

The Glenfield Surgery Patient Participation Group



Welcome to the August edition of the Glenfield Surgery PPG newsletter.

We aim to keep you up to date with changes taking place in the NHS that affect our patients, to advise you of new services being considered and to generally improve communication.

As well as this newsletter, information regarding the surgery can be found on the waiting room notice boards, the surgery website, www.theglenfieldsurgery.co.uk and the screen in the ground floor waiting room.

The PPG is there to help improve existing services and to seek patients views on new services they would like to see introduced. New service suggestions will be considered and if felt relevant by the patient group taken forward for discussion with the Practice. Where necessary, the PPG will assist the Practice with the implementation of new services. **There are suggestion forms by the PPG notice boards in both waiting rooms and a suggestion box by the downstairs notice board.** Alternatively you can email the PPG at glenfieldsurgeryppg@outlook.com with your ideas and comments.

Summary Care Records and why do we need them

The Glenfield Surgery went live with Summary Care Records in January 2015. There is a new Central NHS Computer System called the Summary Care Record (SCR). It is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had.

Storing information in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed. This information could make a difference to how a doctor decides to care for you, for example which medicines they choose to prescribe for you.

Who can see it? Only healthcare staff involved in your care can see your Summary Care Record.

Do I have to have one? No, it is not compulsory. If you choose to opt out of the scheme, then you will need to complete a form and bring it along to the surgery. You can obtain an opt out form from Reception or print one off from the surgery website.

For More Information - visit the [NHS Care records website](http://www.nhs.uk)

Patient Experience Survey (PES)

The Patient Experience Survey was completed by a number of patients during December 2014 and January 2015. The results were analysed by the PPG and an actions list prepared for agreement with the Practice in March.

The completed survey can be viewed on the Practice website www.theglenfieldsurgery.co.uk on the home page under survey reports (see right hand side of screen). Paper copies are also on the PPG notice boards in the waiting rooms.

Minor Injury Service

From April this year, the Minor Injury Service has been extended in Leicestershire and Rutland. A large display board is sited in the ground floor waiting room at the surgery explaining where the Minor Injury clinics are together with their opening hours. The Practice does carry out some of the minor injury services, the reception staff can clarify what these are.

Electronic Prescription Service (EPS)

The Practice implemented this new service on 3 June 2015.

When the Doctors prescribe medication instead of producing a paper prescription they will be able to send it electronically to a number of local Pharmacies.

If you wish to take advantage of this service then please speak to your Pharmacist.

The EPS system will save time for Reception staff, reduce costs by not printing so many prescriptions and save patients time as they will not have to collect prescriptions from the surgery.

Premises Extension

The Glenfield Practice has nearly 14,000 patients on its list. When the Glenfield Park residential development is complete, the Practice list is likely to be nearer 15,000.

This will obviously increase demands placed on the Practice for appointments, doctors, consulting rooms and services. You will be aware that alongside the Surgery to the right hand side there is a detached house. This house was used by a District Nursing team as a base. The District Nurses moved out some time back and the Practice acquired the house. The plan is to convert the house into offices, thus allowing three extra consulting rooms to be provided in the main surgery, and to link the two buildings at first floor level.

The Practice has received confirmation, in principle, that funding is in place and hope to progress the work shortly.

Patient Participation Group (PPG)

The Patient Participation Group (PPG), is a group of patients working with the GP Practice to improve the services to patients and to provide the patients' perspective.

The Glenfield PPG has 10 members who meet on a formal basis to discuss services and issues and, as necessary, discuss them with the Practice with a view to improving existing services and to introduce new services.

It is very important that we seek the views of a representative sample from the patient list, so alongside the PPG we have a Virtual PPG. The Virtual PPG is a group of patients who can be contacted for their views and comments by email. Hopefully, the Virtual PPG will enable us to get views from many more patients than the just the 10 on the PPG.

We desperately need to increase the numbers in our Virtual PPG. We need as broad a base as possible by, gender, age and ethnicity. We will contact the Virtual PPG as required for their views and also forward information about changes and developments taking place in the NHS that may well affect our Practice.

So if you feel you could spare a little time to respond to emails and would like to join the Virtual PPG you can send in your details via the Practice website www.theglenfieldsurgery.co.uk (click on Patient Participation Group), or complete a form on either of the PPG notice boards and post it in the Suggestion Box by the ground floor notice board or email your details to glenfieldsurgeryppg@outlook.com

PPG Committee Members

Mick Reeves (Chairman)

Angela Appadoo

Richards Bowers

Andy Cereseto

Patricia Humphreys

Julia Jones

Mina Rodgers

Elke Rohn

Penelope Wilson

Sue Worthington

Patient Online Access

Did you know that you can book appointments, request repeat prescriptions and gain access to a brief summary of your medical records. Please ask reception staff for details.

Practice News

- *There have been recent changes in the members of clinical staff at the surgery.*
- *The Practice would like to welcome Dr Annette Durant, who started as a part-time GP on Monday 1st June.*
- *Dr Ajay Tripathi also joined us on 1st June as a long-term Locum GP.*
- *The Practice was sorry to say goodbye to Dr Punam Sandhu who left on 26th May. We wish her every success in her new venture.*

Practice Opening Times

Monday	8.30am – 6pm	6.30pm – 8.30pm (Booked appointments only)
Tuesday	8.30am – 6pm	
Wednesday	8.30am – 6pm	
Thursday	8.30am – 6pm	(Closed 1.00pm – 1.30pm)
Friday	8.30am – 6pm	

Practice Staff

Doctors

Dr John Cooper (m)	Dr Christiana Duru (f)
Dr Michael Salt (m)	Dr Amna Ahmad (f)
Dr Nainesh Chotai (m)	Dr Annette Durant (f)
Dr Justin Trayner (m)	

Staff Contacts

Operations Manager.....	Mrs Angela Tilley
Patient Services Manager.....	Mrs Diane Alonzo
Finance Manager.....	Mrs Hina Patel
Medical Secretary.....	Deb Bradley
Assistant Secretary.....	Sue Footman

Nurses/HCA/Phlebotomy

Nurses.....	Annie Calcutta, Jackie Jarvis
Healthcare Assistant.....	Becky Liquorish
Phlebotomist.....	Sam Mankoo

Attached Staff

Health Visitor: (0116) 2953200
District Nurse: (0300) 300 1000
Midwife: (0116) 2584834

Practice Nurses, Health Care Assistant & Phlebotomist

These staff are able to provide a number of services including:

- **Immunisations**
- **Blood Pressure Checks**
- **Minor Injuries**
- **Well Person Health Checks**
- **Diabetic Health Checks**
- **Heart Disease Clinics**
- **Asthma Clinics**
- **Smears**
- **Blood tests**

Please check with the receptionist which of these members of staff it is appropriate for you to see.

OTHER SERVICES PROVIDED

- **Smoking Cessation**
- **Contraception**
- **Antenatal and Postnatal Care**
- **Child Health**
- **Health Promotion Services**
- **Cervical smears**
- **Nurse Specialist Clinics**
- **Diabetes/Asthma & Heart Disease Clinics**
- **Travel Health (needs to be booked no later than 6 weeks prior to travel – the surgery cannot be responsible for last minute travel).**

Out-of-Hours Emergency Service

- **In the event of an emergency when the surgery is closed you should telephone NHS on: 111**
- **If you are unsure whether or not you need to see a doctor urgently you can contact NHS DIRECT on 0845 46 47 or www.nhsdirect.nhs.uk**
- **This is a free phone number, which can offer you advice or advise you to see a doctor.**

