



## Team news

- Dr Srinivas Malladi became a partner at the practice on 1<sup>st</sup> March 2013. Congratulations are also in order as he has recently been approved as a GP Trainer which means we hope to host more qualified doctors who are specialising their training to become General Practitioner's
- Dr Suswapna Rawat left this practice on 31<sup>st</sup> March 2013 to continue his work at his other practice – The Family Practice, Coalville. Please note that the practice does not operate a registered list with each GP and so all patients are able to consult with any GP at the practice
- Dr Hannah Noble returns after maternity leave on 1<sup>st</sup> July 2013
- We welcome Dr Ifunanya Ijeneme to the practice as a salaried GP from 1<sup>st</sup> May 2013. We are still recruiting for another salaried GP and hope to confirm details of another member of our team in the next newsletter
- Dr Asma Khokhar began her placement at the practice at the beginning of April – she will be with us until the beginning of August. Dr Khokhar is a qualified doctor in the second year of a three year programme to become a General Practitioner
- Nicola Wharmby one of our Healthcare Assistant's has recently passed her Diploma – congratulations to her on this achievement!
- Jayne Doras is the newest member of our nursing team. Jayne has moved from our reception team to take on Healthcare Assistant duties
- Michela, one of our reception team left the practice in May – we wish her all the best for a relaxing retirement!



# Patient Participation Group (PPG)

The next PPG meeting is on Monday 17<sup>th</sup> June 2013 from 5pm to 6:30pm at the surgery. All registered patients are welcome to attend the meeting, your input is very important to us. Please contact reception to confirm your attendance.

We published the results of our 2012 Patient Questionnaire on our website and have discussed these results and agreed an Action Plan with our PPG. The Action Plan covers 3 main issues and is detailed below:

Issue	Reason for action	Type of action to be taken
Continuity of regular GPs	<ul style="list-style-type: none"><li>Increased requirement</li></ul>	Recruit two additional salaried GPs
Completion of patient survey	<ul style="list-style-type: none"><li>Decline in total number of questionnaire's completed</li><li>Increase in partial completion of questionnaire resulting in 'No response' category</li></ul>	<ul style="list-style-type: none"><li>Investigate criteria for 'No response' by website provider</li><li>Review questions for 2013-14 and choice of responses</li><li>Devise strategy to deliver increase in completed questionnaires by wider spread of patients</li></ul>
Prescriptions	Some patients commented that they had experienced difficulties with the prescription service at the surgery and attached pharmacy	<ul style="list-style-type: none"><li>Invite all local pharmacies to attend PPG meeting to improve communication and generate ideas to improve current systems</li><li>Review system and processes with practice team during Protected Learning Time or series of practice meetings</li><li>Discuss issues with PPG and seek assistance with service improvement suggestions and implementing any changes agreed</li></ul>

## Private Room

For patients wishing to speak with the receptionist in a more confidential setting we have a side room for this purpose. Please ask at Reception should you wish to use this service.