



Contents

Chairman's Chatter.

Chris gets off his... Chair!

Guess who's 30 this year?

Happy Birthday Peter House!

**Do you know you're EHIC
from your GHIC?**

***Going abroad? Take the right
card.***

Park prettily...Please!

It doesn't have to be a pain.

**Technology. Don't you just
love it?**

Touch it and see.

**Data, data everywhere. Got
to stop and think.**

Data. Wasn't he in Star Trek?

Chairman's Chatter

Welcome to the Spring Edition of the Unsworth PPG Newsletter.

The Annual General Meeting of the Practice and the PPG will take place on Wednesday 15th March at the Stadium Hotel at Middlebrook. Please try to attend, if you can, to hear about the latest developments from the Practice.

In this edition of the newsletter, there is an important update for those of us who travel abroad as there is a replacement for the European Health Card. Barry, our editor gives us articles on a day in the life of Marcus Tillbrook who is the Data Analyst for the practice, and on the changes that are happening inside the surgery.

There is also one on car parking and an article about 'booking in' when you attend the Surgery.

This is my last Chairman's Chatter. After three years, at the AGM, I will be handing over as Chair of the PPG to John Strawbridge who, I am sure, will continue to drive the PPG forwards. I would like to thank my fellow PPG Core members for their help, all the PPG members who have made contact with me and to the Practice who have accepted many of the PPG's comments.

Chris McKellen
Unsworth PPG Chair

Guess who's 30 this year?

OK, we are not going to keep you guessing for long... The Peter House surgery turns 30 this year. Back in 1993 the building of Peter House was completed and all the clinicians that were previously based at Dalton House moved into the "new" surgery on Captain Lees Road.

For those of you who might not remember Dalton House, it is the building on the corner of Leigh Road and Park Road. That is where the surgery used to be located. You might think car parking is a bit of a pain now, but back then the car park had about 6 spaces! Nearly everyone had to park on Leigh Road. So, to have a custom-built surgery, complete with a car park and a pharmacy on the same site was indeed a luxury.

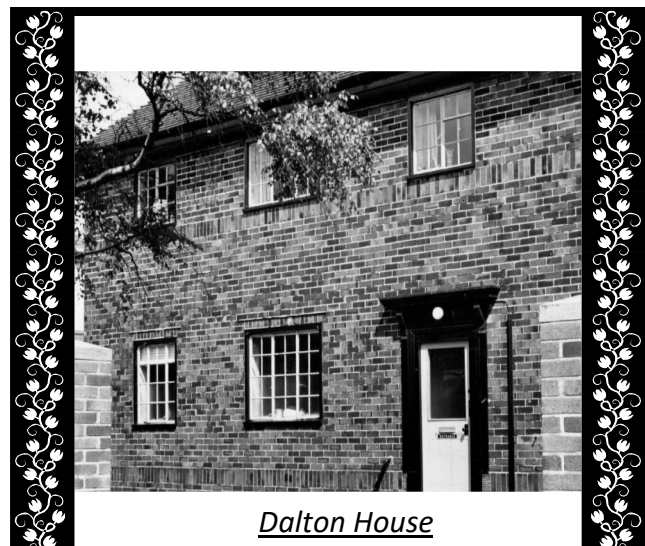
But, time passes, and we all get older, things change, healthcare changes, the availability of medicines and drugs change, and we all now demand more of our local surgery. Recruiting new Doctors especially GP's is increasingly difficult. Hence, we now have Advanced Nurse practitioners, Physicians assistants, Muscular skeletal practitioners, Mental Health Care clinicians, Health Improvement practitioners, Phlebotomists, the list goes on....

Now we all know that buildings do not have rubber sides, there is only so much space available... So the challenge has been to make the most of what's available to maximise the amount of treatment rooms and workspaces for all staff both clinical and administration.

That's why, Peter House is being given a facelift. Business and Governance Manager, Stephanie Moore and her team have been working hard behind the scenes to maximise the space and make as much available as possible... All corridors and clinical rooms have been upgraded, the car park markings have been re-laid, admin areas have been relocated and more space has been created. New reception areas are now complete, including a lower reception desk for patients who need to use wheelchairs or walking aids. The whole waiting area is undergoing a refit and upgrade to make it brighter and more welcoming.

All this is leading to a better patient and staff environment and that can only benefit us all.

So Happy Birthday Peter House, we hope you are here for us for many years to come....



Do you know your EHIC from your GHIC?

If you travel outside the UK for holidays, or maybe just visiting friends or family, and you travelled within the European Union (EU). Then you might be familiar with the EHIC card... That's the European Health Insurance Card. Having this card enabled you to access healthcare in that country and get the same level of treatment that a citizen of that country.

Lots of people who, for instance travelled to Spain or the Balearic Islands would not only have travel insurance but would also carry their EHIC card. It was essential if you needed emergency medical care, for instance.

But now the UK has left the EU, and due to Brexit the EHIC card, once expired is no longer valid. So, check the expiry date on yours if you have one.

However, this has been replaced by the GHIC card, that's Global Health Insurance Card. This is valid for all countries where a reciprocal agreement exists between the UK and that country. Once again it is essential that you have adequate travel insurance, as your GHIC will only cover urgent medical attention. It will NOT cover any other expenses, such as a replacement flight home.

Full details can be found on the Government website via this link...

<https://www.gov.uk/global-health-insurance-card>

The following is a statement from the Government website covering this subject...

The UK Global Health Insurance Card (GHIC) lets you get state healthcare in Europe at a reduced cost or sometimes for free.

If you have a UK European Health Insurance Card (EHIC) it will be valid until the expiry date on the card. Once it expires, you'll need to apply for a GHIC to replace it.

GHIC and EHIC do not replace travel insurance.



