

The Glenfield Surgery

Patient Participation Group



Welcome to the April 2018 edition of the PPG Newsletter

Practice news

Richard Woods, the Extended Scope Physiotherapist, will be taking up his role on May 8th.

Verity Swan, a Mental Health Nurse has joined the Practice.

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.

Staff profile – Diane Alonzo (Patient Services Manager)

Diane was born in Leicester and attended Longsdale College in Birstall. On leaving school at 16, Diane joined Severn Trent water on a Youth Training Scheme (YTS) and began working in the Bill Payment department. After 2 years, she progressed to the Recovery and Collections department for a further 2 years before joining the Personnel department. Diane worked in Personnel for 11 years during which time she obtained a Certificate in Personnel Practice (CPP) from Loughborough College. After 15 years at Severn Trent, Diane was made redundant when ST centralized their operations in Birmingham.

Diane quickly gained a receptionist position with BUPA in Oadby, later became the Supervisor before moving to Customer Services/Marketing. As well as her customer services role, Diane also organised open evening events aimed at selling services provided by BUPA. During her time there, BUPA underwent a rebranding exercise and is now known as The Spire Hospital. One of her fondest memories was being able to watch a heart bypass performed at the hospital, when the hospital use to have a lot of Cypriot Patients fly over for treatment. Another 15 years into a job and Diane was again made redundant.

Following this, Diane joined a private GP practice in Oadby as the Office Manager. After 4 years here, although Diane enjoyed her time at the small practice she felt she was capable of a lot more and finding the travelling from Glenfield to Oadby time consuming. When a position was advertised at the Glenfield Surgery, Diane applied for it. The vacancy arose as the former Patient Services manager retired after 43 years. Diane was successful in obtaining the position and with only had a 9 day handover period in October 2014, before she was 'thrown in at the deep end'.

Life at Glenfield is fast paced and offers a huge diversity in work; no two days are the same. Diane enjoys being 'hands on' and feels she is part of a great team. She gets a lot of personal satisfaction from seeing other team members develop. The Practice has 450 routine appointments weekly, 80 on the day appointments and our 2 Advanced Nurse Practitioners each see 36 patients when on duty. The Practice has changed considerably over the 3 years and 6 months since Diane has joined and the partners are continually looking at ways to improve the services and internal effectiveness.

Diane is responsible for all aspects of patient related care and for the reception staff. She is the first point of contact for patients who have any concerns regarding their treatment or the surgery.

A big part of Diane's role is to continually ensure the surgery has sufficient appointments to meet demand by ensuring there is sufficient clinical capacity throughout the year and during holiday periods, making sure we always have an on call duty doctor and urgent on the day appointments, although this can be very challenging at times it!!

Diane also updates the NHS Choices website, the Glenfield Surgery website and replies to all comments left by patients.

Diane has a daughter studying for her 'A' levels with the longer term aim of becoming a midwife. Outside work, Diane looks after Ernie – her Jack Russell who keeps her laughing & active!!

Training room extension

Plans to extend the staff room in the surgery attic, were submitted to the Council on 9th March. Consent is expected to take 8 – 12 weeks. The plan is to extend the room to the rear of the building and to add dormer windows into the attic and to create a purpose built training facility. Subject to planning, the Practice expects the work to be completed by autumn.

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PPG news

Week commencing 4th June is PPG Awareness week. Your PPG only has 4 members and would like to recruit several more patients who have the desire to help 'up the ante' for the patients at the Glenfield Surgery. The GPs have kindly offered to handout information to patients who they feel would bring something extra to the PPG.

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