

Issue 48
JUL/AUG
2014



The Rushey Green
Group Practice

Practice Newsletter
Keeping You Up To Date
www.rusheygreengp.org

HOT SUMMER!!

The sun has finally arrived. Hooray! To keep well during this hot season it is very important to stay hydrated, wear lighter clothing and try as much as possible to stay in a well-ventilated area. The sun is great source of vitamin D. Try as much as possible to soak up as much off it while it last. Get involved in a lot of outdoor activities.

Change to our appointment system

Starts in September!

After recently reviewing your feedback about our services we have decided to make some key changes to our appointment system as on your suggestion. Some high lights as to how the new appointment system will work: **Morning appointments** – All Morning appointments will

be **pre-booked only**. For a morning appointment you will be able to pre-book up to 4 weeks in advance. These appointments will be routine and (not emergencies). Anyone needing an **URGENT MORNING** appointment needs to **RING IN** to speak to the Duty Doctor. **Afternoon Appointments- the will be no more need to queue early in the morning. Instead there will be a DAILY WALK –IN-SERVICE** where you do not need to pre-book your appointment but you can arrive at the practice Monday-Friday between 2:00-5pm and be seen on the day. The GP will see the first 18 people for **ONE** problem only. We would still have routine pre-bookable appointments in the afternoon as well as a duty doctor service. **Evenings and Saturday Appointments: will continue to have pre-bookable evening appointments from 5-7:30pm daily** and Saturday morning appointments which are also bookable up to 4 weeks in advance.

Urgent Duty Doctor:

These can only be accessed once you have spoken to the Duty Doctor on the telephone. If you can't make any of the above appointments please **RING** and ask for a Telephone appointment with the duty doctor who will either advice you or give an appointment

Think Twice about not attending your appointment without cancelling!

The surgery and its staff have been truly shocked at the recent data showing the number of patients who book an appointment with their GP or Practice Nurse and **DO NOT ATTEND** or (DNA) without bothering to cancel their appointments so that it can be made available for others! In April 2014 we offered 4465 appointments and 1141 patients DNA'd and in May 2014 we offered 4393 appointments and 1225 patients DNA'd.

What are we going to do about this?

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To improve our service for the vast majority of patients who do book responsibly we will be introducing a **new 4 strike rule**. This rule will apply to patients who repeatedly **DNA** without making any effort to cancel their appointment. This means the patients WILL be removed from the practice register and will have to find a new GP elsewhere. **Exceptions** will be made for the **elderly** and **vulnerable** and their circumstances taken into consideration.

How do you cancel your appointments?

It is very easy to cancel an appointment with Rushey Green Group Practice. This can be done via email, text message, online via our website, using the automated phone system or in person at the practice. There is no need to hang about waiting to speak to a receptionist!

Booking Appointments
You can book an appointment to see the

GP or the nurse by phone on 020 7138 7150 option 1 enter date of birth and telephone number, online via the Practice website, text to 078 0000 9656 for routine inquires or email to: lewccg.g85633-general@nhs.net

Our Face book/Twitter Pages

Like our Face book page to receive up to date information straight to your Newsfeed. Go to: <https://www.facebook.com/pages/Rushey-Green-Group-Practice/104749113013457>

Patient Participation Group (PPG) General Meeting

The Rushey Green Group Practice Patient Group will be meeting on Friday August 8th, **2014 at 7pm**. All Practice patients are invited to attend. The meeting will be held in Room 21 upstairs. We will be discussing how we want to role out the Access workshop and the event in September which will be focusing on Hypertension.

The PPG has its own email address which is Lewccgrusheygreenpppg@nhs.net. Please do not forget the PPG board in the waiting area. This board has the minutes from the last meeting and other updates.

CQC Visit

We had a CQC Inspection on the 8th of July. We are pleased to inform you that the inspection went well. We thank everyone of our patients who took the time and effort to complete the CQC surveys, and speak to the inspectors on site.

Quote for the Month:

“This is the key to life. To expect everything to be given to you from above, yet to be genuinely surprised and forever grateful, when they are. Expecting all good things to be yours, while not knowing how to take anything for granted. If there may be a key in life, this is the key.”

Regards
Patricia