

You may want to stick this page on your noticeboard or fridge as a useful guide

The Limes Medical Centre

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Web: www.limesmedicalcentre.co.uk

PPG Website: www.thelimesppg.org.uk



Winter 2017/18

The Limes PPG Newsletter

DEMENTIA

The Limes Medical Centre staff are pleased to become supporters of the Blaby District Dementia Alliance, which aims to create a district with dementia friendly residents and buildings.

Staff at The Limes attended a 'Dementia Friends' information session, learning about dementia and how they can become a community and environment that takes into account the needs of those affected by dementia. Changes include improving access and signage and being aware of how noises can affect different individuals, together with making sure all our patients are clearly marked on our IT system along with their carers.

Further information can be found at www.dementiaaction.org.uk

	Opening	Closing
Monday	8:00am	6:00pm
Tuesday	7:00am**	6:00pm
Wednesday	7:00am**	6:00pm
Thursday*	7:00am**	6:00pm
Friday	8:00am	6:00pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

*Please note that the surgery is closed between 1pm and 2pm on Thursdays

** Please note pre-booked appointments only 7-8am

Cancelling appointments - Please phone the surgery on the above number and select the appropriate option.

Between the hours of 1800 and 0830 the phones are not manned, the service is covered by the local Clinical Commissioning Group.

Out of Hours—Call 111

Please visit The Limes website above or the East Leicestershire and Rutland CCG for up to date contacts and useful information.

www.eastleicestershireandrutlandccg.nhs.uk

Follow us on Twitter for up to date surgery and health information:

 @limesnarborough



In this newsletter we further discuss our PPG, new staff at The Limes and communication with patients

THE PPG* EDITOR working together with The Limes
(*Patient Participation Group)

hello my name is...

Would you like to be a PPG Member?

The PPG has vacancies for new members, with an interest in helping the Practice to offer the best services. We are a small, lively group who meet bi-monthly with the Practice Manager and Doctors to discuss issues relating to the Practice and patient care.

If anybody is interested in joining the group, there is an application form on the PPG website (www.limesppg.org.uk) or you can leave your name at reception for the attention of Marie Angrave. The meetings for 2018 are 20th March, 15th May, 3rd July, 11th September and 13th November but we are limited to only those patients that are in the group.

The Practice has enjoyed the benefits of an active group through surveys and action plans as a result. The PPG have also helped with creating a notice board with relevant topics, created videos in helping patients access services here at The Limes and have their own website.

Communication

The Limes is working actively with the PPG in order to communicate to all its patients about which services they offer, and how best to access these. Over the last few years we have been creating a PPG Newsletter, continue to update the Limes' (www.limesmedicalcentre.co.uk) and PPG (www.limesppg.org.uk) website and have created a Twitter page (@limesnarborough) for The Limes. We have also recently installed a waiting room TV which we can update with National, local and Practice specific information.

Over the next few months we also plan to review our telephone system and make this more accessible through various options and look into integrating this with our IT system.

Please ask at Reception for information about online services where you can order repeat medication and book an appointment. You will need a form of ID with you for setting up.

 @limesnarborough

New Staff members



Dr O'Connor

New Salaried GP

We are pleased to welcome Dr O'Connor to The Limes as our new Salaried GP. You may be familiar with Dr O'Connor as he has been undertaking his final GP training here in the Practice. He will be starting with us as a permanent member of the team in February, and we all look forward to working with him going forward. He will also provide our patients with much needed continuity having had to employ locum GPs since Dr Patel emigrated to Australia.



Barinder Singh

New Practice Pharmacist

You may recognise Barinder having worked for a local Pharmacy for a number of years. We are pleased to welcome him to our team in a new role, which has been created in order to free up further GP time and have Barinder help with medication reviews and queries on behalf of our patients and staff. We are already seeing the benefits of him joining us, and hope to look at other means of reducing GP workload by recruiting new members of staff in specialised roles.

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