

# The Glenfield Surgery

## Patient Participation Group



### Welcome to the June 2018 edition of the PPG Newsletter

#### Practice news

##### Car Park

The car park has been used by non authorised vehicles for some time now, taking valuable parking spots away from patients. Whilst the surgery is able to provide a good amount of parking spots compared with a lot of other surgeries, there are times when it is full and overflowing. A company, Parking Eye, will be taking over the management of the car park on behalf of the surgery. Signage is currently being installed to explain the terms and conditions and limiting the stay to 90 minutes. Cars which are parked for more than 90 minutes will be subject to a Parking Charge Notice (PCN) of £100. The car park will be camera controlled.

**IMPORTANT** – if you find that your visit to the surgery exceeds 90 minutes then you will need to give your car registration number to reception before you leave the surgery. They will pass this on to Parking Eye to ensure you do not receive a PCN. It is expected that nearly all patients will be able to visit and leave the surgery within 90 minutes.

**When the system is introduced, any car parking queries will have to be taken up with Parking Eye, as the Practice will not be responsible for parking at the surgery.**

##### Dementia Friendly

The surgery is now a ‘Dementia Friendly’ surgery. People from the Dementia Friendly Society will be visiting the surgery on 13<sup>th</sup> June to present to the staff and PPG what this means and what is expected of the surgery.

##### Flu Vaccinations

Doesn't seem 5 minutes since we had the last vaccinations, but the sessions will start again in September. The vaccination to be used this year is Fluvad. Initially, the surgery is only able to get 40% of what it needs so the first patients to be invited for vaccinations will be the over 65s in the ‘at risk’ groups. This programme presents a busy time for the practice with between 3,000 and 4,000 patients being vaccinated. It is hoped that all patients invited for vaccination will take up the offer.

**Blue Sky**, who provide a minor operation service, including carpal tunnel surgery, will no longer be providing this service. New providers are being sought.

**Ascenti Physio**, who provide physiotherapy services to patients, are not having their contract renewed by the Clinical Commissioning Group (CCG) after 30<sup>th</sup> September. We are waiting to hear from the CCG who will be providing the service going forward.

##### Open Access Blood clinic

From 29<sup>th</sup> June, the open access blood clinic held on Thursday mornings will be moving to Friday mornings. This is being done to alleviate pressure on the car park on Thursday morning, one of the busiest times of the week for consultations.

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### Surgery Vacancy

#### Part time Medical Receptionist for Maternity Cover

28.5 hours per week, Monday – Friday. This will be a 12 month contract to commence July 2018.

We are looking to recruit a highly motivated and enthusiastic part-time medical receptionist to join our hardworking friendly team. The successful candidate will have excellent telephone and customer service skills. Previous GP surgery experience and knowledge of Systemone an advantage, although not essential as full training can be given. You will also need to be flexible to cover for holidays and sickness when required.

Attractive terms and conditions and NHS pension scheme. Please apply with your CV to Diane Alonzo, Patient Services Manager, The Glenfield Surgery, 111 Station Road, Glenfield, Leicester, LE3 8GS

Email: [diane.alonzo@gp-c82056.nhs.uk](mailto:diane.alonzo@gp-c82056.nhs.uk)

**Closing date 15<sup>th</sup> June 2018**

### PPG News

We have recruited 2 new members to the PPG in the past 2 weeks, but unfortunately had 1 member step down due to other commitments.

During PPG Awareness Week we contacted over 30 patients, a number of whom did not know about the PPG. Documentation was left with these patients along with contact details should they wish to join the group or raise any points with the PPG. A few patients wanted to find out more about the group, only time will tell if they want to get involved further.

#### 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>           |
| <b>Spinal Health Clinics (private Osteopathy service)</b> | tel: 07956 231587 |   |

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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