

Premises Development

Our premises development has been delayed significantly due to unforeseen problems with a sewer running under the proposed extension. The timescale and significant cost of diverting the sewer has forced us to revise our plans. Our architects are presently putting a proposal together with our building contractor that will avoid the existing sewer. Once agreed this will need to be resubmitted to planning for approval and then to NHS England final financial approval. This is a major set-back for the surgery and very disappointing as building work was due to commence June/July 2018. However, we are hopeful that the building work will now commence sometime during November 2018.

General Data Protection Regulations (GDPR)

General Data Protection Regulations came into force from 25th May 2018. All GP practices must comply with GDPR Regulations. Leaflets are available in the waiting areas at both sites and information is available on our website outlining what we will do to keep your medical records confidential and to ensure compliance with GDPR legislation. Please take the opportunity to review the information we have put together. If any patient has any concerns over confidentiality of their medical records or any aspects of GDPR, please ask to speak with Wendy Shaw, Practice Manager.

Staffing changes

Dr Rebecca Phillips has now completed her GP training and has left the surgery. We wish her well for the future. Dr Nishant Kumar rejoins the practice at the beginning of August and will remain with us for a twelve period. Dr Rachel Walker joined the practice in March 2018. Dr Szrok is currently on maternity leave and will hopefully be back with us later this.

Telephones

We are aware that some patients are being cut off whilst holding for their call to be answered. Please accept our sincere apologies if you have experienced this problem when calling the surgery. We understand that is very frustrating for patients, particularly when calling at busy times and after being held in the queue. We have raised this with our telephone provider who is working to resolving the problem. We are concerned that the problem has been with us for some time now and remains unresolved. We are therefore, planning to replace our telephone system in the near future and are in the process of speaking to alternative telephone providers. PPG members are supporting us in sourcing a new telephone provider as they did when we moved from the 084 telephone number several years ago. We are monitoring the situation closely so please inform reception if you do get off when calling the surgery.

Healthwatch Leicester and Leicestershire are asking patients to tell them what they think of their GP Practice

Healthwatch Leicester and Leicestershire regularly conduct surveys to find out the public's views, opinions and experiences of healthcare services across Leicester and Leicestershire, to influence positive change. They want to hear your views about your GP Practice. Tell them what you think works well and what could be improved. This survey aims to gain an understanding of people's views on accessing GP services, any potential barriers and to find out what improvements patients would like to see. The results will be analysed, and the findings of the survey will be shared, along with any recommendations, with the providers and commissioners of Leicester and Leicestershire GP services.

Have your say

Complete the short survey at <https://wh.snapsurveys.com/s.asp?k=153113026417>

The survey closes on 31 August 2018.



The surgery and patient group are organising sessions to help people save lives.

The 10-minute sessions are free and aim to show people what to do when faced with an emergency such as a person who has collapsed or who has difficulty breathing.

Patient group chairman John Moore said many people did not know what to do, and panicked when they were confronted with an emergency. "These basic life-saving sessions are designed to give people confidence to act and to do the right thing until professional help arrives." Dr Rebecca Phillips will lead the sessions which will take place in one of the waiting room bays in Burbage Surgery on each Tuesday afternoon in August from the 7th.

Sessions have been arranged between 2pm and 4pm for each of the days.

All places on August 7, 14 and 28 have now been filled. Places are still available for the 21st. People interested can leave their details on a form at the Burbage Surgery reception desk. More sessions will be organised later in the year if there is enough interest, and some could be timed for people returning from work.