

# The Glenfield Surgery Patient Participation Group



**Welcome to the March edition of the Glenfield Surgery PPG newsletter.**

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](http://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](mailto:glenfieldsurgeryppg@outlook.com) with your ideas and comments.

## Online Services

The Practice offers online services to patients, allowing them to make doctors' appointments, request repeat prescriptions and to see their summary care record. If you wish to take advantage of this service, then please ask at reception.

## Telephone Appointments

A few years ago, on average patients visited the GP 3.5 times a year, now it is between 5.5 – 6 times a year. An increase of around 60%. In addition, house building in the Practice catchment area has added considerably more patients to the Practice list. If you feel that your appointment can be handled by a telephone conversation with the doctor instead of a 'face to face appointment', then please let the receptionist know when you make your appointment. The doctor will phone you back on the same day and if necessary will advise you if you need to have a surgery consultation. Experience shows that most telephone appointments successfully resolve the patient's issue and it is a far more effective use of the doctor's time when patient appointment requests are increasing year on year.

## Electronic Prescription Service (EPS)

The EPS has now been up and running for 8 months. When the doctor prescribes your medication instead of producing a paper prescription they are 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.

If you use this service but still find that your prescriptions are being printed, then please let the reception staff know. On transferring patient's medication to the EPS some of the medication has been erroneously flagged as requiring a doctor's signature, so paper copies of the prescriptions are still being printed instead of being sent electronically to your pharmacist.

## Repeat Prescriptions

Patients who have repeat prescriptions are required to give the Practice 48 hours notice to allow sufficient time for the prescription to be raised and authorised by the doctor. An increasing number of patients are requesting repeat prescriptions without giving the required notice. By doing so, they run the risk of a doctor not being available to sign the prescription, or if the doctor considers the medication required by the patient can wait 48 hours, then having to wait for 48 hours. Some patients also need to plan ahead with their medication when going away to ensure they have adequate supplies with them.

## Named Doctors

The Government requires that all patients have a named doctor. Over the past few weeks the Practice has been contacting patients by SMS message or telephone to inform them of their named doctor. This does not mean that patients must book appointments with their named doctor, they can book with the doctor of their choice. This exercise has to be completed by 31st March 2016.

## Patient Experience Survey (PES)

The Patient Experience Survey was carried out by members of the PPG during January of this year. The results are currently being analysed and the results will be published on the Practice website [www.theglenfieldsurgery.co.uk](http://www.theglenfieldsurgery.co.uk) on the home page under survey reports (see right hand side of screen) by the end of March. Paper copies will be made available on the PPG notice boards in the waiting rooms.

## Premises Extension

Building work on the changes to the house alongside the surgery are progressing well. Most of the work carried out has been inside the house so little can be seen although a lot has been done. When completed, the house will have a small reception and waiting area, a number of administrative offices and 2 consulting rooms. Some of the administrative staff will move from the surgery into the house allowing 3 more consulting rooms to be created in the surgery. The final building work will be to link the 2 buildings, at first floor level, with a glass enclosed link. Plans of the work are posted on the walls in the ground floor and first floor waiting rooms. It is expected that the work will be completed during April 2016.

## **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 meets 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.

We are always looking 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](http://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](mailto:glenfieldsurgeryppg@outlook.com)

## **Current PPG Committee Members**

*Mick Reeves (Chair), Angela Appadoo, Andy Cereseto, Patricia Humphreys, Julia Jones, Mina Rodgers, Elke Rohn, Helen Walton, Penelope Wilson*

## **Antibiotics Resistance**

Antibiotics and similar drugs, together called antimicrobial agents, have been used for the last 70 years to treat patients who have infectious diseases. Since the 1940s, these drugs have greatly reduced illness and death from infectious diseases. However, these drugs have been used so widely and for so long that the infectious organisms the antibiotics are designed to kill have adapted to them, making the drugs less effective.

