

# The Glenfield Surgery

## Patient Participation Group



### **Welcome to the April 2020 edition of the PPG Newsletter**

#### **Coronavirus Update**

The Coronavirus pandemic is placing severe restrictions on how the Practice can operate. As things are changing, sometimes on a daily basis, I thought it might be worth recording the changes that have taken place at the surgery over the past few weeks.

The CCG are in the process of setting up hubs in East, West & City localities. These hubs would see patients with potential Covid-19. Home visits could also be requested and the clinicians would be fully kitted out when visiting patients. This is in the early planning stages but the CCG are making reasonable attempts to put things in place as quickly as possible.

Physical Protection Equipment (PPE) kits are in short supply, however, the surgery had received masks, gloves and aprons.

Home working for staff members is an issue at present, as not all the technology is in place to enable staff to gain access to the surgery systems. This is currently being worked on, but the NHS IT support people are being inundated with requests from the many GP surgeries across the county.

Pharmacies are struggling with their workload at present therefore, they are stopping dosette boxes. This is confusing some patients and District Nurses are being called out to remind patients to take their medications. The CCG have been asked to look into this.

Discussions are being held with Glenfield Pharmacy with a view to prescribing 6 months' worth of medication. This would help reduce the number of times a patient has to leave their home to collect medication. We will keep you informed of progress.

Patients are reminded that they can only have their medication when it was due, as some patients are trying to order medications well before their due date in order to stockpile.

#### **Chest X-ray Policy**

CXR open access clinics have now been suspended and appointments will have to be made for patients. Any patient just turning up will be asked to leave.

#### **Online appointment booking**

At present the facility to make appointments online has been withdrawn. Any patient requiring an appointment will have to telephone the surgery. Before the patient attends the surgery, the doctor will telephone the patient and if they deem it necessary to see the patient, they will invite the patient to attend the surgery.

#### **Monday evening surgery**

This surgery has been suspended for the present time.

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### Open access blood tests

The open access blood test clinics, held on Wednesday and Friday mornings, have been temporarily suspended. If you need to have a blood test please telephone reception to make an appointment.

### Repeat Prescriptions

If you have a repeat prescription to drop into the surgery and the surgery is closed when you come to post it in the box in the foyer, then please note that there is a green post box outside the surgery to the left hand-side of the automatic door.

## REMEMBER

**Stay at Home**

**Protect the NHS**

**Save Lives**

### 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**

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)