

# The Glenfield Surgery

## Patient Participation Group



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

#### **Practice news**

##### **Staffing**

The practice are hoping to have a Mental Health Facilitator join in November.

##### **Flu Campaign**

Supplies of the 'super flu vaccine' being administered to the over 65s is in short supply and the practice has suffered some interruption to the vaccination programme. It has caused inconvenience to some patients. The practice tried to contact patients by text or phone but was unable to do so in all cases, so some patients didn't find out until they arrived at the surgery for their appointment. All patients affected have been given new dates.

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

The raffle for the hamper is to be drawn in October. An update on the fund raising so far will appear in next month's newsletter.

##### **New Telephone System**

The new telephone system was due to be installed in October. However, following discussion with BT there is a possibility that the surgery could be without a system for upto 3 hours. It has been decided, therefore, to put the installation back to 13<sup>th</sup>, 14<sup>th</sup>, 15<sup>th</sup> November during which time the surgery will be closed for 3 hours for mandatory staff training. 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**

As reported in the last newsletter, the AskmyGP system was suspended on 21<sup>st</sup> September due to 'overwhelming demand'. The idea behind AskmyGP was to allow patients to report their problem online with the surgery allocating the issue to the most appropriate clinician to respond. This usually involved the clinician telephoning the patient for a consultation. The demand for the system has been so great that some clinicians have had difficulty in completing their booked surgery consultations. Hence the decision to suspend the use of the system. At present there is no plan to re-introduce AskmyGP.

##### **Building Works**

The quotations for the automatic doors to the surgery and building B have been very costly so it has been decided to install automatic doors to the 2 outer doors and to install an air curtain at the inner foyer door. This will allow the inner foyer door to be left open during surgery hours and the air curtain will keep most of the warm air inside the surgery waiting room. It has been suggested that this work may be completed before Christmas.

The conversion of the attic in the surgery into a training room is unlikely to commence this year.

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Some items have been purchased over the past 6 months to improve facilities at the surgery, such as:

- Chairs in the upstairs and downstairs waiting rooms with arms and a higher seat.
- Wall fixed alcohol hand wash dispensers.
- Outside lighting improving the safety of patients on darker evenings.
- Wheelchair allowing patient accessibility.
- Dictation software allowing better administration and workload.
- Surveillance camera upgrade for front and rear car park areas.
- Scanner allowing for scanning of patient documents.
- Commercial soap dispensers for all consulting rooms.
- Defibrillator for patient treatment.
- New couches for the consulting rooms.

### PPG news

Groby allotments would like to make all patients aware that they have recently completed work to install additional raised beds at the allotments and to improve the hard surfaces making them suitable for wheelchair users and patients with mobility problems. The practice have been asked to pass this information on to patients who they feel might benefit.

If you are interested in having an allotment, then in the first instance contact [grobyallotments@yahoo.com](mailto:grobyallotments@yahoo.com) to add your name to the waiting list.

#### 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)

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