

# The Glenfield Surgery

## Patient Participation Group



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

#### **Practice News**

#### **Staff changes**

No comings and goings on the staff front at the moment.

#### **The Practice**

In common with most of the surgeries up and down the country, we do not have the resources available to see every patient as quickly as they might wish to be seen. The NHS has a shortage of GPs and even if more money was put into the system to fund more GPs, the fact remains that there are not enough GPs to satisfy demand.

Over the past few years, the NHS and GP practices have tried various methods to reduce the GP workload. The trend has been to move work away from the GP and direct this to other clinical staff so that the GP can concentrate on dealing with the patients with the most complex medical conditions. Within the Glenfield practice, we now have Advanced Nurse Practitioners, a Physician Associate, a Musculoskeletal Practitioner, Practice Nurses, Healthcare Assistants, Phlebotomists and a Practice Pharmacist. A Physician Associate (PA) supports doctors in the diagnosis and management of patients. A doctor works autonomously whereas a PA always works in conjunction with a doctor.

Services covered by these staff members include:

- Immunisations
- Blood Pressure Checks
- Well Person Health Checks
- Diabetic Health Checks
- Heart Disease Clinics
- Asthma Clinics
- Smears
- Blood tests
- Contraception
- Cervical Smears
- Travel Health

Other services provided by the practice include

- Nurse Specialist Clinics
- Dietitian
- Cognitive Behavioural Therapist
- Smoking Cessation
- Antenatal and Postnatal Care
- Child Health
- Health Promotion Services
- NHS Physiotherapy (referral from doctor required)

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- NHS USS (referral from doctor required)

In addition to the services mentioned above the surgery also provides access to a Mental Health Facilitator, a Social Prescriber and an Integrated Care Worker.

Social prescribing involves helping patients to improve their health, wellbeing and social welfare by connecting them to community services which might be run by the council or a local charity. It is concerned with the social welfare of the patient not their clinical wellbeing.

Integrated Care workers are concerned with bringing health, care and support services together to the benefit of the patient. Previously some of these services were under council jurisdiction and other local departments and could become very disjointed. The Integrated Care worker pulls these services together into a more cohesive package.

Whilst the demand for GP services has been on the increase, the NHS has been moving services out of hospitals into the community. Most of us have experience of hospital visits to outpatient departments and suffered long waits to park cars and even longer waits for your appointment. So where it has been possible to have treatment and consultations in the community, the experience has usually been more satisfactory for the patient.

With more clinicians at the surgery, it is important that when you telephone for an appointment you get one with the most appropriate person. The reception staff will ask for information to help them point you to the most appropriate clinician. This is called 'signposting'. Please be patient, they are only doing their job.

### **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.

Below are the results from the January completions.

Friends & Family January 2020. Total Collected - 7

#### **Recommend:**

Extremely Likely (6) Likely (0) Neither likely nor Unlikely (0) Unlikely (0) Extremely Unlikely (1)

#### **Positive Comments:**

- So kind, caring, painless & helpful, lady who takes bloods
- Dr S Tejani – very kind & helpful, I could not do without all your wonderful doctors & nurses.
- Visit & consultation with Dr Mfula, excellent attention & service.
- Receptionists very welcoming and helpful. Dr's always considerate, generally a very caring attitude towards patients.
- The staff were friendly, polite and helpful.

#### **NHS Choices (1)**

- Great practice. Easy to make an appointment, professional staff and if you give reception a brief reason for your request for appointment, you are signposted quickly and appropriately.
- Better than most surgeries for access. 28/01/2020

#### **Google Reviews: (0)**

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### PPG news

#### PPG Patient Survey January 2020

We completed the staff survey at the end of January and have now started the process of analysing the results. On this occasion over 450 patients completed the survey online and 152 completed paper versions of the survey. It will take some time to complete the analysis, but we are aiming to publish the results by the end of this month.

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)

#### 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**