

The Glenfield Surgery

Patient Participation Group



Welcome to the March 2018 edition of the PPG Newsletter

Practice news

A Medical Correspondence Clerk has been recruited who will join the Practice on 12th March. The duties include ensuring that all patient correspondence received from the hospitals and other sources is correctly coded and loaded onto the patient's records.

Richard Woods, the Extended Scope Physiotherapist, will be taking up his role in May.

A Mental Health Nurse has been interviewed. She will be coming into the surgery on 23rd March to discuss the role further. It is anticipated that GPs will refer patients to her as well as the reception staff picking up information and directing patients to her when they phone in to book appointments.

Dr Rizvi will be attending the surgery on the 3rd Friday of each month to carry out minor surgery. In general terms this involves the removal of lumps and bumps, such as cysts, and the giving of steroid injections.

The Practice is recruiting 2 more apprentices. Interviews will be carried out this month.

Dr Creana Charadva, ST1, will join the Practice on 4th April for 4 months.

Dr Al-Taei, ST3, left at the end of February.

Riz Ismael, Office Supervisor, got married a few weeks ago.

Surgery Improvements

Funding has been obtained for the acquisition of new equipment, changes and refurbishment to some areas of the building and for new furniture. At present tenders are being sought for various items and building works. As these are obtained and agreed the items will be acquired.

The list below will give some idea of what is planned:

- Reconfiguration of reception to allow for additional desk spaces for increased administration staff.
- Electronic doors for buildings A & B allowing DDA (Disability Discrimination Act) accessibility into the practice.
- Examination room fitted out and refurbished to aid patient treatment.
- Plans have been submitted to the council to refurbish the staff room to include installation of training room equipment and reconfiguration of the stairs. The staff room is in the attic of the main building.
- Number calling machine for phlebotomy clinic freeing up reception.
- Outside lighting allowing later opening and patient safety.
- Update waiting room seating allowing for seats with arm rests.

There are a number of other items that have been approved. We will keep you posted on them as and when they are acquired and brought into use.

Staff profile – Deb Bradley

Debs was born in Leicester and attended Brockington College in Enderby before moving to Lutterworth Grammar School at the age of 13. Here she completed her GCSEs and then a 1 year Secretarial/Receptionist Diploma course at Charles Keene College.

Following this, Debs took up a position carrying out reception and switchboard duties at MK Refrigeration in Wigston. She worked here for 4 years but the firm was taken over by a Birmingham company, and staff were

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being made redundant, so Debs decided to move on. She obtained a position at the Glenfield Surgery and 26 years later she is still here.

Debs first 7 years at the surgery were spent as a Receptionist, quite a different job than it is today. Patients were ticked off a list at the reception desk and when the doctor buzzed through for the next patient, Debs called their name out. The Receptionist position is a completely different job today with so many more things for the Receptionist to consider. Debs really enjoyed her time in the reception role, but when the Medical Secretary left the practice, Debs was asked if she would take up the role. For the next 17 years Debs held this position. Due to increasing workload the Practice employed an additional part time Medical Secretary in 2008. In 2015, the Operations Manager left the practice and Debs was asked to assume most of this role.

Debs role as Operations Officer is broad and varied. She is responsible for risk assessments including Health and Safety, Fire Safety, PAT testing (testing the safety of electrical equipment), equipment calibration, ensuring GPs registrations are up to date, building maintenance, training for practice staff and PA to the partners. In fact if it's non-medical see Debs. She enjoys being kept busy and finds the staff very good to work with. Debs likes being involved in staff development but probably finds building maintenance the biggest chore. When in the middle of something interesting, someone coming into her office to tell her a sink or toilet is blocked goes down like a lead balloon.

Her proudest achievement at the surgery was helping to get the Care Quality Commission rating raised from 'Requires Improvement' to 'Good' in 2017. A tremendous amount of work was put in to achieve this.

On the home front Debs has her parents in the back garden, after building an annexe out there for them. Her eldest son is training to be a Chef and receives his first formal qualification in the next few weeks and her youngest son will be taking his GCSEs later this year.

So Debs is a very busy lady, has years of experience at the Glenfield Surgery and if it's non-medical, plays an invaluable role in keeping the place running.

PPG news

Unfortunately, in the last few weeks, we have had another member of the PPG resign. This leaves us with just 4 members in the main group and we are in need of a few more members. So if you are able to help or would like more information, then drop some contact details through to the PPG mailbox at glenfieldsurgeryppg@outlook.com or leave details in the PPG Suggestion Box in the ground floor waiting room.

In the last 2 weeks additional chairs, 2 in each waiting room, have been acquired. These chairs have arms and the seat is a little bit higher off the ground than the standard waiting room chairs. They are easier to use by patients who have difficulty getting into and out of chairs. The chairs are available for all patients to use but if you are asked to give the chair up to a less able patient then please do so, thank you. The request for these chairs was first raised on a patient survey form and the PPG asked the practice to supply them. Took a while but we got them. Thanks Practice.

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

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