

NEWSLETTER

NOVEMBER 2023

FLU SEASON

As many of you will already be aware, it's flu season. Many of you have already had your flu vaccination, either through our surgery, or at a local pharmacy – but if you haven't and would like to have the flu vaccination, book in through our reception, either by calling on 01612713030, or asking at the desk.

COVID VACCINATIONS

We carried out several COVID vaccination clinics in October and will be doing a few more in November and December.

If you would like your COVID vaccination, please enquire at the front desk. If you are booked in for an appointment, we may be able to vaccinate you during that appointment.

MIDDLETON PRIMARY CARE NETWORK

We are part of the Middleton Primary Care Network (PCN). As part of our PCN our surgeries are offering more centralised appointments and options for patients. We have regular phlebotomy appointments at the Hub in Middleton Shopping Centre.

ENHANCED ACCESS

In addition to the above, our PCN are also now operating Enhanced Access appointments. This is a replacement for the 7 day access service. There are currently telephone appointments available throughout the week, and face to face appointments on a Saturday at Peterloo Medical Centre.

In addition, there are appointments available for Heywood, Middleton and Rochdale patients at Whitehall in Rochdale and the Phoenix Centre in Heywood.

All these options are part of the appointments we offer. As network activity increases and with increased demand for appointments it will become normal for appointments at various locations to be offered.

SOCIAL PRESCRIBERS & MENTAL HEALTH

As part of our Primary Care Network, we have a team of social prescribers and mental health workers. They have recently launched a new self-referral form. We have posters up at each site, and forms available if you would like to self-refer to their services.

PHONE SYSTEM

As you will all be aware we have had ongoing problems with our phone system. After much negotiation we are now in the process of switching to a new provider.

Initial install at Junction has already taken place, and Alkrington should hopefully be completed before the end of November. The new system will have call queueing, patient call-back, call recording, and more.

Once install is complete, we will then be given a go live date when we catch switch over from the old system. We have had some hold ups but hope to be live with the new system before the end of 2023.

PATIENT PARTICIPATION GROUP

We are trying to relaunch our Patient Participation Group (PPG). If you would like to get involved, please email the surgery on gmicb-hmr.junctionsurgery@nhs.net

We will be carrying out some surveys in the near future, and will hope to meet in person every 3 months, with the next meeting taking place in February 2024.