

The Glenfield Surgery

Patient Participation Group



Newsletter March 2017

Welcome to the March 2017 edition of the PPG Newsletter.

Practice news

New lights have been fitted at the back of the surgery. New uniforms and headsets are to be ordered for staff members.

One of the apprentices left and we are in the process of interviewing other candidates.

Registrars Dr P Jordan & Dr S Bari will be leaving us on the 4th April. Dr Jordan will return for 12 months in December.

We have a new registrar starting on the 5th April – Dr A Jaidka (female)

New locum, Dr Hali, will be starting on 10th April on an ad hoc basis.

PPG news

During February and in the first week of March, the PPG has been carrying out the Annual Patient Experience Survey. My thanks go to the PPG members who have helped in this exercise but also to the many patients who have completed the survey voluntarily, it has been most encouraging. The results are being analysed and will be published in the surgery and on the website, www.theglenfieldsurgery.co.uk in the first 2 weeks of April. You will find the survey on the website on the home screen. On the right handside under 'Have your say' click on 'Patient Participation Group' and you will find previous surveys, minutes from meetings and newsletters.

FIRST CONTACT PLUS

First Contact Plus is an online tool which helps adults in Leicestershire find information about a range of services all in one place. The service is available to people aged 16 and over.

The initiative allows residents who require help with one or a number of issues to access a catalogue of information, advice, help and support.

Information and resources on housing, health, living independently, money advice, work, security and other topics that assist the county's residents can be found on this site.

First Contact Plus is delivered by Leicestershire County Council in partnership with GPs, the police, health organisations, voluntary groups and social care departments, district & borough councils who are helping adults across the county by working together to make access to services much easier.

Help and assistance can be provided in the following areas:

- Health and wellbeing
- Falls
- Feeling safe
- Living independently
- Money, debt and benefits
- Work learning and volunteering
- Families and relationships
- Your home

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Access to the service is via the website www.firstcontactplus.org.uk

The service is provided by a number of different partners each specialising in and offering unique services.

If you access the website www.firstcontactplus.org.uk and think that it could be of use to you, then complete the short self referral form and submit it to First Contact Plus. They will pick up the details within 2 working days and either contact you to discuss your requirements further or pass your request to an appropriate partner who will be in contact with you within 7 working days to offer their assistance.

We appreciate that not all patients have access to a computer so you may pick up this information from the PPG monthly newsletter. First Contact Plus will be visiting the surgery soon to drop off leaflets about the service. Please take the time to look at the website and leaflets, there may well be something of use there for you.

Local Pharmacy Services

The NHS Choices website, www.nhs.uk, provides a wealth of information about NHS services, location of local GPs, Pharmacies and Dentists as well as information on the treatment of medical conditions.

Our 2 local pharmacies are Glenfield Pharmacy, 111 Station Rd, tel: 0116 2876167 www.glenfieldpharmacy.co.uk and Morningside Pharmacy, 64 Station Rd, tel: 0116 2332713 glenfield@morningsidepharmacy.co.uk To see their services on offer and view medical advice please visit their websites.

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

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 would like to receive the monthly newsletter by email then please send your email details to glenfieldsurgeryppg@outlook.com

If you would like to join the Patient Group or become a member of our Reference Group then please email your contact details to glenfieldsurgeryppg@outlook.com