

PATIENT PARTICIPATION GROUP (PPG)

Winter 2020 Issue 1

The Patient Participation Group (PPG) is a way for patients to feedback constructive comments and suggestions for improvements to services which the Practice provides, and to engage in other activities to help the Practice achieve good patient service.

We welcome people of all ages, backgrounds and views.

We believe that everyone has skills, knowledge or experience that can contribute towards patient care, and if you are passionate about positive change we would like to hear from you.

Struggling to cope?

If you need mental health support there is a local service called the Central Access Point (CAP). This service offers 24-hour non-urgent support for people with mental health needs on 0116 2953060 but it is not an emergency service. The service links callers with call handlers and clinicians who can assess their needs and advise, support, signpost or refer them directly to the appropriate service.

Where people have immediate, serious and life-threatening emergency mental and/or physical health needs, for example if an individual has taken an overdose or is in imminent danger of physical harm, they should attend A & E or call 999 for the appropriate emergency care.

Here are some other helpful telephone numbers

- ❖ **NSPCC** – 0808 800 5000 (24hrs)
- ❖ **Domestic Abuse Helpline** – 0808 2000 247 (24hrs)
- ❖ **Victim Support** – 0808 168 9111 (24hrs)
- ❖ **Mind** – 0300 123 3393 (Mon-Fri 9am-6pm)
- ❖ **Cruse Bereavement** – 0800 808 1677 (Mon-Fri 9am-5pm)
- ❖ **ChildLine** – 0800 1111 (24hrs)
- ❖ **Action & Elder Abuse** – 0808 808 8141 (Mon-Fri 9am – 5pm)
- ❖ **Respect** – Men's Advice Line – 0808 801 0327 (Mon-Fri 9am-5pm)
- ❖ **Samaritans** – 116 123 (24hrs)

What's the nature of the problem?

Dr Sahdev & Dr Masson have asked that all patients asked the nature of the problem when booking an appointment. This allows the reception team to book an appointment with the most appropriate member of the clinical team. This will not always be a doctor.

Cervical Screening

If you are between the age of 25-65 and are eligible for a cervical smear test, please speak to one of our reception team to book an appointment.

We currently have increased availability for every Wednesday in January 2021.

#DONTFEARTHESMEAR!



Seasonal Flu Vaccination

From 1st December, the NHS flu vaccination is available for everyone aged 50 and over. You can get vaccinated at your GP surgery or a pharmacy offering a flu vaccine service. If you haven't had the vaccine already then please contact us now to book, as stock are extremely limited.

COVID-19 UPDATES

Looking after patients and staff

This is a very difficult and worrying time for patients and health providers. The coronavirus, also known as Covid-19 is a new, nasty disease that needs to be treated with the utmost respect. Things are changing on a daily basis and for the most up-to-date information please go to www.nhs.uk where you will find both medical, practical and government information.

In order to be as efficient as possible and to minimise the spread and risk to patients and staff the following changes have been made at the Practice:

DO NOT VISIT THE SURGERY UNLESS IT IS ABSOLUTLEY NECESSARY.

IF YOU THINK YOU HAVE CORONAVIRUS, STAY AT HOME. IF YOU FEEL VERY ILL PHONE 111 AND YOU WILL RECEIVE ADVICE. DO NOT GO TO THE SURGERY.

If you think you need an appointment for other illnesses or issues, please ring the surgery at 8.00am. A doctor will call you back as soon as possible, so stay near your phone. The GP might issue a prescription, provide advice, move onto a video consultation or request a face-to-face appointment at the surgery.

Business as usual for some procedures

Despite the current pandemic, a number of important routine procedures must continue as normal to safeguard your health:



- ❖ All childhood immunisations
- ❖ 6-8 week baby checks
- ❖ Pneumonia and Shingles vaccinations
- ❖ Blood tests as requested by your GP
- ❖ Monitoring of high-risk medications, etc

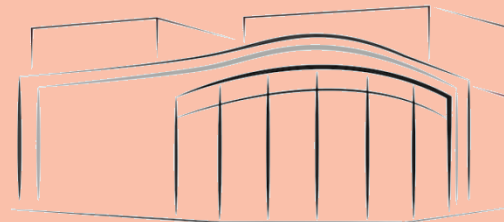
Therefore, please attend these appointments when requested because we will do our best to safeguard your health through reduced waiting times, PPE, etc.

THE SURGERY @ AYLESTONE

672 Aylestone Road, Aylestone, Leicester, LE2 8PR

Telephone: 0116 367 0012

Website: www.thesurgeryataylestone.co.uk



SURGERY OPENING TIMES

Monday 08:00 – 18:30
Tuesday 08:00 – 19:30
Wednesday 08:00 – 18:30
Thursday 08:00 – 18:30
Friday 08:00 – 18:30

Keep us in the loop

Please inform the Surgery if you change your address or telephone number.