

The Glenfield Surgery

Patient Participation Group



Welcome to the June 2019 edition of the PPG Newsletter

Healing Little Hearts (HLH) charity

The charity walk held on the weekend 27th/28th April, raised a total of £2,607.49 a magnificent amount and many thanks to the walkers, their sponsors and those who made donations.

The Practice will be raffling a hamper over the summer to raise more funds. Keep your eyes peeled for the tickets coming on sale.

Practice News

Building Works

The building works have now been completed and the builders are finishing off their 'snagging list'. When they have completed their list the remaining task will be to see what new/replacement furniture is required in the new training/meeting room. At present it is envisaged that the room will be used for the first time formally on 4th July.

Staff news

A clinical pharmacist, Fatima Ali, will be joining the Practice on 17th June. She will initially familiarise herself with the role of GP based pharmacists and the medicines management processes within the surgery. Fatima will then start chronic disease management of patients. This will involve the review of patients with long term conditions.

Dr Creana Charadva will be returning to the surgery as an ST3 Registrar for her final training on the 7th August for twelve months.

Dr Bushra Anwar is an ST3 Registrar returning from maternity leave to complete her training and will be with the surgery for about fifteen months.

A Physician Associate, Chibangu Mfula, started on the 17th June and will be with us for five weeks,

PPG news

Survey

The survey on 'Online Services' carried out in January and February is nearly ready for issue and should be before June is out. One of our major concerns is how few patients completed the survey, less than 1%. When the sample is this small we have to be well aware that the results might be not truly representative of the patient population.

For the next survey, we have asked the Practice to text patients where they hold contact details. By doing so we should be able to make more than half of our 14,000 patients aware that there is a survey

The Glenfield Surgery

Patient Participation Group



to complete. During the period that the survey is available for completion, we will also have PPG members available at the surgery to ask patients to complete the survey. Previous experience shows most patients will complete a survey if asked, but few will do so of their own accord. We will be looking to get 5% of patients to complete the next survey, 700 patients.

PPG Awareness/Recruitment

We have 7 members in the Patient Group and would like to increase this by 2 or 3 new members. To make patients more aware of who we are and what we do we are looking into being at the surgery every few weeks for a few hours to engage more with patients. Even if patients do not wish to join the PPG making them aware of what we can do to improve the 'patient experience' will hopefully encourage some to put forward suggestions for service improvements.

If you would like more information on becoming a PPG member then please email the Patient Group at glenfieldsurgeryppg@outlook.com

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 |
| Spinal Health Clinics (private Osteopathy service) | tel: 07956 231587 | |

REMINDER

Morningside Pharmacy now closes at 1pm on Saturday.

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