Dear PPG,

Welcome to our second quarter newsletter for year 2022/2023. This quarter we haven’t had any topics to discuss, so I will just update you on a few areas.

**Staff changes:** Megan one of our practice nurses as decided to take up locum work for the two days she works at the practice, so her last day with us will be 2nd Sept. We are sad to be losing Megan on Thursdays and Fridays but wish her all the best. We still have Cheryl and until we get a replacement she will be working Friday mornings.

**Phones:** We are still working with the Bolton IT department to make amendments to our phone system which will inform patients that they are in a queue and doesn’t just cut the patients off. This timeframe is depends on the IT department, but will continue to chase this up.

**Website:** We did get some feedback from our PPG about our website and how difficult it is to navigate around. I have discussed with the partners about upgrading the site and hopefully this will make it more user friendly. On our current website, I have put a message on to inform patients in case of any areas that may be under maintenance aren’t performing as it should.

**Complaints/feedback:** We have had a number of correspondence regarding being unable to get an appointment. I wish to try and refresh patients on the extend hub service and the community pharmacist service that is in Bolton and also our online e-consult service.

I would love to have your suggestions on how to do this, I have put it on our website and Facebook page but this will only reach the patients who access these sites. I have also in the past sent out text messages which I received a negative response.

If you have any suggestions please could you let me know, I’d greatly appreciate it.

**Friends and Family Feedback**: In July we received 98 responses overall, when we break it down into areas we scored:

* 67 Very Good,
* 21 Good,
* 5 Neither good nor poor,
* 4 Poor
* 1 very Poor.

The type of feedback we received was:

* GP very informative and explained treatment
* Pleasant, polite service
* Reception team very helpful
* Phone consultation went well and made time to explain
* Had problems getting through, but the call from the GP was within the hour which was good
* Excellent nurse
* The nurse was very nice, reception staff looked a bit not interested
* Hard to get an appointment either telephone or in person

All the feedback we receive are fed back and discussed as a team or the office manager will cascade down to the team.

**Flu Clinics:** We are waiting for confirmation on our delivery date before adding clinics. In the past we’ve put on clinics just for the flu vaccines at different times of the day. Would this be welcomed again? We will still get the opportunistic patients when attending clinics.

**Please email back with areas you wish me to discuss or if you have anything you would like to me to look into.**

As always the practice values feedback and suggestions.

Take care, Keep safe

Dr Earnshaw and Partners