



WELCOME

Welcome to the latest edition of the Burnside Surgery newsletter.

We are committed to providing high quality care and keeping you informed about important practice news and local services.

Thank you for being part of our practice.



WE ARE PART OF HWL PCN

Halliwell, Waters Meeting and Lever Chambers PCN

The networks provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve.

By working together with our PCN practices and healthcare partners, we can provide more joined up care and better support for our community.



Stronger services



Better joined up care



Right care, right person



Improving health outcomes

The HWL PCN includes: Burnside Surgery, Halliwell Medical Centre, Waters Meeting Health Centre and Lever Chambers Health Centre.



TEAM UPDATES

★ Dr Blackburn – FY Trainee

★ Dr Patel – FY Trainee

★ Dr Naeem – ST2 Trainee

★ Dr Bokhari – ST3 Trainee

Joining in June

★ Dave Boardman – Mental Health Practitioner

Joining at the end of May replacing Jennifer.

WELCOME to our new team members!

IMPORTANT UPDATE: CHANGES TO ONLINE CONSULTATIONS FROM 27TH MAY – WE ARE MOVING TO ACCURX



From 27th May, Burnside Surgery will move away from eConsult and use a new system called AccuRx.

AccuRx is easy to use and helps us direct you to the most appropriate healthcare professional more quickly.

WE ARE MOVING TOWARDS A PARTIAL TRIAGE SYSTEM:

- ✓ You will still be able to book appointments as usual.
- ✓ When routine appointments are full, you may be asked to complete an **online consultation**.
- ✓ Trained members of our team (not always a GP) will review your request.
- ✓ You will then be directed to the most appropriate clinician or service for your needs.



This may not always be a GP – you may be helped more quickly by another member of the healthcare team.



Visit our website for more information on AccuRx and how online consultations will work.

ASK RECEPTION IF YOU NEED HELP USING ACCURX



JOIN OUR PATIENT PARTICIPATION GROUP (PPG)

We are looking for more patients to join our PPG.

- ✓ Help shape and improve our services
- ✓ Share ideas, feedback and suggestions
- ✓ Not a complaints forum – a positive way to work together for a better practice

All ages welcome – we want diverse voices from our community!



Email us to join:

gmicb-bol.burnsidesurgeryppg@nhs.net



A MESSAGE FROM OUR PRACTICE TEAM

We understand that accessing healthcare can sometimes feel difficult, especially when our practice is busy.

Our team works incredibly hard every day to provide safe, compassionate care for all our patients.

Thank you for your patience, kindness and understanding.



MENTAL HEALTH SUPPORT AVAILABLE IN BOLTON

If you are struggling with your mental health or emotional wellbeing, support is available locally:

- ✓ **Kooth** – free online mental health support for young people aged 10–25
- ✓ **Qwell** – free online wellbeing and mental health support for adults
- ✓ **Bolton Talking Therapies** – support for stress, anxiety and low mood

01204 483 100

You do not always need to see a GP first to access support.

Reaching out early can make a real difference.



YOUR HEALTH BOLTON

Your Health Bolton (yhbolton.co.uk) offers free support and advice to help improve your health and wellbeing:

- ✓ Stop smoking support
- ✓ Weight management support
- ✓ First Steps to Wellness
- ✓ Healthy lifestyle advice

Find out more at
yhbolton.co.uk



ANNUAL REPORT & NEW EMPLOYMENT SUPPORT

Our annual report is in progress, created by our Care Coordinator, Megan.

She has gathered information to be as transparent as we can with the data we have.

We are also working with Megan on a new initiative to support patients get back to work.

The Growth Company provides specialised coaches who help patients manage health conditions, arrange workplace adjustments, and safely return to employment.



The Growth Company



WHERE SHOULD I GO?

Not sure which service is right for you? Use our quick guide:

- Minor illness or advice – Pharmacy First
- Mental health support – GP, MHP or Talking Therapies
- Muscle, joint or back pain – MSK Services
- Urgent but not life-threatening – NHS 111
- Emergency – life-threatening – Call 999



HELP US REDUCE MISSED APPOINTMENTS

If you can't attend your appointment, please let us know as soon as possible.

- ✓ Cancel online via the NHS App
- ✓ Call us 01204 969345
- ✓ This helps us offer the appointment to another patient who needs it.

Thank you!



DOWNLOAD THE NHS APP

The NHS App puts many healthcare services in your pocket.

You can:

- ✓ Book appointments
- ✓ Cancel appointments
- ✓ Order repeat prescriptions
- ✓ View your medical record
- ✓ View test results
- ✓ Receive messages from the practice



Search 'NHS App'



CHECK IN ON ARRIVAL

Please use the self check-in screen when you arrive for your appointment.

- ✓ Speeds up your check-in
- ✓ Helps reduce queues at reception
- ✓ Ensures we have the most up to date patient information

Thank you!



PHARMACY FIRST

Your local pharmacy can help with many common conditions without needing a GP appointment.

Examples include:

- ✓ Sore throat
- ✓ Earache
- ✓ Urinary tract infections (women)
- ✓ Impetigo
- ✓ Sinusitis
- ✓ Insect bites & more

Ask your pharmacist today!



HEALTH CAMPAIGN FOCUS

Look after yourself this Spring / Summer

- ✓ Stay hydrated
- ✓ Protect yourself in the sun
- ✓ Keep active – even short walks help
- ✓ Look after your mental wellbeing
- ✓ Keep up to date with medications



WHAT PATIENTS SAID ABOUT US

Thank you to everyone who shared their feedback.

- ✓ "The doctor listened to me and sorted everything"
- ✓ "The nurse was excellent as always as always"
- ✓ "Very positive outcome, I felt like I was being listened to"
- ✓ "Straight in, no waiting – more like a friend"
- ✓ "Excellent and professional service always"



KEEP IN TOUCH

Visit our practice website for the latest news, updates and service information.

burnsidesurgery.nhs.uk

You can also follow local NHS channels for important health updates.



ACCESSIBILITY & SUPPORT

Please let us know if you require:

- ✓ Interpreter support
- ✓ Accessible communication (large print, easy read etc.)
- ✓ Support using online services

We will do our best to support your needs.



LOOKING AHEAD

We continue to invest in our services and team to improve access and care for our patients.

- ✓ Developing digital services
- ✓ Strengthening community partnerships in Bolton
- ✓ Expanding our multidisciplinary team

Thank you for being part of Burnside Surgery.

