

The Glenfield Surgery

Patient Participation Group



Newsletter July 2017

Welcome to the July 2017 edition of the PPG Newsletter.

Practice news

Staff starters/leavers

Dr Whala left the Practice on 14 July to take up a partnership in a Practice in Oadby. On 7 August Dr Bhamra will be joining the Practice working 8 sessions per week, Monday through Thursday. Dr Bhamra is a salaried doctor.

Advanced Nurse Practitioners (ANP)

Mary Williams is to reduce her hours and will work at the surgery on Tuesdays and Wednesdays.

Shingi Mutizhe will join the Practice on 24 July and work Mondays, Thursdays and Fridays each week.

Valerie Derave is to undergo additional training to enhance her skill base so she can operate as an Advanced Nurse Practitioner.

All patients who make 'on the day' emergency appointments will first be seen face to face by an ANP for assessment. They will then be directed to the appropriate clinician for further diagnosis and treatment. The exception to this will be children under 12 who will be seen by a doctor. The reason for this is that some patients make appointments with the doctor for a problem that can be treated by another clinician. An example is patients requesting to see a doctor to have a wound dressed. The doctor will refer the patients to a nurse.

Continuity of Care

The Practice is working very hard to provide 'Continuity of Care'. What does this mean? When you see a doctor about a particular problem, if follow up sessions are required either at the surgery or over the telephone, then the practice will do its utmost to ensure that you have future appointments with the doctor who originally treated you. This is to ensure better management of your problem.

Blood tests

As well as having open access blood test clinics on Wednesday and Thursday mornings, if your GP wants you to have a blood test, the surgery will do these at the same time to save you having to return to the surgery.

Care Quality Commission (CQC) Inspection

On 13 July 2017 three inspectors and an observer visited the Practice to carry out a formal inspection. The visit lasted from 8:30am until 4pm. Dr Chotai gave a brief presentation to the inspectors covering some of the basic facts and figures, an overview of the services provided at Glenfield and other background information. The inspectors split themselves, with one concentrating on the GPs and their procedures, one looking at the nursing staff and one looking at back office administration and the PPG. A number of the staff were interviewed during the course of the day. At the end of the day, the Inspectors gave feedback to the Partners, Managers and the PPG. They were satisfied that all the points raised at our previous inspection in May 2016 have been addressed. Overall they were impressed with the way the Practice operated and with the procedures that are in place, but did raise a few points that the Practice will need to address. They were very impressed with the openness and courtesy that had been extended to them throughout the day by the staff they had met. What next? A draft report from the inspectors should be with the Practice by 21 July, the Practice then has 10 days to respond to that and then shortly afterwards the formal report will be issued. We look forward to receiving it.

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PPG News

In the course of the past 2 weeks we have been able to recruit 2 new members one to the PPG and one to the reference group. We still need more members but this is a step in the right direction. If you would like to find out more about the PPG or the reference group then please email the group at glenfieldsurgeryppg@outlook.com

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