

# Coronavirus

Partner update



**Update: 23<sup>rd</sup> November 2021**

Dear colleagues,

Winter is always a busy time for health and care services, and this year will be no exception!

As well as dealing with the usual increase in demand caused by winter illnesses, the NHS is also working to reduce waiting lists which built up during the pandemic, deal with health conditions that have worsened during lockdown and treat people who have Covid or long-Covid.

That's why we've created a new website which encourages people to make the right choice when accessing NHS services this winter. We are asking you to 'Be the Difference' and 'Think Twice' before deciding where to go for help with your health concerns.

Find out more below and please let your contacts know about the website – or look out for our posts about it on social media.

**Communications and Engagement Team  
NHS Bolton Clinical Commissioning Group**



## Partner Update

### Walk-in Covid-19 vaccination clinics

All the latest dates and times for Bolton's walk-in Covid-19 vaccination clinics are [in this leaflet](#) and [on our website](#). As well as first and second doses, some sites are offering:

- booster vaccinations for eligible people if it has been at least six months since their second dose.
- 3<sup>rd</sup> doses for eligible people (those with a weakened immune system)
- first doses for 12-15 year olds

### Second doses for 16s and 17s

Teenagers aged 16 and 17 can now get a second dose of the Covid-19 vaccine if it's been at least 12 weeks since their first.

They can book an appointment on the [National Booking Service](#) or by calling 119 if they don't have internet access. Alternatively, they can attend a walk-in vaccination clinic or wait to be contacted by their GP surgery and book an appointment with them.

### **Boosters extended**

Covid-19 booster jabs are now being offered to over-40s if it's been at least six months since their second dose.

Again, eligible people can [book an appointment online](#) or by calling 119; attend a walk-in clinic offering booster jabs; or wait to be contacted by a local NHS service and book an appointment with them.

### **Be the difference Bolton**

Bolton has a new website to help people make the right choice when deciding which NHS service to use if they are poorly this winter.

[Be the Difference Bolton](#) has been created by Bolton Clinical Commissioning Group and NHS Bolton Foundation Trust.

It urges people to take a minute and "think twice" about the type of care and support they really need for their health condition. This will help to ensure that vital services are available for those with the most urgent needs.

The website is full of advice and tips, and includes videos and a leaflet you can download and share.

### **Why is my GP working differently?**

You may have seen our videos featuring GP practice staff in Bolton explaining how they are working differently at this difficult time.

The [first video](#) explains that your GP practice is still there for you, and answers common questions such as: Is my GP practice open? Why do reception staff ask so many questions? Why am I seeing someone who isn't my GP?

In the [second video](#), staff speak frankly about the pressure that they are under and about how they are feeling, and outline how patients can support them.

Please also be reminded of [this helpful leaflet](#) that we've created.

## Why is my GP working differently?

**NHS**  
Bolton  
Clinical Commissioning Group

**Is my GP practice open?**

GP practices are open but they are working differently to protect patients and staff. They have strict rules to provide a service throughout lockdown and continue to care with their own non-urgent clinics, as well as delivering urgent services.

GP practices can often be very busy and open, so they can't have lots of people in the waiting room and comply with social distancing and infection control measures. This is to protect you and staff.

**Does that mean they aren't as busy?**

GP practices are busier than ever and really busy staff at a district level. There are a lot of people who have to go to health visits, so some people have been putting off or delaying their GP during the pandemic. People have even more ways of contacting their GP, such as the internet, so they have to go through these things and try to do that, and it's not so easy. Many issues could say you contact with someone else. A practice can have 20-30 people ready to act on a Monday morning. This means for a full day or a certain time - and this is before the practice starts, today.

**I need to contact my GP practice - what should I do?**

You can't visit an Out-of-Hours Clinic for you, so you can't see your GP and you can't be assessed (called) over the phone. When this, you can't see your GP or have an out-of-hours clinic, a place to see your GP or help you your local pharmacy.

This is the safest way for patients and services that those who need to see a GP (or health care) many times can be dealt with over the phone and this means you're not having to be in a surgery or community. You can't need to go into an examination, you can be given an assessment.

**Why do reception staff ask so many questions?**

GP reception staff at a district level, the more at your practice and they are all information on the phone.

They have to ask questions to ensure you get the right help at the right time. They are there to ensure patients are not asked to be in the queue and are open - it's not so easy and it's not so easy to be in the queue, it's not so easy, it's not so easy.

**Why am I seeing someone who isn't my GP?**

Many GP practices have teams of people who are not your GP, such as care assistants, health care assistants, practice nurses, pharmacists and other staff (not your GP).

All the staff that are professional and they make you to be treated - or the most appropriate member of the practice team.

**Where else can I get help?**

Your local pharmacy can help with a lot of minor issues. If you need urgent help, call 111 (NHS) or call 999. You can also risk never risk for advice on common symptoms.

**What about emergencies?**

If you have a serious injury or life-threatening emergency dial 999 or contact the emergency department (ED). You need urgent help, it's not so easy, it's not so easy, you can't see your GP practice for 24 hours - you'll be asked to call another number for assessment.

**Please be patient and kind**

All our staff services a wide range of services and our staff are working hard to be there for you. If it's not so easy, they are open and they are there for you. Please be patient and kind to the staff who are working hard to be there for you. Please be patient and kind to the staff who are working hard to be there for you.

### Covid-19 vaccination during pregnancy

You may find the following information useful if you are pregnant, trying to conceive or are breastfeeding, and have questions about the Covid-19 vaccine:

- [A video by Dr Nikki Kanani](#), a GP and medical director of primary care for NHS England.
- A guide to Covid-19 vaccination: information on pregnancy and breastfeeding in [English](#), [Arabic](#), [Gujarati](#), [Polish](#), and [Urdu](#).
- A range of [information for pregnant women about Covid-19 vaccination](#) by the Royal College of Obstetricians and Gynaecologists.

Pregnant women who have questions about the Covid-19 vaccination can also ask a midwife at the [drop-in maternity clinics](#) at Bolton Council of Mosques, Vicarage Street, Bolton, BL3 5SE. They take place every Monday from 9am-12pm.

### Lean more about Kooth

Professionals working with 18-25 year olds can find out more about the online mental wellbeing support for children and young people in Bolton provided by Kooth. Join a free webinar from 1pm to 2pm on Tuesday, December 14 – [click here to register](#).

Kooth works directly with schools to promote its services and wants to make sure that those beyond school age have the same level of knowledge about the service.

### Celebrating the work of local charities

Bolton CVS (Community and Voluntary Services) will be celebrating the work of local charity, voluntary, community and social enterprise organisations on Friday, December 17.

The online event takes place from 10am to 11am. [Find out more and register to take part](#).

### Have your say on domestic abuse support proposals

Bolton Council has produced a draft strategy for Domestic Abuse Support in Safe Accommodation and wants your feedback.

Proposals include:

- Ensuring professional support for victims to access safe accommodation
- Supporting children and young people and recognising them as victims in their own right
- Access to support services in safe accommodation
- Recognising multiple needs in safe accommodation
- Working more closely with other agencies to provide joined-up support.

[Click here for more information and to complete the survey.](#)

If you no longer wish to receive this email then please email [bolccg.communications@nhs.net](mailto:bolccg.communications@nhs.net) and we will remove you from our distribution list.

We will endeavour to keep you updated but as the situation is changing rapidly, you should check the national coronavirus guidance regularly.

The information in this is update correct at the time of issue. It is gathered from a number of sources including Bolton Council, CVS and Healthwatch.

