

The Glenfield Surgery

Patient Participation Group



Newsletter June 2016

Welcome to the June edition of the PPG Newsletter. If you wish to receive the 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.

A quick update with what is happening at the surgery. Nurse Annie Calcutta will be retiring at the end of this month and the PPG wish her a long and happy retirement. Jo Marlow, who a number of patients will remember from her previous employment at the practice, joined the nursing staff at the beginning of June and will add her considerable skills to the nursing side. An additional HCA has also been recruited to cover the Monday evening surgery. On the GP front difficulties in recruitment still exist. The general shortage of people wishing to go into General Practice remains and of those that do, a number now wish to work part-time. The practice uses locums to fulfil staffing shortfalls but this is both costly and from a patient perspective, does not always provide continuity of treatment. This shortage is not confined to Glenfield but is experienced in Practices across the country. Angharad Cooke has joined as a secretary to replace Debbie Bradley who will now take up more of the role on the operations side of the Practice.

The 'heavy' front entrance doors have been an issue for some patients for a considerable time. The cost to convert these to automatic doors has been investigated and found to be excessive. If patients wish they can enter the surgery through the Pharmacy next door, which has automatic doors.

The **ECG** machine is now in use in the practice so if your GP thinks you need an ECG it can be carried out at the surgery. If your heart condition is more complex then you may still have to be referred to Glenfield hospital walk in facility for your ECG.

The **Blood Pressure Monitor**, to allow patients to take their own blood pressure, is awaiting resource before it is installed in the waiting room. Hopefully this will be up and running before the end of June.

The refurbishments to the house are at long last nearing completion. The glass walkway between the buildings has now been erected and needs the flooring to be laid and the electrical work to be completed (as at 9th June, it may be done by the time this newsletter is published). Admin staff from the practice have already moved into the house, which will be known as **Glenfield Surgery Building B**. There will be 2 consulting rooms and a small reception area on the ground floor. The Practice is in contacting with a number of service providers to see what additional services could be made available for our patients. More on this as firm commitments are made. The rooms freed up in the surgery will be used as GP consulting rooms.

Additional services. You may not be aware but a **Physiotherapist** visits the practice on a regular basis. If your GP feels that physiotherapy would be beneficial to you as part of your treatment then they may be able to refer you for this service. It should be stressed that this is only available via **GP referral**.

June 6th – June 10th was PPG Awareness week and members of the PPG were at the surgery each day to give patients the opportunity to find out more about what we do. Despite putting plenty of posters and signs up in the surgery and leaving information on each waiting room seat, the response from patients has been very disappointing. We are volunteers trying to improve services for you but we need you to engage with us. We will endeavour to make ourselves more visible to you but it is

YOUR GROUP RUN FOR YOUR BENEFIT.