



The Glenfield Surgery

Patient Participation Group



Welcome to the December 2019 edition of the PPG Newsletter

The PPG would like to wish all staff and patients a very Merry Christmas and a Happy and Healthy New Year



Christmas joy warms the heart.

Christmas & New Year Opening Times 2019/2020

Monday 23rd December 2019	0830 - 2100 1830 – 2100 appointments only
Tuesday 24th December 2019	0830 – 1600
Wednesday 25th December 2019	CLOSED
Thursday 26th December 2019	CLOSED
Friday 27th December 2019	0830 – 1800
Monday 30th December 2019	0830 – 2100 1830 – 2100 appointments only
Tuesday 31st December 2019	0830 – 1600
Wednesday 1st January 2020	
Thursday 2nd January 2020	0830 – 1800
Friday 3rd January 2020	0830 - 1800

Practice News

Staff changes

Dr Ali left the Practice on 29th November.

Julia Whitmore (Receptionist) left Fri 29th November.

Rachael Boye (Receptionist) re-joined us on Monday 2nd December.



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Flu Vaccination Programme

The flu vaccination programme largely been completed and this winter over 3000 patients have been vaccinated. As well as patients who attended the surgery for their vaccination, the Practice has also made home visits to those patients who were unable to attend the surgery. The flu vaccination is still available for those patients who still wish to have it that meet the criteria.

Raffle

The Practice will be raffling a hamper to raise funds for the **Healing Little Hearts** charity. Tickets should be on sale from December 9th from Reception.

PPG news

PPG Recruitment

We are pleased to announce that Jackie Spencer has joined the group. Jackie has been a patient at the surgery for many years and as part of her working life has been a doctor's receptionist and a ward clerk on ITU at Glenfield Hospital. Jackie also does voluntary work with The Alzheimer's Society.

Survey

The PPG will be holding a patient survey in January 2020, the main theme of the survey is to gather patient views on the telephone system which was installed in November 2018. Surveys prior to 2018 showed that patients had lots of concerns with getting through to the surgery by telephone. We would like to find out if things have improved. The survey will be available online via the surgery's website, available to smart phone users via a QR (Quick Response) code and paper versions at the surgery. Information will be posted in the waiting rooms when we are ready to go.

If you would like more information on becoming a PPG member then please email the Patient Group at 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

USEFUL CONTACT DETAILS

Glenfield Surgery tel: 0116 2333600 Website: www.theglenfieldsurgery.co.uk

Out of Hours GP service tel: 111 **NHS11 Advice 24/7** tel: 111

Glenfield Pharmacy tel: 0116 2876167 Website: 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

Opening hours – Monday – Friday 09.00 – 18.30, Saturday 09.00 – 13.00, Sunday closed

Patient Participation Group email: glenfieldsurgeryppg@outlook.com

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



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