experience of becoming an ACP to be rewarding on a personal and professional level.

Regardless of clinical background or base specialism, the ACP programme is one that can enhance skills already possessed and introduce new themes and understanding to elevate your practice. The enhanced clinical and diagnostic skills and deeper knowledge of disease states have been invaluable in my practice and enable me to work autonomously within my sphere of competence. This continues to grow thanks to the supportive learning environment and the guidance and support of more experienced colleagues such as GPs and other Advanced Practitioners within the multidisciplinary team and my employer.

Practice feedback

‘As a practice pharmacist, Graeme was already a very valued member of our Primary Care team both in terms of his professionalism, personal commitment and his approachable and helpful personality.

Whilst training for the ACP course, Graeme has shown himself to be a very fast and diligent learner. He has proven himself to be ready to take on challenges, applying all the new learning he has undertaken.

With his hands on approach, he has seen many patients under supervision, and I have no doubt he will practice safely in his soon to be approved job role of ACP. As his clinical supervisor, I would have kept him for all his clinical sessions at our own health centre.’

What made you undertake the ACP training?

This was something that I had always wanted to do and with changes occurring within primary care and the introduction of the Network Contract Directed Enhanced Service, the opportunities for pharmacists to work within multidisciplinary teams within primary care were greatly increased. It was an opportunity I saw as a step forwards, where I could combine my experience within the community and hospital sectors; my understanding of these roles helped me settle into my role within primary care.

My prior knowledge and experience enabled a deeper understanding of how the three differing areas of primary and secondary care, alongside community pharmacy services, can integrate for the benefit of patient. After six months of familiarising myself with my role and how I could utilise my skills within primary care, I was approached to see if I would be interested in enrolling on the ACP degree programme.

Graeme’s feedback

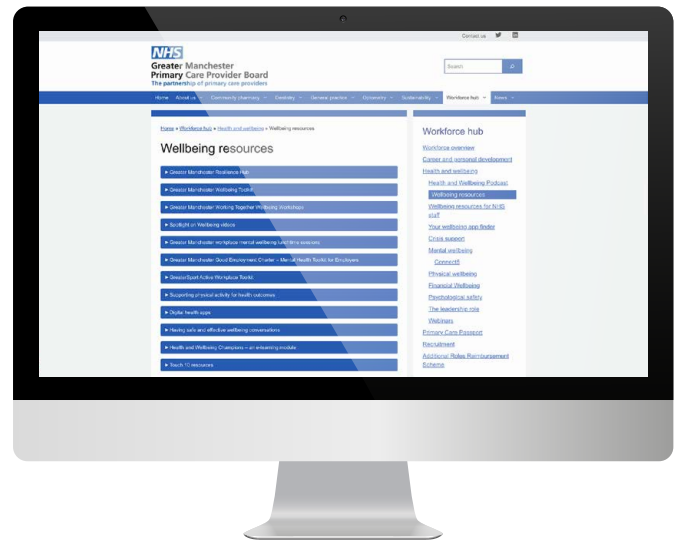
As a father of two young children, I had some slight trepidation about embarking on a university degree programme and revisiting formal education after a long period of absence from that style of learning environment. However, embarking on this process of becoming an Advanced Practitioner is the single best decision that I have made in my career. Anyone who thinks it may not be for them should reconsider the benefits for both patients and for them as a

“Anyone who thinks it may not be for them should reconsider the benefits for both patients and for them as a professional.”

Greater Manchester Primary Care Excellence

Greater Manchester Primary Care Board has launched the Primary Care Excellence – an online wellbeing hub and resources to support people working in primary care with their emotional and physical wellbeing.

www.gmpcb.org.uk/workforce-hub/health-and-wellbeing/wellbeing-resources



What is Primary Care Excellence?

Primary care excellence is all about the four primary care disciplines working together across: Dentistry, General Practice, Pharmacy and Optometry.

It provides a bridge between preventative support, early identification and intervention and specialist support to ensure our primary care workforce feel safe, cared for and listened to.

