



## HAPPY EASTER!



Spring is finally here! The better weather the longer days.

It's time to start exercising and keeping yourself healthy and fit. Start by drinking lots of water and keeping yourself hydrated and making sure you get the Vitamin C.

We don't stop making the surgery better for our patients, as you have noticed there has been some more changes happening to the surgery over the months. Finally we have our new website up and running with updated information. The check in machine is up and working again! Instead of queuing up to check in for your appointment, you can now use the check in machine which is placed in the reception.

### Staff Update

Congratulations to Dr Ho who has become a partner.

Dr Dutton is now on Maternity Leave.

## Patient online Access

We continue to receive good feedback about our online booking service. If, however, you are having difficulty registering for online booking via the website ([www.patient.co.uk](http://www.patient.co.uk)), then please speak to our receptionists who will be able to issue you with a registration reference and password.

There are posters around the surgery regarding 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	%
DEC	5503	312	5.6%
JAN	5747	314	5.40%
FEB	6122	314	5.10%

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. For more information on how to cancel your appointment please read page 2.

## Lost property

Have you lost any of the items bellow?

Coat, Gloves, Hats, Shoes, Scarf, Books, Umbrellas, Bags.

If any of the items named above belong to you, please come to reception and describe your lost item.

If the lost property is not claimed within 6 months, all the lost property will be given to a charity.



## Patient Participation Group (PPG) General Meeting

The Rushey Green Group Practice PPG 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 **Wednesday 13th July 2016 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 about 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, or online via the practice website, text to **07800009656** for routine inquires or email to: [lewccg.g85633-general@nhs.net](mailto:lewccg.g85633-general@nhs.net)

## Stop Smoking Clinic

Want to stop smoking?

You can now attend stop smoking clinic in Lewisham. (The list of clinics are attached at the back of news letter) Any clients wishing to quit can call **08000820388** or via

[LG.SmokingReferrals@nhs.net](mailto:LG.SmokingReferrals@nhs.net) or direct to the nearest pharmacy that offers support.

For more information please visit [www.smokefreelewisham.co.uk](http://www.smokefreelewisham.co.uk)

## 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

'There are only two ways to live your life. One is as though nothing is a miracle. The other is as though everything is a miracle.'

By Albert Einstein

## Sudoku

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