It is estimated that, unless we halt the growing resistance which our bodies are developing to antibiotics, by 2050 10 million deaths per year worldwide will be attributed to antibiotic resistance, which is mainly caused by inappropriate use and overuse. That is 1.8 million more than will be attributed to cancer and an increase of over 14 times the current figure of 700,000 deaths per year.

Between April 2014 and March 2015 almost 700,000 antibiotic prescriptions were issued by GPs in Leicester, Leicestershire and Rutland. Between April and August 2015 this year there have already been almost 250,000 prescriptions with the busy winter period still to come. Antibiotics are important medicines for treating infections caused by bacteria. However, resistance to antibiotics is rapidly increasing, with some countries seeing drug resistance rates more than double in the past five years. Research has shown that over use of antibiotics can leave people susceptible to other infections such as MRSA and Clostridium difficile that are harder to treat.

Resistance is also caused when antibiotics are not taken for the fully prescribed course. Taking only a partial course of antibiotics means that bacteria will be exposed to the antibiotic but are not given a strong enough course to kill them, resulting in the bacteria surviving and replicating. Consequently, future strains may be more likely to mutate and develop resistance. A survey found that a quarter of people who are prescribed antibiotics do not finish the prescribed course. Skipping doses, not taking the doses at correct intervals, saving some for later and sharing antibiotics with others also increase the risk of antibiotic resistance developing.

Antibiotics do not cure viral infections such as colds and flu. Most sore throats, coughs and earaches are also viral and antibiotics will not work in these cases either. Antibiotics could actually make problems worse if they are not needed, causing side effects such as rashes, thrush, stomach pains, diarrhoea and reactions to sunlight, to name but a few. In cases of viral infections, people are being urged to visit their community pharmacist for advice on symptom relief and self-care.

Professor Mayur Lakhani, a GP in Sileby and Chair of NHS West Leicestershire CCG, said: "Antibiotic resistance is one of the biggest health threats facing us today. Unless we start using antibiotics appropriately, routine procedures such as setting broken bones, basic operations and having chemotherapy will become increasingly dangerous. If we look after antibiotics now, and make sure we only use them when we really need to, then they will continue to work". Dr Traynor is reviewing the Practice policy on the prescribing of antibiotics.

## Practice News

*There have been recent changes in the members of staff at the surgery:*

- *Dr A Ahmad commenced maternity leave in October 2015*
- *Dr Israh Al-Taei commenced maternity leave in December 2015*
- *Dr Julia Dover has left the Practice.*
- *Dr A Tripathi (locum) has left the Practice.*
- *Drs Charita Charavda and Yasmin Faizi joined as Registrars*
- *On the staff side Bonnie Auty and George Cardinal-Howard both joined on 5 January 2016 on a 12 month apprenticeship.*
- *New nurses to join the Practice are Maureen Spencer, Mary Carr and Alison Berry.*

## Practice Opening Times

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

*Throughout the year the NHS arrange a number of training half days which Practice staff attend. During these sessions the surgery will be closed between 1pm – 6pm.. Closure times for the next 14 months are:*

Tuesday 8<sup>th</sup> March 2016  
Wednesday 15<sup>th</sup> June 2016  
Tuesday 12<sup>th</sup> July 2016  
Thursday 22<sup>nd</sup> September 2016  
Thursday 6<sup>th</sup> October 2016

Tuesday 29<sup>th</sup> November 2016  
Wednesday 25<sup>th</sup> January 2017  
Wednesday 1<sup>st</sup> March 2017  
Thursday 27<sup>th</sup> April 2017

*In the event of an emergency when the surgery is closed you should telephone NHS on 111.*

## Practice Staff

### Doctors

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

### 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, Maureen Spencer,  
Mary Carr, Alison Berry

**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 – there is not an automatic invitation to this clinic, if you wish to have a check up then please contact reception for an appointment**
- **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](http://www.nhsdirect.nhs.uk)**
- **This is a free phone number, which can offer you advice or advise you to see a doctor.**

