

The Glenfield Surgery

Patient Participation Group



Newsletter June 2017

Welcome to the June 2017 edition of the PPG Newsletter.

Practice news

Staff starters/leavers

Two new apprentices started 12th June for 12 months:

Rai Hansrani and Zaheer Dadu

Gita Rav, part-time receptionist, left the practice on 23rd June. The position is to be advertised so if anyone is interested, or knows someone who may be, then the details are below.

**THE GLENFIELD SURGERY
requires a
PART-TIME RECEPTIONIST
FOR APPROXIMATELY 25 HOURS PER WEEK
1PM – 6PM MONDAY TO FRIDAY**

We are currently looking for an enthusiastic and hardworking person to join our extensive team. The ideal candidate should be able to demonstrate excellent customer service skills as well as being friendly, caring and flexible. Duties will include: scanning, telephone call handling and covering the Reception desk.

Previous experience of working within a GP practice with knowledge of clinical systems would be preferred however, not essential as full training will be given.

We are a large, highly achieving practice with a growing practice population. The practice is strongly committed to the delivery of high quality patient care.

For more information please **contact Diane Alonzo (0116 2333600)** or send in a covering letter/ CV to:
diane.alonzo@gp-c82056.nhs.uk

Mary Williams – Advanced Nurse Practitioner

Mary will be joining the practice on 3rd July 2017. She will be available 5 days a week Monday – Friday working a morning and afternoon session each day. Mary will see all urgent on the day patients supported by the on call doctor.

- Mary has 20 years experience
- Has seen and treated patients of all ages
- Is minor illnesses and injury trained
- Can issue prescriptions

We wish Mary every success in her role with us.

Hand gel dispensers

Additional hand gel dispensers have been provided around the surgery

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New staff uniforms

The new staff uniforms have arrived and are being worn by the reception and back office ladies. And they look lovely.

PPG News

19th – 24th June was National PPG Awareness week. The PPG was at the surgery on Wednesday and Thursday morning to raise awareness of the group with patients and to see if we could recruit new members. Potential interest was received from 10 patients to join either the PPG or the PRG (Patient Reference Group). The display, in the ground floor waiting room, was 'manned' by Angela Appadoo and Mina Rodgers. Thank you for your efforts ladies and for putting the display together. As well as displaying information about the PPG and offering a selection of fresh fruit, drinks and sugar free biscuits. We were also encouraging patients' (males over 65) to self-refer themselves for a scan to assess the risk of Abdominal Aortic Aneurysm.

Contact details for the service were given to a number of patients. Males over 65 are particularly at risk from this condition. If you are in this category and have not previously been screened, then you can self-refer by telephoning [0116 2586820](tel:01162586820).



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USEFUL CONTACT DETAILS

Glenfield Surgery	tel: 0116 2333600	Website: www.theglenfieldsurgery.co.uk
Out of Hours GP service	tel: 111	
NHS111 Advice 24/7	tel: 111	
Glenfield Pharmacy	tel: 01162876167	Website: www.glenfieldpharmacy.co.uk
Morningside Pharmacy	tel: 0116 2332713	Website: glenfield@morningsidepharmacy.co.uk
Patient Participation Group		email: glenfieldsurgeryppg@outlook.com

If you wish to receive this newsletter by email each month, then either complete a form in the surgery and leave in the PPG suggestions box in the ground floor waiting room or email your request to glenfieldsurgeryppg@outlook.com