

Issue 51
MAR/APR
2015



The Rushey Green
Group Practice

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

HAPPY EASTER!



The surgery will be closed during the **EASTER HOLIDAYS**
Friday April 3rd
Good Friday – closed, Saturday April 4th closed, Monday April 6th closed and we reopen at 8am on April 7th.

DID NOT ATTEND AN APPOINTMENT RESULTS (DNA)

MONTH	AVB APPTS	DNA
SEPT	5561	434
OCT	4970	517
NOV	5137	365
DEC	5732	388
JAN	4802	322

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

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

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 now be meeting quarterly and the next meeting will be on **Tuesday June 9th, 2015 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

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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. 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.

PATIENT ACCESS

We are encouraging all our patients to sign up for **Patient Access**. Signing up will allow you to manage your appointments online at home or work. **This is a quick way to view, book and cancel appointments. You would also be able to order repeat prescriptions, view your medical records, Amend your address and send secure messages. Ask at reception for details or visit patient.co.uk/access.**

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.

Our toilets are not to be used as a drinking area. Please note that the waiting area is under surveillance.

Violence and Aggression



Policy NO VIOLENCE

We have always had a policy in place but we are taking serious active steps to enforce the policy. When you register with the Practice you sign a form that states that you agree to behave towards the Practice Staff as you would expect us to behave towards you, **not using threatening, aggressive or bullying**

behaviour towards our staff or other patients. If you breach this agreement you will receive a **Warning Letter** and on the 2nd incident you will be **removed** from our Practice list.

TIME BANK

Rushey Green Time Bank gives everyone the opportunity to share their skills and become better neighbours. Once you have joined you can earn an hour for every hour spent helping another member or contributing to the community. You earn an hour to spend with another neighbour or on a community activity. To join visit www.rgtb.org.uk and look for the link to join. To find out more visit room 20 or call 020-7138 1785 to make an appointment.

Quote for the Month:
“April hath put a spirit of youth in everything.”
[William Shakespeare](#)

Patricia