

Burnside Surgery

Annual Report

April 25—March 26

A warm welcome and who we are:

Welcome to Burnside Surgery, based at Waters Meeting Health Centre in Bolton. We are committed to providing high-quality, patient-centred care to our local community.

Our dedicated team works together to ensure patients receive timely, effective, and compassionate healthcare. We understand the Importance of accessibility and strive to offer a wide range of appointments to meet the varying needs of our patients.

At Burnside Surgery, we aim to create a supportive and inclusive environment where every patient feels valued, respected, and listened to.

Our team includes GPs, nurses, healthcare assistants (HCAs), ARRS staff (GPs, Paramedics, Pharmacists, Pharmacy Technicians, MSKs, MHPs, Nursing Associate, Social Prescribing Link Worker & Care Coordinators), and friendly receptionists who are here to support you. Our reception team plays a key role in guiding patients to the most appropriate clinician or service, ensuring you are directed to the right place and seen by the right person for your needs.

In 2024, patients across Bolton were invited to complete a Patient Survey, with 79% of respondents rating our service positively, placing the practice 18th in the rankings. Over the past 12 months, this has risen significantly to 90.68%, with Burnside Surgery now ranked 12th. This represents an outstanding improvement of more than 11 percentage points within a single year, reflecting our continued commitment to enhancing patient experience.

Annual Report for 2025

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Burnside SURGERY
ANNUAL REPORT
2025

RATED
90.63%
★★★★★

GP patient satisfaction survey 2025

Caring for our community
Listening to our patients
Delivering high quality care
Working together for a better future

Thank you to our patients for your feedback and continued support.
Together, we can build a healthier community



Our Patients

Patient Demographics Ethnicity

Our practice has a total registered population of **4,380 patients**. The ethnic composition of our patient population is as follows.

- **64.9%** White British
 - **28.2%** Asian
 - **3.1%** Black / African
 - **2.1%** Mixed ethnic background
- **1.7%** Other non-White ethnic groups

"Putting patients at the heart of everything we do"

Appointment Data:

Appointments and Access

Between **April 2025 and March 2026**, the practice offered a total of **45,432 appointments**. Of these, **30,751** were delivered as **face-to-face consultations (68%)**, while **14,681** were provided as **telephone consultations (32%)**, supporting patient access through a blended model of care delivery.

During this period, **22,938 appointments** were **GP consultations (50%)**, indicating continued demand for medical services. In addition, **19,512 appointments** were **booked on the day (43%)**, demonstrating the practice's capacity to respond to acute and urgent patient needs in a timely manner.

The practice completed **116 home visits (2%)** between April 2025 and March 2026, supporting patients who were unable to attend the surgery.

There were **1,974 appointments** recorded as **'Did Not Attend' (DNA) (4%)** across the reporting period.

In addition, the practice managed 385 online consultations over the past year, supporting timely access to care and advice for patients.



Bolton Primary Care Hub
Chorley Street,
Bolton,
BL1 4AL

Extended Access Service

Bolton GP Federation provides **evening and weekend appointments** on behalf of **six Primary Care Networks (PCNs) across Bolton**, of which the practice is a member. This service offers patients access to a range of appointments outside of core practice hours, recognising that some patients are unable to attend appointments during standard weekday working hours due to employment or other commitments.

Appointments are currently delivered from **Halliwell Surgery**, operating **Monday to Friday between 6:30pm and 9:30pm**, and **Saturdays from 9:00am to 3:00pm**. Please note that **opening times and locations may vary** across the borough.

Clinician Type	Appointments Offered	Appointments Booked	Did Not Attend (DNA)
GP	512	383	56 (15%)
Advanced Clinical Practitioner (ACP)	138	86	8 (9%)
Nurse	201	102	13 (13%)
Healthcare Assistant (HCA)	179	98	6 (9%)
Mental Health Practitioner (MHP)	29	4	0 (0%)
Musculoskeletal (MSK) Clinician	51	41	4 (9%)
Total	1,110	694	87 (13%)

Patient experience

During the reporting period, the practice recorded **four significant events**. These were reviewed in line with the practice's significant event policy, with learning shared where appropriate.



- **Reception-related:** 1
- **Appointments:** 0
- **Consultation errors:** 0
- **Communication:** 0
- **Treatment-related:** 0
- **Other:** 3

A total of **eight complaints** were received during the reporting period. All complaints were managed in accordance with the practice complaints procedure and responded to within required timescales.

