

# The Glenfield Surgery

## Patient Participation Group



### **Welcome to the August 2019 edition of the PPG Newsletter**

#### **Practice News**

##### **Staff news**

Two of our administration team Julie Elton, Receptionist and Monika Lupa, Correspondence Clerk will be leaving us at the end of August.

Two replacements have been recruited who are Julie Whitmore, Receptionist and Rebecca Sharpe, Receptionist/Correspondence Clerk. Julie will be with us for 12 months covering maternity leave. Rebecca started on 19<sup>th</sup> August and Julie will be starting on 3<sup>rd</sup> September.

##### **Flu clinics**

Hopefully, our flu clinics will be starting by the end of September.

##### **Primary Care Network (PCN) update**

PCNs formerly came into being on 1<sup>st</sup> July 2019. The CCG has grouped practices together that are in the same locality and which have a total patient list of between 30,000 and 50,000. The aim is for the combined practices to be able to provide a fuller service to each patient by using the skills and resources across all practices. Glenfield Surgery has been formed into a PCN with The Limes Medical Centre, Narborough, Enderby Medical Centre, Kingsway and Leicester Forest East.

The PCN meets on a monthly basis and is chaired by Dr Simon Vincent, of The Limes.

The PCN is liaising with the District Nursing Services and the County Council to improve care for its residents. Two Social Prescribers have been interviewed and offered a role. This will be across the PCN, with time specified for individual practices depending on their practice population. Social Prescribers try to help patients by addressing social rather than clinical needs. These are brand new posts and will be evolving.

In due course the PCN may be recruiting a Pharmacist to work across the PCN and Physician Associates (PAs) and may become responsible for 8am to 8pm services. Development is slow and tentative and we should not expect a revolution in care, with it being small steps at present.

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### **New Services**

#### **Exercise Referrals**

Following on from the PCN meeting this week, Dr Chotai asked all the GPs to start using exercise referrals for patients as a new Centre would be opening in Glenfield (Progress Works Gym on Station Road). There would be two sessions, Tuesday 08:00 to 10:30 and Thursday 10:00 to 12:30. These exercise referrals will be part of a rehabilitation program for the patient. There may be a charge for each session, £3 has been mentioned. This service can only be accessed via a GP referral.

#### **Coil Service**

The new Coil Service is now available at Groby Road Medical Centre. A form has been produced that clinicians will print off and give directly to the patients. It has been agreed that patients could make their own appointments by ringing Groby Road Medical Centre, telephone number **0116 2536263**.

#### **Glenfield Pharmacy**

Some of you may have noticed that the Glenfield Pharmacy has recently changed their turn round time to have prescriptions made up to 3 working days. This has been done so that the Pharmacy can pretty much guarantee having the prescription ready when the patient goes to collect it. It is not possible for pharmacies to store every drug that the patients might require and so they often have to source them from suppliers to fulfil the prescription. If your repeat prescription is sent directly to the Glenfield Pharmacy to be dispensed before you collect it, then please take this extra day into account when ordering your medication. If you have any problem with this, then please take it up with the pharmacy directly as it is outside the control of the surgery.

#### **PPG news**

##### **Survey**

To be issued by mid September.

##### **PPG Recruitment**

We are pleased to welcome Donna Edwards to the Group. Donna is a District Nurse by background and now works as a senior lecturer in Nursing at the De Montfort University.

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If you would like more information on becoming a PPG member then please email the Patient Group at [glenfieldsurgeryppg@outlook.com](mailto:glenfieldsurgeryppg@outlook.com)

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)

### USEFUL CONTACT DETAILS

**Glenfield Surgery** tel: 0116 2333600 Website: [www.theglenfieldsurgery.co.uk](http://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](http://www.glenfieldpharmacy.co.uk)  
Opening hours – Monday – Friday 08.00 – 22.30, Saturday – Sunday 08.00 – 21.45

**Morningside Pharmacy** tel: 0116 2332713 Website: [glenfield@morningsidepharmacy.co.uk](mailto:glenfield@morningsidepharmacy.co.uk)  
Opening hours – Monday – Friday 09.00 – 18.30, Saturday 09.00 – 13.00, Sunday closed

**Patient Participation Group** email: [glenfieldsurgeryppg@outlook.com](mailto:glenfieldsurgeryppg@outlook.com)

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