

# The Glenfield Surgery

## Patient Participation Group



### Newsletter May 2017

Welcome to the May 2017 edition of the PPG Newsletter.

#### **Practice news**

##### **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. The PPG and the Practice are working together to identify the most appropriate chairs.

##### **Booking Appointments**

If you have telephoned the surgery recently, you will have heard the latest recorded message to be given out. This is aimed at making patient appointments with the appropriate clinical resource, trying to free up doctor time for essential face to face appointments and trying to provide continuity of care for patients with ongoing medical conditions. The new message is below:

##### **Welcome To the Glenfield Surgery.**

**To ensure continuity of your care please advise the receptionist if you are currently seeing a doctor about the condition you are calling about today.**

**The receptionist will be asking for a brief reason for your appointment to ensure you are signposted to the correct clinician. We are encouraging the use of telephone appointments.**

**Please note as from the 9th May calls to the surgery regarding blood results, scan results or general enquires will only be taken between 11.00 – 14.00**

##### **Thankyou**

##### **Dr J Trayner**

We understand that listening to recorded messages is not ideal but it is often necessary for the Practice to use this method to communicate changes to the patients. We will be asking the Practice if there is any way that the recorded messages can be bypassed so that if you have to phone in several times in a short space of time, you don't have to listen to the message each time.

##### **Staff changes**

A part-time receptionist, Gita, will join the Practice on 5<sup>th</sup> June. Gita will work Monday to Friday afternoons from 1pm to 6pm.

##### **Staff photographs**

It is proposed to put the names and a photograph of all staff on the waiting room walls to assist patients in becoming better acquainted with the staff.

##### **Uniforms and headsets**

New uniforms have been ordered for the staff ladies and headsets provided for staff to enable them to have both hands free when dealing with telephone calls. The headsets have been well received by the staff.

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### Open Access Physiotherapy Service

In June a new self referral system will be introduced for patients who believe they need physiotherapy treatment. The full details of how the system will work have not yet been released, but the general principles will be that the patient completes a self referral form, goes to our local centre (Glenfield Hospital) speaks to a clinician about their problem and if the clinician agrees waits for a physio session. Full details will be published at the Practice when they become available.

### PPG news

#### Annual Survey

The Annual Patient Survey is now available on the Practice website [www.theglenfieldsurgery.co.uk](http://www.theglenfieldsurgery.co.uk) and on notice boards. The survey was analysed and commented on by the PPG and at the foot of the survey you will find the Practice response.

#### PPG Membership

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. Meetings are held in the afternoons. If you feel you could spare sometime, even if you can't commit to every meeting, then please contact the chairman Mick Reeves on 07590 213510 or email [glenfieldsurgeryppg@outlook.com](mailto: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](http://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](http://www.glenfieldpharmacy.co.uk) and Morningside Pharmacy, 64 Station Rd, tel: 0116 2332713 [glenfield@morningsidepharmacy.co.uk](mailto:glenfield@morningsidepharmacy.co.uk). To see their services on offer and view medical advice please visit their websites.

### USEFUL CONTACT DETAILS

<b>Glenfield Surgery</b>	tel: 0116 2333600	Website: <a href="http://www.theglenfieldsurgery.co.uk">www.theglenfieldsurgery.co.uk</a>
<b>Out of Hours GP service</b>	tel: 111	
<b>NHS111 Advice 24/7</b>	tel: 111	
<b>Glenfield Pharmacy</b>	tel: 01162876167	Website: <a href="http://www.glenfieldpharmacy.co.uk">www.glenfieldpharmacy.co.uk</a>
<b>Morningside Pharmacy</b>	tel: 0116 2332713	Website: <a href="mailto:glenfield@morningsidepharmacy.co.uk">glenfield@morningsidepharmacy.co.uk</a>
<b>Patient Participation Group</b>		email: <a href="mailto:glenfieldsurgeryppg@outlook.com">glenfieldsurgeryppg@outlook.com</a>

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](mailto:glenfieldsurgeryppg@outlook.com)

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