- **Reception:** 2
- **Appointments:** 4
- **Clinicians:** 0
- **Treatment-related:** 0

Family & Friends feedback:

During the reporting period, the practice received a total of **1,568 Friends and Family Test responses**, providing valuable insight into patient experience.

- **Very good:** 1,263 (81%)
- **Good:** 211 (13%)
- **Neither good nor poor:** 35 (2%)
- **Poor:** 27 (2%)
- **Very poor:** 29 (2%)
- **Don't know:** 3 (<1%)



Overall, feedback remained **strongly positive**, with **94% of respondents rating their experience as either “very good” or “good.”** This reflects continued patient satisfaction with the care and services provided by the practice.

The small number of negative responses have been reviewed to identify any common themes or learning points, with feedback used to support ongoing service improvement and enhance patient experience.

Quality of Care

Over the past year, the practice has continued to manage a high volume of clinical and administrative activity to support patient care and maintain accurate clinical records.

- A total of **2,365 clinical letters** were received from secondary care and reviewed by the clinical team.
- **290 patients** were deducted from the clinical system due to moving out of the practice area or leaving the list.
- **331 Med3 (fit note) certificates** were issued to patients.
- The practice authorised **2,751 repeat medication prescriptions**, ensuring continuity of care for patients with long-term conditions.
- **146 new patients** registered with the practice during the reporting period.

This activity reflects the ongoing demand placed on the practice and highlights the commitment of the

What else has the practice done?

Please note that the following figures reflect **flu vaccinations administered at the practice only**. A significant number of patients also received their flu vaccination **outside of the practice** (e.g. community pharmacies or other providers) and are therefore not included in these totals.

- **2–3 year olds:** 16
 - **Pregnant patients:** 0
 - **Under 65s (eligible groups):** 151
- Aged 65 and over:** 388

RSV Vaccinations

During the reporting period, the practice administered **48 RSV vaccines** to eligible patients.

COVID19 Vaccination Update

Update: COVID-19 vaccination provision is being taken over and redirected to **Kildonan House, Horwich**.

Patients for whom this location is not suitable may book their COVID-19 vaccination **via the NHS website** or access the service through a **local community pharmacy** offering COVID-19 vaccinations.

The practice continues to support patients by providing information and signposting to appropriate vaccination services.



Prevention, Screening and Long-Term Condition Management

During the past year, the practice delivered a wide range of preventative and proactive health interventions to support early diagnosis, long-term condition management, and patient wellbeing.

- The practice completed a total of **894 NHS Health Checks**, supporting the early identification and prevention of cardiovascular disease and other conditions.
- **58 high-risk cardiovascular disease (CVD) reviews** were undertaken to monitor and manage patients at increased risk.
- **94 Carers Health Checks** were completed, recognising and supporting the health needs of unpaid carers.
- **303 Structured Medication Reviews** were carried out to ensure safe, effective, and appropriate prescribing, particularly for patients with long-term conditions or polypharmacy.
- The practice also performed **405 cervical screening tests**, contributing to the early detection and prevention of cervical cancer.

These activities demonstrate the practice's continued commitment to preventative care, patient safety, and improving long-term health outcomes.

Challenges we faced this year.

Over the past year, we experienced several challenges. One of the main difficulties was obtaining blood pressure (BP) readings. However, we have since improved this by working closely with local pharmacies, who can assist in monitoring BP and flagging when readings are not within the normal range.

We also faced challenges in completing mental health (MH) reviews in a timely manner. Improving the completion of MH reviews will be a key focus for the upcoming year.



Priorities for the Coming Year

Over the past year, staffing changes have significantly impacted service delivery. We said goodbye to our Mental Health Practitioner (MHP), which left a gap and was strongly felt across the practice. In addition, we lost one of our Musculoskeletal (MSK) Practitioners. As a result, MSK clinics were reduced from two per week to one, limiting appointment availability.

This reduction in both MHP and MSK capacity led to fewer appointments overall, which in turn increased demand for GP appointments, as patients sought alternative support through doctors.

While we recognise the challenges these reductions created, improving access to care for our patients remains a key priority. We have worked to maintain services where possible and continue to look for ways to improve accessibility for all.

Looking ahead, we are pleased that a new Mental Health Practitioner will be starting at the end of May. This will significantly increase the number of available appointments each week and help us better support patients with their mental health needs.

In addition, we will continue to utilise our Enhanced Access Service to offer both MSK and MHP appointments, further improving availability and flexibility for patients.

Our priority for the coming year is to rebuild capacity, enhance access to appropriate services, and ensure patients are seen by the right clinician at the right time.

THANK YOU



**Burnside
Surgery**