



HAPPY NEW YEAR!

A **BIG** thank you from all the staff for Christmas Cards and Gifts .

We wish you all happy and peaceful 2016!

There have been several changes happening to the surgery over the months, some of you may have noticed , we like to welcome Marcia as new reception supervisor who is overall in charge of the reception insuring things run smoothly. A few new members of staff have joined us since our last newsletter, we have additional staff in reception and two new members of the nursing team.

As you may have noticed the chairs in the waiting area have been replaced due to the damage of the old chairs. Also the outside lightning has been improved for the safety of staff and patients.

Website for the practice is currently under construction will be up and running as soon as possible.

Patient online Access

Patient Access lets you use the online services of your local practice. This may include arranging appointments, repeat medication, secure messages, medical records and updating details.

There are posters around the surgery regard Patient Online Access please take notice and read. You can register online for patient access at

<https://patient.emisaccess.co.uk>



DID NOT ATTEND AN APPOINTMENT RESULTS (DNA)

Month	AVB APPTS	DNA	%
NOV	6158	373	5.5%
DEC	5503	312	5.6%

A **BIG** thank you to all our patients who showed up for their pre booked appointments. As you can see from our monthly DNA results, the amount of DNA has significantly come down. It is important that we have your correct mobile number on the file so that you will receive a reminder via text about your pre-booked appointment. We know everyone has very busy lives and this is why we send out text reminders. If you cannot attend your appointment please make sure you notify us.



Flu Vaccines



As you all know the flu can be a very serious illness, so its better to get your flu jab done as soon as possible. There is limited availability of stock left, don't miss out your chance to get yourself vaccinated this year! Please speak to the reception and book in for an appointment. For patients over 65 you may be entitled to the Pneumococcal vaccination as well, please speak to a nurse.





Patient Participation Group (PPG) General Meeting

The Rushey Green Group Practice will be meeting on **Tuesday 12th April 2016 at 7pm**. All practice patients are invited to attend. The meeting will be held in **Room 21** upstairs.

Surgery Closure!

The surgery will be **CLOSED** for training on **Thursday 11th February** and **Tuesday 15th March** from 12:30-6:30pm for staff training.

How do you cancel your appointment?

It is very easy to cancel an appointment with Rushey Green Group Practice. This can be done via email, text message by replying 'Cancel' 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 out waiting so speak to a receptionist!

Booking Appointments

You can book an appointment to see the GP or the nurse by phone on **02071387150** option 1 enter date of birth and telephone number, online via the practice website, text to **07800009656** for routine inquires or email to: **lewccg.g85633-general@nhs.net**

Smoking and Drinking on the Premises!

Please note that smoking and 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 gates of the premises there is a cigarette bin available. Our toilets are not to be used as a drinking area. Please note that the surgery has CCTV surveillance in operation. Both inside and outside.

Quote of the month

'You are never too old to set another goal or to dream a new dream.' By C. S Lewis

Sudoku

5	3			7				
6			1	9	5			
	9	8					6	
8				6				3
4			8		3			1
7				2				6
	6					2	8	
			4	1	9			5
				8			7	9