

The Glenfield Surgery

Patient Participation Group



Welcome to the March 2020 edition of the PPG Newsletter

Practice News

Staff changes

A Receptionist left the Practice in February.

Dr A Jaidka, an ST3 registrar, will return to the surgery on 23rd March for 4 months to complete her training.

Two Physician Associates will join the Practice on 9th March for 6 weeks.

An advertisement has been placed for a cleaner. Details are on the website.

Electronic Prescription Service (EPS) – Phase 4

The NHS is implementing Phase 4 of the EPS and Glenfield Surgery will move to Phase 4 on 18th March 2020. The EPS allows patients to nominate a Pharmacy where they would like to collect their dispensed medication from. When they request a repeat prescription, that request is sent electronically to their nominated Pharmacy and the patient collects their dispensed medication from that Pharmacy. Some patients do not have a nominated Pharmacy, so when they request a repeat prescription they then collect the signed prescription from reception, they can then take it to any Pharmacy to have it dispensed.

The change coming with Phase 4 only affects patients who DO NOT currently use the EPS and who collect their prescriptions from the surgery.

From 18th March 2020 when these patients go to the surgery to collect their prescription, the receptionist will print a 'prescription token' at the desk. This token looks very similar to an existing prescription except that it is predominantly white and not green, is unsigned and has 'PRESCRIPTION TOKEN' printed in the signature area. It also has a barcode printed down the right hand side of the token. Your medication has been sent electronically and is held on an NHS database. The patient can take their token to a Pharmacy of their choice to have their medication dispensed. The Pharmacy will read the barcode to retrieve the prescribed medication from the database and then dispense the medication in the usual way. The patient will also be given their repeat prescription by the Pharmacist.

Engage Consult

The Engage Consult system is now live. To access the system go to the Glenfield Surgery website and click on the Admin Queries at the foot of the 'Homepage'. You will then be able to ask the typical questions that you ask the Reception staff. Give it a go and see what you think. The surgery has already had a few Engage Consult queries.

Coronavirus

You will all be aware of **Coronavirus** so just a couple of reminders. If you know you have been in contact with people who have visited any of the countries/areas where restrictions have been placed or feel that you have symptoms that might be **Coronavirus** then stay isolated and call **NHS 111**.

DO NOT VISIT THE SURGERY.

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To help reduce the risk of spreading the virus or any other harmful germs, please wash your hands several times a day with soap and hot water for at least 20 seconds, particularly if you have been to the toilet and before and after handling food.

Family & Friends

The NHS requires every GP practice to make a monthly return to a short survey called 'Family & Friends. If you wish to complete a form, then they are on the reception desk next to the box to put the completed form in. It is a short survey less than 1 minute to complete.

Friends & Family February 2020 Total collected - 9

Recommend:

Extremely Likely (8) Likely (1) Neither likely nor Unlikely (0) Unlikely (0) Extremely Unlikely (1)

Positive comments:

- Really happy with Chibs, she was outstanding caring and supportive. Many Thanks
- Very informative over advice
- I felt I was listened to carefully and that Dr S Tejani was thorough and explained things deeply.
- Good friendly staff. Satisfied with treatment.
- Please pass on thanks to Angela, she is extremely helpful as is Sharna – great service.
- Full confidence in Doctor.
- Been with this practice for over 40 years, good service.
- Pleased with Dr S Tejani services today – efficient. However waiting times for appointments seem high hence the lower score. **
- Amazing - unforeseen blood test – appointment on the spot! No time to think about and get worked up. Excellent - couldn't feel it. Receptionist amazing, phlebotomist amazing, Thank you.

Negative comments: (1) **

PPG news

PPG Patient Survey January 2020

The survey report has been produced and is having its final approval reading by the Practice and the PPG. It should be available on the website from 11th March, with copies in the waiting rooms and on the notice boards.

The main findings are:

70% of the patients surveyed felt that the current telephone system is an improvement on the previous one. Most patients felt that the recorded message is too long and the repeat prescription information has been on there long enough. Practice will remove the repeat prescription information.

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The telephone system suppliers will be asked to see if an option can be made available to bypass the message.

A fair amount of interest has been expressed in awareness sessions. The PPG to investigate what can be arranged.

Where we asked for comments many were made. In the final report, for the sake of brevity, duplicates, of which there were many have been removed, comments along similar themes have been removed although some have been left in so as to reflect patient views. Some staff were named in complaints in some of the comments. Their names have been removed. If patients wish to make a complaint then there is a formal process available, details can be obtained from reception.

To all patients who completed a survey, **thank you.**

PPG Recruitment

In February one member of the PPG resigned.

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

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**