

Issue 49  
NOV/DEC  
2014



The Rushey Green  
Group Practice

Practice Newsletter  
Keeping You Up To Date  
[www.rusheygreengp.org](http://www.rusheygreengp.org)

## **FLU SEASON**

As you all know the flu can be a very serious illness. Please do not wait to get a text message or a letter before you book an appointment to get your flu jab. No matter what time of the day you present for a Flu Jab will ensure you get seen. If you have a chronic condition, a child between the ages of 2,3 & 4 or a Carer or are pregnant or over the age of 65. You can pre book your flu jab 4 weeks in advance.

## **WHAT IS EBOLA**

Ebola is a Viral Haemorrhagic Fever (VHF) originating in West Africa, presently reaching epidemic levels in Liberia, Sierra Leone and Guinea. Sporadic cases have been reported in Nigeria, Spain and the USA. No cases have been reported in the UK.

Ebola is spread by droplet and faecal/oral contamination but not by airborne transmission. If you have a temperature of 38 degrees or higher or have had a fever in the past 24 and have visited in one of the West African countries mentioned earlier in the last 21 days should not visit your surgery or walk in centre this is to reduce the spread of the virus. If a patient rings to get advice and it is discovered that the patient has the EBOLA virus please ask the patient to call 999.

## **How the appointment system is set up.**

We no longer offer on the day appointments. We have 48 hours appointments. We also offer telephone triage – this where the GP calls you to find out what the illness is. After the telephone conversation the GP will determine if you need to be seen and the GP would be you in. You are also 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. The **Daily WALK –IN** service starts are 2:30 but we start checking in patients at 2pm Monday-Friday. We have 18 slots available on the walk in clinic. You can only be seen for **ONE** problem only in the walk in clinic. **Evenings and Saturday appointments will continue to have pre-bookable appointments from 5-7:30pm daily** and Saturday morning 9-11am 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

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will either advise you or give an appointment.

### **Not attending a scheduled appointment** **What are we going to do about this?**

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. Please visit our web site for more information about our DNA policy.

### **New Staff**

We welcome 3 new reception staff members, Tracey Bishop, Maurine Barrows and Sharona Pickersgill.!

### **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 by replying to text message we sent you, 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](mailto: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 Wednesday **November 5th, 2014 at**

**7pm.** All Practice patients are invited to attend. The meeting will be held in Room 21 upstairs. We are currently looking for a Chairman/Woman to manager the group. If you feel you have the qualities and have a flexible schedule please email to the email address below. The PPG has its own email address which is [Lewccgrusheygreenpppg@nhs.net](mailto:Lewccgrusheygreenpppg@nhs.net). Please do not forget to view the PPG board in the waiting area. This board has the minutes from the last meeting and other updates.

### **Surgery Closure**

The surgery will be closed for training on **November 25<sup>th</sup>** for staff training from 12:30-4:30pm.

### **Quote for the Month:**

“We make a living by what we get, but we make a life by what we give” By Winston Churchill

Regards  
Patricia