What support is available?

There are resources available to nurture a culture of wellbeing in which our workforce feel supported when at work.

- Signposting links to local and national support services
- Health and wellbeing webinars
- Health and wellbeing podcasts
- Events including training
- Crisis support contacts
- Wellbeing champions network



Start a conversation around your wellbeing



@PrimaryCareExc



Primarycare.excellence@nhs.net

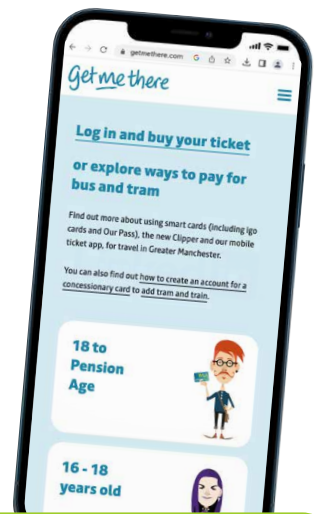


Get Me There – better travel with Transport for Greater Manchester

Greater Manchester Primary Care Provider Board is having conversations with TfGM about travel benefits and options on the trams – with buses to follow early next year. The **Get Me There** campaign helps you find the most effective way to travel across Greater Manchester on public transport:

- **Save money with the Clipper** – 10 travel passes for the price of 9! The Clipper is designed for flexible workers, part-time workers or anyone who travels regularly but not every day. You can choose Anytime (peak) or off-peak travelcards, for the zones you need.
- **Enjoy exploring GM with the Metrolink Weekend Travelcard** – unlimited travel across GM from 6pm on Friday until the last tram on Sunday night.
- **You may also want to consider the network of Tram Park and Ride sites across GM** – if you are travelling from outside GM, this may help reduce travel time and traffic on the roads, having a positive impact on the environment and the purse / wallet!

TfGM are keen to support health and care colleagues to use more public transport and help save money on travel. Greater Manchester Primary Care Provider Board continues to explore a more corporate approach with TfGM colleagues – such as additional discounts off the Clipper tickets and annual passes (useful if you are travelling more than three times a week).



<https://getmethere.com>

Wellbeing and menopause

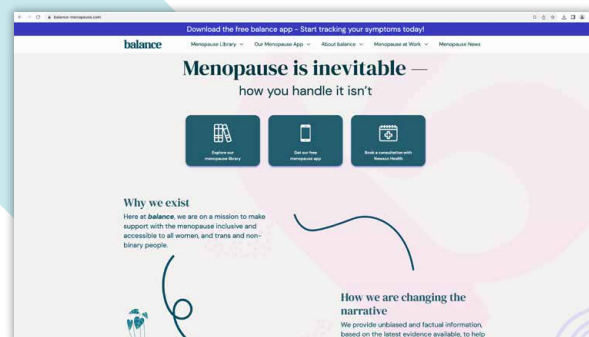
NHS Greater Manchester Integrated Care, Wrightington, Wigan and Leigh NHS Foundation Trust, Bolton NHS Foundation Trust and The Christie NHS Foundation Trust have partnered up with the specialist menopause company **Balance**, to fund a series of CPD modules to increase peri-menopause and menopause confidence and knowledge in the workplace. This provision is extended to support all health and care colleagues across Greater Manchester, and enables up to 10,000 colleagues access to the online CPD over a twelve-month period.

This latest development to improve menopause provision across Greater Manchester is part of a wider wellbeing programme that supports people to maintain good wellbeing. Access will remain open for the next 12 months to all health and care workers across Greater Manchester. You can see the latest events and resources, including a podcast exploring Menopause in the Workplace with Dr Cath Munro, who will be running sessions for colleagues over the coming months. You can sign up here:

www.eventbrite.co.uk/o/gm-working-together-29776269995.

To access the CPD resource open to all GM health and care workers:

www.balance-menopause.com/balance-corporate-course-nhs-greater-manchester and enter the password **nhsmanconfidence**



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