

Issue 52  
MAY/JUN  
2015



The Rushey Green  
Group Practice

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

Spring is finally here!



This is the time to start planting, cleaning out the clutter, exercising, getting rid of the warm dark winter clothes and putting on the bright summer clothes, it is a time to visit new places and get out and about. It is good time to take care of your health. As the weather gets warmer it is important to stay hydrated by drinking lots of water, carry a hat with you for when it gets too hot and a pair of sunglasses to protect your eyes. Enjoy the spring and be safe.

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

MONTH	AVB APPTS	DNA	%
JAN	4802	332	6.91%
FEB	4455	312	7.00%
MAR	5597	334	5.96%
APR	5195	273	5.25%

We thank each of our patients who show up for their pre booked appointments. As you can see from the monthly DNA results the amount of DNA is coming down and we are able to offer more appointments due to the availability. If you cannot attend an appointment for one reason or the other it is important that you notify us as this allows another patient who needs the appointment to have the appointment. Please visit our website for more information about our DNA policy. Once again thank you for helping us provide a good service to our patients.

### **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/>

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[pages/Rushey-Green-Group-Practice/104749113013457](#)

### Patient Participation Group (PPG) General Meeting

The Rushey Green Group Practice Patient Group will be meeting on Tuesday **JUNE 9<sup>th</sup> 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 schedule please email to the email address below. One of the partners will try to attend the PPG meetings. Judy Chen attended the March 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 on **Monday May 25<sup>th</sup> for the Bank Holiday**. Please do not forget to order your prescriptions. Should you need to see a doctor when **we are closed you can call SELDOC on 02086939066**.

### 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**. We keep putting this message on the newsletter because we are still seeing patients who are not adhering to the signs that state no **Smoking Allowed**.



### Violence and Aggression



**NO VIOLENCE**

We have **Zero tolerance** for aggression and abuse towards our staff. When you register with the Practice you sign a form that states that you agree to behave in a civil manner towards the Practice Staff as you would expect us to behave towards you. If you breach this agreement you will receive a **Warning Letter** and on the 2<sup>nd</sup> incident you will be removed from our Practice. We have a responsibility to provide a peaceful and safe environment for our patients and our staff.

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

“When the past comes knocking, don’t answer. It has nothing new to tell you”.

**Anonymous**

Patricia