

# The Glenfield Surgery

## Patient Participation Group



### Welcome to the October 2019 edition of the PPG Newsletter

#### Practice News

#### Dr Bhamra

#### The Practice has issued the following notice:

*"It is with much sadness, we wish to inform all our patients that on Sunday 13<sup>th</sup> October 2019, Dr Bhamra passed away. We would appreciate your patience and understanding at this difficult time".*

#### Flu vaccination programme

Over 4,000 letters have been sent out to 'at risk' patients inviting them to attend the surgery for an influenza vaccination. This group of patients includes those aged over 65, those with long term conditions such as COPD and diabetes, and pregnant ladies. These clinics run through until the 1<sup>st</sup> November. Whilst a number of patients have had their vaccination a significant number still have to make their appointments and attend the surgery. Patients are strongly advised to have the vaccination and to contact the surgery as soon as possible to make an appointment.

#### Staff changes

The practice is hosting 2 first year Physician Associate (PA) students from 4<sup>th</sup> October 2019 until end of February 2020. The students will be at the surgery each Friday and have an observation role.

#### ECG referrals to Glenfield hospital.

Glenfield hospital has a walk-in clinic for ECG testing. If you are referred for a test by your GP, you will be pleased to know that the hours of the clinic have been extended. The clinic is now open from 8:30am – 4:30pm Monday to Friday.

#### Engage Consult

Engage Consult is powerful online application which allows the patient to submit questions about their health and for the practice to get back to the patient in the most appropriate manner, eg. email, telephone, make appointment for a consultation and so on. Some of you will remember a while back that the practice installed **AskmyGP** which covered similar aspects to Engage Consult. On that occasion the practice was totally swamped with questions

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from patients. We hope we have learned from that experience. Initially, training will be given to the Administrative staff and the first phase will allow patients to make enquiries about such things as advice on vaccinations for foreign travel. When the system is available in a few weeks time, patients will need a separate online sign in to access the system. We will keep you posted with progress.

### **PPG news**

#### **Survey**

The survey carried out at the start of the year has been published. Copies are available on the PPG notice boards in the waiting rooms and also on the surgery website under 'Have your say'.

#### **PPG Recruitment**

During the month, two members of the PPG have stepped down from the main group and asked to go onto the Reference Group. Whilst they will not attend meetings, they will continue to receive relevant information and have the opportunity to comment on what is going on.

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**