

# The Glenfield Surgery

## Patient Participation Group



### Newsletter September 2016

Welcome to the September edition of the PPG Newsletter. If you wish to receive the 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).

#### **Staffing**

Zeenat Hassam, pharmacist, has joined the Practice on a permanent basis. Part of her role will be to review patients' medication.

The closing date for the advertisement for 2 apprentices has now passed. The applications will be considered and interviews arranged.

#### **Flu vaccination programme**

The annual flu vaccination programme will commence on 19 September 2016. The first letters have been sent out to patients and the remainder will follow over the next few weeks.

#### **Blood Pressure machine**

The Blood Pressure machine has now been installed in the ground floor waiting room for patients to take their own blood pressure. As you enter the waiting room it is on your left. Instructions for use are displayed alongside the machine.

There is a short survey form by the machine which we would be grateful if patients could complete. This will help us to get feedback on the number of patients using the facility and any comments they might have. Completed forms should be put in the suggestions box on the wall opposite the blood pressure machine.

#### **Care Quality Commission (CQC) Report**

The CQC inspected the Practice on 19 May 2016 and issued their final report on 12 August 2016. The overall rating for the Practice is 'Requires improvement'. If you would like to read the full report it can be found on the practice website [www.theglenfieldsurgery.co.uk](http://www.theglenfieldsurgery.co.uk); on the right hand side there is a list, under Further Information click on Care Quality Commission. This will take you to a screen where you can access the report. The practice was inspected in 5 areas and rated as 'Requires improvement' for 'Are services safe? Are services caring? Are services responsive to people's needs? and Are services well-led?' and rated 'Good' at 'Are services effective?' A significant number of the points raised in the inspection related to procedural and administrative matters. These have all been addressed by the practice and documented evidence sent to the CQC. If you read the report you will see that a number of positive statements were made by the inspectors.

#### **Clinical Commissioning Group (CCG) to stop Pharmacy repeat prescription ordering**

The CCG has proposed plans to stop patients ordering their repeat prescriptions through their Pharmacy. All patients will need to order all their prescriptions at the GP surgery. This will mean that patients will either have to deliver their repeat prescription to the surgery or order them online. If you have access to a computer you can ask to be put on the surgery's online system. Speak to the

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reception staff to do this. You will then be able to order repeat prescriptions online as well as book appointments with the GPs. If you ask your Pharmacist to put you on the Electronic Prescription Service (EPS) then your prescription will be sent to your Pharmacy after it has been authorised by the GP. You will then be able to collect it or have it delivered to your home.

### **Local Pharmacy Services**

Pharmacies are able to provide a number of services which can save patients visiting the GP. These services are listed on the NHS Choices website and you can find your local pharmacy listed there.

The NHS Choices website, [www.nhs.uk](http://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.