

The Glenfield Surgery

Patient Participation Group



Newsletter April 2017

Welcome to the April 2017 edition of the PPG Newsletter.

Practice news

Open Access Blood Clinic

The Open Access Blood Clinic which operates on a Wednesday morning has now been extended. A further clinic is available, for a trial period, on Thursday mornings. Both these clinics are open from 8:30am until 12:15pm. You just need to turn up, tell the receptionist that you have been asked to have a blood test and then wait your turn. If your doctor has asked you to have a blood test then the information will be on the system. If you have been asked to have a blood test by someone else, for example the hospital, then you will need to bring the blood test form that was given to you by them.

New Waiting Room Chairs

The Practice has agreed to purchase additional chairs for the 2 waiting rooms. These will be suitable for patients who have particular problems getting into and out of chairs due to joint problems.

Automatic Doors

The Practice has agreed to the installation of automatic doors at the main entrance the surgery. The 'heavy' doors at the surgery entrance have been an issue for a number of years, so it is welcome news to know that something will be done about the situation. Quotes are being sought for the various options and we will update you as soon as we have further news.

Booking Appointments

Some of you will have heard the recorded message when you telephone for an appointment. The message advises you that you will be asked for a brief reason why you want the appointment. This is so that your appointment can be made with the most appropriate clinician; be that doctor, nurse etc. If you do not wish to give a brief reason for your appointment then you will be offered a telephone consultation only. This change has been made to make more effective use of clinical staff time and avoid situations of patients seeing the doctor when the nurse can competently deal with their problem.

Staff changes

Dr Archana Jaidka, GP Registrar, joined w/c 17th April 2017 for 12 months.

Dr Helal Ali, locum, joined 24th April 2017.

The Practice is advertising for a part-time receptionist, hours 1pm – 6pm.

Two additional apprentices are to be recruited.

PPG news

Annual Survey

The Annual Patient Survey has been drafted and is with the Practice for their comments and observations. We now hope to have it published by mid-May. I apologise for it not being issued by now, no excuses we just haven't got on with it quick enough!

PPG Meetings

We are desperately short of members in the group and would welcome additional members. We have 8 meetings a year, 4 with Practice management in attendance and 4 with the clinical staff, including the Partners, present.

The Glenfield Surgery

Patient Participation Group



Meetings are held in the afternoons. If you feel you could spare sometime, even if you can't commit to every meeting, the please contact the chairman Mick Reeves on 07590 213510 or email glenfieldsurgeryppg@outlook.com Alternatively you may have the time to join our reference group, where you will be sent information about what is going on within the local health groups, information from our national organisation and asked for your views and opinions on various matters from time to time. If interested please email the PPG at the address above..

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.

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 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