



*Merry Christmas*



*Happy New Year 2023*

# Contents

Chairs chatter

Let us remember -

Dr. Helen Kavanagh.

Thank you to our

Former Chair.

Goodbye to an eventful  
year...Things can only  
get better.

*If you are interested in finding out more about the Patient Participation Group and would like further information . Then please*

***email:- [Unsworthppg33@gmail.com](mailto:Unsworthppg33@gmail.com)***

*and we will be more than happy to introduce you to what we are trying to do.*

*Thank you.*

## Merry Christmas and a Happy and Healthy New Year...

It only seems like 5 minutes since I became Chairman of the Unsworth Group, Patients Participation Group (PPG) and yet here I am writing my first Christmas message to you, in the Christmas edition of our popular PPG newsletter.

It's been a funny old year in many ways, certainly one of recovery from the after effects of the Covid pandemic, we absolutely don't want another one of those!

We've been busy giving our input to the surgery on lots of issues as they affect us patients, in particular ideas to help make the waiting room a more pleasant place to be, we hope you agree the changes are very welcome... Lots of our suggestions such as changes to the telephone system have happened as well...

We have provided volunteers to help with the vaccination clinics and the distribution of the surgery newsletters to housebound patients. A huge thank you to all our volunteers for everything you do to help, these clinics just could not run as smoothly as they do without you!

Next year, we want to consolidate our relationship with the practice, supporting them with our volunteers, as well as our suggestions to make appointments with the clinical staff more accessible.

So, it only remains for me and all the PPG core group to wish you, a very Merry and Peaceful Christmas and a Prosperous, Healthy and Happy New Year...

John Strawbridge

## **Remembering Dr Helen Kavanagh.**



On the 4th of November, members of the Unsworth group team went on a well-being walk to Rivington pike in memory of Dr Helen Kavanagh.

Flowers were laid and there was a time of reflection on how fortunate we all were to have known such a kind and considerate person.

She will be missed by all whom knew Her.

## **Thanks to a former Chairman.**

Now, you have heard from him many times, (We certainly have) but the time has come for our past Chairman, Chris McKellen to put his feet up and enjoy a lot more time watching daytime television....

But for us in the PPG core group, it's a sad day, as Chris has decided it's time to retire from the core group. Chris was there, right from the very beginning, when following the CQC report back in 2018 the practice wanted to form an active PPG group.

It was under his leadership as the first Chairman that the "Core Group" was formed and the PPG into the three sections it is today. That being Core Group, those who are willing volunteers for events, and those who just wish to be kept informed, usually via our newsletter.

We all want to thank Chris for all his hard work, and dedication to the Core Group, and for everything he has done to make the PPG what it is today.

Chris and his wife are going to remain as PPG members, so I am sure we will see him from time to time...

**Goodbye to an eventful? Year.**  
**Things can only get better...we hope!**

As this is being written we are exactly one month away from the shortest day, (or longest night) of 2023. As the year gets towards its close, it has been eventful in many ways.

Your newsletter editor managed to get "Open heart" surgery in September. So, apologies for the lack of award winning, cutting edge, journalism that you are used to! In many ways it has been a year of getting back to normal for us all. Within the Unsworth Group Practice, especially at Peter House you may have seen numerous changes in the building, a lot of improvements, and especially in the reception area with new flooring, new chairs, redecoration, new light fittings, new reception desks and now large screens showing information videos and written announcements as well as continuing with verbal ones announcing when the next patient is due to be seen.

The overall space limitation still gives concern for patient confidentiality issues when speaking with reception staff. However, the introduction of new "bank style" microphone/speaker systems has helped this. Really, we need a reception area 3 times bigger than it is!

Being the largest G.P practice by far in all of the Bolton area, with over 20,500 patients then it would be good to have a building 3 times the size! Maybe one day, who knows?

It's good that all clinical rooms have been refurbished and upgraded as well as all the admin area. It's been a huge task as work has had to be carried out when the surgery is closed.

The new telephone system that has been installed is now fully operational, and feedback is generally positive in that the "Dreaded Engaged Tone" is no longer the normal response.

Behind the scenes, Bec Lister, the patient and staff engagement lead, took on the role of being "pesterer in chief" to the telecoms dept to get all the changes done to make the telephone system more efficient, and working as the practice needs it to be.

The availability of being able to make appointments "online" is also a welcome return and should continue to make an improvement to appointments.

The annual Flu and Covid booster vaccination clinics took place in September and October and once again a huge thank you to all the dedicated volunteers .

***Merry Christmas and a Happy New Year to all the staff,  
and patients of Unsworth Group Practice.***

***From the Patient participation group.***