

The Glenfield Surgery

Patient Participation Group



Welcome to the January 2020 edition of the PPG Newsletter

Practice News

Staff changes

Dr T Mehta, locum, joined the Practice on 6th January. She will be at the surgery on Mondays and Fridays.

Avi Tara has replaced Ben Addison as our Integrated Care Worker, and will be at the surgery on Thursdays.

Engage Consult

Further training was given to Admin staff on 9th January. We are awaiting information to link to Engage Consult from the website. We will advise you of the 'go live' date as soon as we have and also how to access Engage Consult.

Influenza and shingles vaccinations

Eligible patients can still book appointments for flu vaccinations, please contact the surgery.

Shingles - A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to people in their 70s. The practice would like their eligible patients to strongly consider having the shingles vaccination. Please read more below.

The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year.

The shingles vaccine is expected to reduce your risk of getting shingles. If you do go on to have the disease, your symptoms may be milder and the illness shorter.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. Shingles is also fatal for around 1 in 1,000 over-70s who develop it.

It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.

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Who can have the shingles vaccination?

You're eligible for the shingles vaccine if you are aged 70 or 78 years old.

In addition, anyone who was previously eligible (born on or after 2 September 1942) but missed out on their shingles vaccination remains eligible until their 80th birthday.

The shingles vaccine is not available on the NHS to anyone aged 80 or over because it seems to be less effective in this age group.

PPG news

PPG Patient Survey January 2020

In January, from the 13th – 31st we are holding a patient survey.

The emphasis in this survey is to get patients' views on the telephone system. The current system was installed in November 2018. The previous system had been heavily criticised in earlier surveys. Please take the time to do the survey and pass the word onto other patients and carers of our patients.

Paper copies are available in the foyer for you to complete. Please leave your completed survey in the box in the foyer.

If you prefer to complete the survey online then go to the surgery website at www.theglenfieldsurgery.co.uk and click on the survey scrolling bar on the Homepage which will link to the survey.

For smart phone users you can click on the QR code on the posters around the waiting room and then touch the web address displayed on your phone.

A QR code simply gives a shortcut to a webpage, in this case the online version of the patient survey. To use it, you need a smart phone with a camera, and a QR scanning app. You can search for and find an app in the normal way (Apple Store, Google Play, Windows Store etc). Once installed, launch the app and point the camera at the code. Usually there is a square onscreen and a red line to help you line it up. When it has read the code, a website address appears on your screen. Simply touch that address.

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

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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

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**