Image copyright of original artist

Park – Prettily - Please....

Now we all know that people are, not to put to fine a point on it... getting larger, we read about it all the time in newspapers and see it on TV programmes. But other things are getting larger too... The vehicles we drive! However, the roads are not getting wider, and parking spaces are pretty much the same size as they were 50 years ago.

Some people now drive vehicles that were the same size as heavy good vehicles in times gone by. So, what has all this got to do with the PPG newsletter? Well, it might not have escaped your notice, but the car park at Peter House is usually full, you might be lucky and get a space, but it is likely as not, you will have to park on the road and walk to the surgery.

There are only two spaces that are reserved for holders of "Blue Badges" the passes that are displayed on the dashboard to indicate that the user has a disability.



Image copyright of original artist

It is now common to see cars parked on either side of Captain Lees Road close to the surgery, and lots of these tend to park with at least two wheels on the pavement. We all know why drivers do this, to minimise any damage occurring to their vehicle, and, to allow other vehicles to pass on the road. Remember vehicles these days are a lot wider! However, we do have some drivers who not only park on the pavement but completely block it! This makes it impossible for persons who use wheelchairs, walking aids or those pushing infants in buggies to pass, without going into the road into the path of traffic.

It has been suggested that the double yellow lines be extended from Mary Hulton Court right up to Park Meadow, to stop this happening, other suggestions include installation of bollards on the other side to stop parking on the pavement at all.. All it takes is some consideration on the part of the driver, please when you park, consider if you could pass with a wheelchair, or buggy. Park as if you had to use the pavement...

In other words, park prettily please... have consideration for the residents. We all must use the roads and pavements



Image copyright of original artist

Technology... Don't you just love it!

Now we've all been there... You've got an appointment at the surgery, (and we all know how difficult that can be sometimes....) the traffic is blocked up.. you are moving slowly... then parking near the surgery is blocked up too... eventually you get there and with less than a minute to spare, there is a queue of 5 people in front of you waiting to see the receptionist...

Plus, you're having your blood pressure checked... so you are thinking, well it's going to be sky high that's for sure.

Then, out of the corner of your eye, on your left side you spot it.... It's only a screen you can book yourself in with... at last, something is going right today, and it's easy peasy to use..

You just pop in your last name, date of birth, and hey presto, you are in, and it tells you to sit down and wait to be called.

Now we all know technology is not fool proof, but when it works, well, sometimes it's like magic...

I remember the first time I saw Google translate.. Just put my camera on my phone over some other language text, and wow, there it was in English.... I thought it was amazing!

Well, the technology that is in the surgery can be just magic too.. The booking in system is just one example. Occasionally, it seems not to be working, and I've asked about that, the usual cause is that someone has switched off the power to the system... Usually, little fingers.... enough said!

But, for the most part, it's there, and can help not only you, but relieve a bit of pressure on the reception team as well...

Continued...

Now we all know, some people just do not like using it, I have been in the surgery and seen it myself. Some people are just not confident using stuff like this, well that's no problem the hard working reception team are always there, doing their very best to help, but sometimes they have to talk to a patient who has a tricky problem to sort out, and yes, it takes time, so please be a patient patient...

It helps us all, get what we need, and that's good honest advice and health care. Plus, with 20,500 patients registered with the practice, well sometimes there's a queue. Hey that's life...



Image copyright of original artist

Data, Data everywhere... Got to stop and think!

Now you might think “That’s a funny headline” and you’d be right, what has it got to do with my health, or the surgery or anything! Well, we can see that lots of people reading this would think that... But, as it happens, Data that is collected within the surgeries has quite a lot to do with our health, and how we receive the best treatment for our health issues.

Unsworth Group is really fortunate in that we have our very own Data Analyst, in fact he was one of the very first to be employed in a GP surgery in the area. We got the opportunity to chat with him recently, and ask him just “What does a Data Analyst do in a Doctors Surgery?”

Well, when you have a practice that has 20,500 patients, by far the largest in the Bolton area, and by some margin, you need lots of different skills both clinical and administrative to make it all work. But exactly how do you decide what skills you need and when do you need them?

That’s where data comes in, and the trick is to know how to collect it, and how to present it, so the right people are in the right places at the right times to make sure we (the patients) get the very best attention from “our” practice...

Marcus Tillbrook is the person who’s job it is to collect and analyse all that information and make sure it gets in front of the right eyes, so that decisions are made to make the running of the surgeries, both at Westhoughton and Blackrod as smooth as possible.

Let’s take a look at an example, so you can see what we mean. Marcus has recently started to produce a monthly summary for all staff to view, just to see how the practice is performing. Lets look at one bit of information that we all have an interest in, Yes the telephone system.. How many calls were answered by the practice in November 2022...?

We would have guessed, hmm, maybe 2000.. it turns out that it was almost 11,000!

That’s just one tiny example, but, when you are by far the biggest and busiest GP surgery in the Bolton area, you do get lots and lots of statistics to analyse. Marcus is busy producing all this information to present to the surgery management team, so they can plan exactly who needs to be where and when. He even gets to look at what the trends are for different types of health issues that happen at different times of the year, this invaluable information goes to the clinical teams so that planning can take place to ensure that everyone is ready for whatever the likelihood of that issue might be.

Marcus joined the practice back in March 2018 after a previous career in the insurance industry, where he found that he had the skills needed to produce lots of facts and figures to give accurate planning. It certainly is a demanding role and one that he really enjoys getting to grips with.

Lots of data, lots to analyse... That’s just a tiny bit of what Marcus gets up to in his 3 days per week. He is already busy working out how best to present all that data so planning is easier and quicker, so that when we need to see one of the clinicians, it can happen!



Image copyright of original artist