

# The Glenfield Surgery

## Patient Participation Group



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

#### Practice news

##### Staffing

Dr A Mulla and Valerie Derave, Acute Specialist Nurse, both left the Practice on 31st August.

Debbie Ngwenya, Mental Health Facilitator, joined the practice on 26<sup>th</sup> September. We wish Debbie every success with us.

Apprentices – Sajni Kathorian started with us on 17<sup>th</sup> September.

##### Flu Campaign

Some 4000 letters have been sent out to 'at risk' patients inviting them to have the vaccination. Clinics are already being booked and will start week commencing 24<sup>th</sup> September. If you have not received a letter and feel that you are in an 'at risk' group, then please contact the surgery. You are strongly advised to have the vaccination.

##### Healing Little Hearts (HLH) charity

The raffle for the hamper – tickets are still available from the reception staff.

##### New Telephone System

A new telephone system will be installed on 10<sup>th</sup>, 11<sup>th</sup> and 12<sup>th</sup> October. During this period of installation and staff training there could be some downtime and disruption as the switch is made from the old system to the new system. We apologise in advance if you suffer any inconvenience and trust that you will benefit from the new system in the future. The new system will allow for more incoming lines which should make it easier for patients to get through. The system has comprehensive reporting facilities so the practice will be able to report on the number of calls, how long they take to be answered etc.

##### AskmyGP

The new AskmyGP system went live on 28<sup>th</sup> August.

A numbers of issues have been raised by the GPs and registrars and these will be discussed with the supplier when he is next on site.

Due to the issues with the system, the partners decided to suspend the system on 21st September.

##### Building Works

A meeting was held with the architect recently and due to various issues, the Architect has been asked to review the plans/tenders to see what he can come up with. The PPG plan to discuss this with the practice to see if they can help in any way with a solution so that we can get some of the proposed work started.

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### PPG news

Due to the implementation of AskmyGP on 28<sup>th</sup> August, the last PPG meeting was cancelled. The next meeting will be held on 11<sup>th</sup> October. If any patients would like any item to be raised at that meeting then please forward details to the PPG at [glenfieldsurgeryppg@outlook.com](mailto:glenfieldsurgeryppg@outlook.com)

In the last month we have recruited one new member to the PPG and two to the Patient Reference Group. If any patient would like to know more about the PPG or would be interested in being a member of our group or the Reference Group then please leave contact details in the suggestions box or contact us at our email address [glenfieldsurgeryppg@outlook.com](mailto:glenfieldsurgeryppg@outlook.com)

#### 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: <b>07956 231587</b>	

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)