

# The Glenfield Surgery Patient Participation Group



## *Welcome to the December 2018 edition of the PPG Newsletter*

The PPG would like to take this opportunity to wish all patients and staff a very Merry Christmas and a Happy and Healthy New Year.

### **Opening hours over the festive season**

On 24<sup>th</sup> December the surgery will close at 4pm and re-open at 8:30am on 27<sup>th</sup> December. For New Year the surgery will close at 4pm on 31<sup>st</sup> December and re-open at 8:30am on 2<sup>nd</sup> January 2019. If patients telephone the surgery after 4pm they will automatically be directed to the 'Out of Hours Service'.



### **Practice news**

#### **Staffing**

Chris Richardson, Mental Health Facilitator, joined the practice on 15<sup>th</sup> November 2018 having previously worked for the CRISIS team in Leicester. He will be working Tuesday and Thursday AM. Chris will see patients with symptoms such as depression, anxiety, mood disorders, bipolar and psychosis. Patients can book directly to see Chris through Reception and do not need to see a doctor first although, it is important to note that Chris is not a counselling service but a triage service and will direct patients to the most appropriate organisation. Chris is not able to see patients who are already outpatients i.e. already under the Community Mental Health Services or patients under the age of 18. Chris is not able to prescribe at present but hopes to become a prescriber within the next 12 months.

# The Glenfield Surgery

## Patient Participation Group



### New Telephone System

The new phone system was installed w/c 12<sup>th</sup> Nov allowing for more incoming/outgoing lines. There are a few teething problems however, these will not affect patients calling the surgery.

Dr Jordan & Dr Jaidka, GP Registrars have passed their final mandatory exams. Many congratulations.

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

The raffle for the hamper was won by the holder of Pink ticket 315. The holders of tickets Blue 119, Blue 368, Blue 472, White 55, White 368 and Pink 342 each won a bottle of wine. If you hold a winning ticket and have not yet claimed your prize then please contact reception. The raffle for the hamper raised £200 and takes the total raised for the HLH Charity to just under £1000.

Another raffle will be held for Christmas. Keep your eyes open for ticket sales at Reception.



### **Building Works**

The installation of the automatic doors to the surgery and Building B will take place in January 2019.

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.

A number of the seats in the waiting rooms need to be re-upholstered. This is planned to be done in December 2018.

# The Glenfield Surgery

## Patient Participation Group



### Urgent Care Centre

The local Clinical Commissioning Group (CCG) plan to open an Urgent Care Centre (UCC) in April 2019. The new UCC will be either at Enderby Leisure Centre or Glenfield Surgery. The new centre will see services provided for patients at times when GP practices are closed – on weekday evenings from 6:30pm to 9pm and at weekends and on bank holidays from 9am to 7pm. A decision is expected in December 2018.

### PPG news

#### Patient Surveys

We are conscious that we have not held a patient survey for more than 12 months and are working on this now. We are hoping to have the survey in the usual paper format for patients to complete at the surgery and also to have the survey available for completion online. If all goes well we will issue the survey in January 2019.

#### 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)

