

The Glenfield Surgery

Patient Participation Group



Newsletter January 2017

Welcome to the January 2017 edition of the PPG Newsletter. Your PPG would like to wish you all a very Happy and Healthy New Year.

Practice news

On 5th January Dr Ahmad returned from maternity leave and on 9th January Dr Whala joined as a salaried doctor. We welcome Dr Ahmad back and hope Dr Whala will have a successful and enjoyable time at the Practice.

Dhruve Shikotra a private Osteopath, will be using a consulting room on Monday and Wednesday mornings from 8:30am to 12:30pm each week should patients wish to take advantage of this service. Notices about this and contact details are displayed in the waiting rooms and elsewhere. This is a private service.

Respiratory nurses will be running clinics for patients with COPD and chronic asthmatic conditions from the beginning of February 2017. Our Practice Nurse, Jo Marlow, will be receiving training so that she can run this clinic.

Two apprentices will be starting at the end of January.

Sandra Neal, Claims Office, left in December 2016 and has been replaced by George Cardinale-Howard who started in January 2017.

PPG News

Following our plea for new members in last month's newsletter, Ken Russell has stepped forward and offered his services. He will attend the February meeting. Thank you Ken. This takes the group number to 5, ideally we would like to get upto at least 10 members so if there are anymore patients or carers of Glenfield surgery patients who would like to join the PPG then please forward your details to glenfieldsurgeryppg@outlook.com

Glenfield Defibrillator – do you know where it is?

It is estimated that around 100,000 people die from Sudden Cardiac Arrest in the UK each year and, while CPR saves the lives of around 9%, if CPR is used alongside a defibrillator the chance of survival increases to 50%

There is a defibrillator situated at the Glenfield Co-op petrol station on the wall next to the cash machine and 2 council owned defibrillators locally. The council defibrillators are located by the front entrance to the Parish Council offices at Park House and the other at the Gynsills Lane Sports Club on Gynsills Lane.

If the defibrillator is ever needed, anyone can call 999 and the emergency operator will pass on a code that will open the locked case that it is stored in.

Annual Patient Experience Survey

The annual Patient Experience Survey (PES) will be conducted during February 2017. Questionnaires will be available in the waiting rooms for patient to complete and members of the PPG will be on hand throughout the month to help patients who need some assistance. If you wish to receive the survey form online, then please contact the PPG email account at glenfieldsurgeryppg@outlook.com leaving your email contact details and a survey form will be sent out to you. You will then be able to complete the survey form and return it by email or print the form and bring it into the surgery once you have completed it. The survey is not too long and patients should be able to complete it in less than 2 minutes.

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Local Pharmacy Services

The NHS Choices website, www.nhs.uk, provides a wealth of information about NHS services, location of local GPs, Pharmacies and Dentists as well as information on the treatment of medical conditions.

Our 2 local pharmacies are Glenfield Pharmacy, 111 Station Rd, tel: 0116 2876167 www.glenfieldpharmacy.co.uk and Morningside Pharmacy, 64 Station Rd, tel: 0116 2332713 glenfield@morningsidepharmacy.co.uk To see their services on offer and view medical advice please visit their websites.

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 23336000 Website: www.theglenfieldsurgery.co.uk
Out of Hours GP service tel: 111
NHS111 Advice 24/7 tel: 111
Glenfield Pharmacy tel: 0116 2876167 Website: www.glenfieldpharmacy.co.uk
Morningside Pharmacy tel: 0116 2332713 Website: glenfield@morningsidepharmacy.co.uk
Patient Participation Group email: glenfieldsurgeryppg@outlook.com