

# The Glenfield Surgery

## Patient Participation Group



### Welcome to the January 2018 edition of the PPG Newsletter

#### Practice news

Photo board has been put up in reception to hold staff photos, just need to size the photos to fit in.

Week commencing 22 January we have been commissioned to provide additional access to primary care through additional **URGENT on the day bookable appointments** for eight weeks over the remainder of the 2017/2018 winter period.

We have been asked to provide an extra five hours a week (combination of GP/nurse appointments). These extra appointments will be spread across the week for the eight weeks and will be advertised on the waiting room tv monitors and websites.

**Extended Scope Physiotherapy services** – Richard Woods will be joining the Practice in April working 4 mornings each week. He will see patients for 10 minute appointments and as well as bringing considerable expertise to the Practice will free up valuable GP resource.

The Mental Health Nurse who started with us on the 9<sup>th</sup> January has resigned. A replacement is being sought.

#### Staff profile – Jo Marlow

Jo was born in Leicester and left school at 16 after taking her 'O' levels. Jo wanted to go into nursing as a career but could not start training to be a State Enrolled Nurse (SEN) until she was 18, so she spent 2 years working at an insurance broker.

Her 2 years SEN training took place at the LRI and the General hospitals with a placement at Groby Road hospital for infectious diseases. Following the successful completion of her SEN training, Jo did a 6 month conversion course to become a State Registered Nurse (SRN). Following the completion of her conversion course at Glenfield hospital, Jo began working fulltime at Glenfield hospital on the medical and surgical wards.

Jo worked at Glenfield until 2001 during which time she got married and had a daughter and a son. Around 2000 the NHS introduced 12 hour shift working for nursing staff and this did not fit well for Jo with 2 young children so she moved from the hospital and joined the Glenfield surgery. She underwent further training to be a practice nurse.

The main difference that Jo found between being a hospital nurse and a nurse at a GP practice was that in a hospital, working on a ward, there are always other nurses around and for most of the time doctors available. In a GP practice appointments with nurses and doctors are usually on a one to one basis so the practitioner makes more decisions on their own.

Jo was at Glenfield for 12 years and during that time gained a Diabetic Diploma and then worked closely with Dr Salt in the care of the practice's diabetic patients which took up the majority of her working hours. Jo decided to move on to widen her experience and took a position at the Mountsorrel surgery where she received training in asthma care, wound management, INR, travel vaccinations, contraception and smear testing.

Some 18 months ago Jo moved back to Glenfield where the nursing role had become more varied. Jo, herself a type 1 diabetic, runs the diabetic clinics (Dr Bhamra is now the diabetic lead at the practice), the asthma clinic, travel vaccinations, HRT, injections, smear tests, baby clinics and wound dressing. Jo is at the surgery on Mondays and Wednesdays all day and on Thursdays until 2pm. One of the main positives for Jo is the good staff support.

Away from work, Jo has 2 dogs and a horse to look after. The horse, along with others owned by her nieces, takes a significant amount of her free time but is a complete change from the demands of her varied role as a nurse at the Glenfield surgery.

# The Glenfield Surgery

## Patient Participation Group



### Flu vaccination programme

The annual flu vaccination programme has now been completed. The details are presented below.

Total number of patients who have had a flu vaccination this season	3520
Total number of patients under the age of 18 vaccinated	208

	Number Invited	% uptake
Patients aged 65 years or above	3388	73%
Patients in risk groups	986	77%
From above group, pregnant women specifically	65	110%
Children aged 2/3/4 years	267	59%

### Photography

The Practice is planning to introduce a photography system so that patients with certain types of visible markings, for example, potential skin cancers, can have them photographed and sent to the UHL for further investigation. There are obviously issues with consent, privacy and confidentiality that have to be worked through but the benefits from doing this are considerable.

It was agreed that a high-resolution webcam would be purchased to trial for photography and if this was successful, more webcams would be purchased and a consent form designed.

### PPG News

A member of the PPG has resigned this month leaving us with just 5 members in the Group. So if there are any people out there who would like to join the group or find out more details then please email some contact details to the PPG email account at [glenfieldsurgeryppg@outlook.com](mailto:glenfieldsurgeryppg@outlook.com) The only restrictions on becoming a member are that you must be a patient or the carer of a patient at the Glenfield surgery and be aged 18 or over.

#### USEFUL CONTACT DETAILS

<b>Glenfield Surgery</b>	tel: 0116 2333600	Website: <a href="http://www.theglenfieldsurgery.co.uk">www.theglenfieldsurgery.co.uk</a>
<b>Out of Hours GP service</b>	tel: 111	
<b>NHS111 Advice 24/7</b>	tel: 111	
<b>Glenfield Pharmacy</b>	tel: 01162876167	Website: <a href="http://www.glenfieldpharmacy.co.uk">www.glenfieldpharmacy.co.uk</a>
<b>Morningside Pharmacy</b>	tel: 0116 2332713	Website: <a href="mailto:glenfield@morningsidepharmacy.co.uk">glenfield@morningsidepharmacy.co.uk</a>
<b>Patient Participation Group</b>		email: <a href="mailto:glenfieldsurgeryppg@outlook.com">glenfieldsurgeryppg@outlook.com</a>
<b>Spinal Health Clinics (private Osteopathy service)</b>	tel: 07956 231587	

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](mailto:glenfieldsurgeryppg@outlook.com)

The Glenfield Surgery  
Patient Participation Group

