

Issue 50  
JAN/FEB  
2015



The Rushey Green  
Group Practice

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

## HAPPY NEW YEAR!

### FLU SEASON

As you are all aware that the hospitals are reporting a high increase of patients with flu. Please do not wait to get a text message or a letter before you book an appointment to get your flu jab. We have put in clinics for the flu jab so please speak to a reception staff to get booked in for an appointment. No matter what time of the day you present for a Flu Jab will ensure you get seen. If you have a chronic condition, our a child between the ages of 2,3 & 4 or a Carer or are pregnant or over the age of 65. For patients over 65 you would also need the Pneumococcal vaccination as well.

### The Walk In Clinic is going away

As of February 1<sup>st</sup> 2015 we will no longer have the walk in clinic. The walk in clinic came about as a result of 2013 Patient Suggestions in Patient Survey results. We thought it was a good suggestion and we have tried it. The reasons why the walk in clinic is going to stop are: **Our patient Participation group members have stated that the walk in clinic leads to Overcrowding of the Practice and the queues are disruptive to the Practice. A patient queuing for long periods to ensure they get an appointment is not ideal.** We have more bookable appointments throughout the day from February. If we run out of appointments and your problem requires attention on the same day, please ask to speak to the Duty

Doctor who is available throughout the day. Thank you for your patience as we continually work to improve our appointment system.

### DID NOT ATTEND AN APPOINTMENT RESULTS (DNA)

MONTH	AVB APPTS	DNA	PERCENTAGE
SEPT	5561	434	7.80%
OCT	4970	517	10.40%
NOV	5137	365	7.10%
DEC	5732	388	7.74%

On your 3<sup>rd</sup> missed appointment you will receive a letter. The letter explains what would happen should you miss a 4<sup>th</sup> appointment before 90 days. After the 4<sup>th</sup> missed appointment before the 90 days the patient's name is given to the Partners who review and decided whether you remain in our books. Please visit our web site for more information about our DNA policy.

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### **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](http://pages/Rushey-Green-Group-Practice/104749113013457)**

### **Patient Participation Group (PPG) General Meeting**

The Rushey Green Group Practice Patient Group will be meeting on Thursday **February 12th, 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 for the group. If you feel you have the skills, qualities and you have a flexible schedule please email to the email address below. One of the partners will try to attend the PPG meetings. Judy Chen attended the December meeting.

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 **January 29th** for staff training from **12:30-3:00pm**.

### **Smoking and drinking on the Premises!**

Please note that Smoking or drinking Alcoholic beverages is not permitted on the Practice Premises. We reserve the right to report cases of repeat offenders to the Police.



Outside the gate of the premises there is a Cigarette bin available. Our toilets are not to be used as a drinking area. Please note that the waiting area is under surveillance.

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

“Cheers to a New Year and another chance for us to get it right”

By Oprah Winfrey