



# Dr Uddin & Dr Anwar Halliwell Surgery Practice Newsletter Winter Newsletter 2024

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**Website:**

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**If you require urgent medical assistance when the surgery is closed and cannot wait until the surgery opens, please call the Out of Hours service on 0161 7638940.**

**Reception Opening Times:**

Mon to Fri – 8.00am to 6.30pm

## **World Antibiotics Awareness**

World AMR Awareness Week (WAAW) – held 18-24 November 2024 – this is to raise awareness about the use of antibiotics.

**Taking ANTIBIOTICS when you don't need them puts you and your family at risk.**

### Our Practice Pledge

- When we see a child with a respiratory tract infection we will share the “When should I worry” booklet with parents/carers.
- We will ensure all prescribers in the practice including locums have easy access to the local and national antibiotic guidance
- When we see a patient with a self-limiting respiratory tract infection, we will discuss methods of self-care and safety netting rather than prescribing antibiotics and share the TARGET “Treating your infection” leaflet
- To help address patient expectations for antibiotics in self-limiting conditions, we will promote nationally or locally agreed key messages, to raise awareness of antimicrobial resistance.

The practice's antibiotic champion is Dr Uddin.

## **Winter Vaccination Programmes**

We would like to remind **eligible patients** that you will still receive invitations from the practice regarding our winter vaccine programmes, if you have not yet had the vaccine. These include:

- **Flu vaccination** – these can be booked in practice
- **COVID vaccination** – these can be booked via the national booking service - <https://www.nhs.uk/nhs-services/covid-19-services/covid-19-vaccination-services/book-covid-19-vaccination/> or you can attend the Bolton Health Hive in Bolton Market Place in the town centre - <https://www.boltongpfd.co.uk/communityhealth/>
- **RSV Vaccination** – these can be booked in practice

For more information, you can visit our practice website (news page) -

<https://www.halliwellsurgery.nhs.uk/news>

## Practice Facebook page



The practice now has a Facebook page -

<https://www.facebook.com/DrUddinAndDrAnwar/>

Stay connected and follow us on Facebook for health advice and practice updates.

## Surgery Staff Update

We would like to say farewell and wish good luck to one of our GP Trainees, Dr Saied, who will be leaving the practice on 17<sup>th</sup> December.

For our full staff list, please visit our website <https://www.halliwellssurgery.nhs.uk/staff>

## Friends and Family Results

### Oct 2024 results

- Very Good – 77%
- Good – 17%
- Neither good nor poor – 0%
- Poor – 4%
- Very Poor 2%

### Nov 2024 results

- Very Good – 76%
- Good – 15%
- Neither good nor poor – 2%
- Poor – 0%
- Very Poor 7%

Some comments sent in:

- “The surgery is always attentive and takes into consideration my symptoms etc. I got same day appt when most patients at other surgeries feel they cannot get seen or taken seriously.”
- “Friendly reception, minimum waiting time and very helpful consultation resulting in agreed action.”
- “The doctors and nurses are second to none you feel better when you have seen them due to the fact they listen to you and show you respect we cannot praise and thank them enough.”
- “Always get the best care from Reception to Doctors.”
- “Very prompt with appointments for my children, and happy with the outcome and consultation with every doctor so far.”
- “I have had a number of consultations lately both via telecom with the GP, Dr Uddin, regarding my treatment plan and with the practice nurse for a health check and flu vaccine and a physio re shoulder issues I can say the experience has been excellent in all ways throughout the process – communication processes excellent - everyone extremely professional, kind yet very honest too - helped me to focus and motivate myself to make the changes I knew I needed to maintain and improve my health - feedback processes great - love the message system through my GP - and love telephone consultations too - I am an ex nurse so know I can be too critical of the NHS at times but I have no negative critique - just perfect in every way - thank you so very much - a perfect GP practice I believe.”

**You can visit our practice website for quarterly Family & Friend feedback reports.**



## Christmas and New Year Opening Times

The opening hours over the Christmas and New Year Period:

Monday 23<sup>rd</sup> December – normal opening times – 8am to 6.30pm

Tuesday 24<sup>th</sup> December – normal opening times – 8am to 6.30pm

Wednesday 25<sup>th</sup> December – CLOSED

Thursday 26<sup>th</sup> December – CLOSED

Friday 27<sup>th</sup> December – normal opening times – 8am to 6.30pm

Monday 30<sup>th</sup> December – normal opening times – 8am to 6.30pm

Tuesday 31<sup>st</sup> December – normal opening times – 8am to 6.30pm

Wednesday 1<sup>st</sup> January – CLOSED

Thursday 2<sup>nd</sup> January – normal opening times – 8am to 6.30pm

Friday 3<sup>rd</sup> January – normal opening times – 8am to 6.30pm

## Primary Care – Get to Know Where To Go leaflet

Primary Care is the day-to-day healthcare that's available close to where you live. It is usually your first stop if you or your family are unwell or hurt. Primary care is focused on preventing illness, diagnosing health problems, helping to manage long term conditions, and treating health concerns that don't need hospital care.

Primary Care includes services you will have heard of like your GP practice, community pharmacies (chemists), dentists and opticians (eye experts).

This booklet will tell you all you need to know about primary care services to help you and your family get the care you need from the right people, in the right place, at the right time.

**Helping you get to know where to go.**

You can find a copy of the leaflet on our Practice Website - <https://www.halliwellsurgery.nhs.uk/news>

## Help for Common Winter Illnesses

Each year, North West Ambulance Service (NWAS) experiences a surge in demand for their services during the colder months, and last winter was no exception. The NHS 111 service received nearly 60,000 calls related to common winter ailments such as sore throats, earaches, and rashes.

To help keep the lines free for those who need help the most, NWAS has created a self-help leaflet filled with practical tips and advice for managing minor, non-emergency, health concerns at home. This leaflet offers tips on how to soothe symptoms like a sore throat, earache, or rash, and where to go for further medical advice.

You can find a copy of the leaflet on our Practice Website - <https://www.halliwellsurgery.nhs.uk/news>

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Please visit our practice website as we do update this regularly with news and any updates in practice - <https://www.halliwellsurgery.nhs.uk/>