



The Rushey Green  
Group Practice

# Rushey Green Newsletter

Issue 57

SEP/OCT 2016

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Practice**



[www.rusheygreengp.org](http://www.rusheygreengp.org)

### Surgery Closure!

The surgery will be  
**CLOSED** for training on

Tuesday 13th September  
2016 12:30-6:30pm for  
staff training.

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## FLU SEASON !



### FLU WALK IN CLINIC

SATURDAY 17th SEPTEMBER 2016  
9AM-11AM

SATURDAY 24th SEPTEMBER 2016  
9AM-11AM

Seasonal flu occurs every year, usually in the winter. It is a highly infectious disease caused by a virus. Each year, the most likely viruses that will cause flu are identified in advance and vaccines are then produced that closely match them. As with most seasonal flu vaccines, this year's will protect against three types of flu virus. Some people are more susceptible to the effects of seasonal flu. For them it can increase the risk of developing more serious illnesses such as bronchitis and pneumonia, or can make existing conditions worse. In the worst cases, seasonal flu can result in a stay in hospital, or even death.

**Am I at greater risk from the effects of seasonal flu?**

Even if you feel healthy, you should definitely consider having the free seasonal flu vaccination if you have:

- a heart problem
- a chest complaint or breathing difficulties, including asthma, bronchitis or emphysema
- a kidney disease
- lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- a liver disease
- had a stroke or transient ischaemic attack (TIA)
- diabetes
- a neurological condition, for example multiple sclerosis (MS) or cerebral palsy
- a problem with your spleen, for example sickle cell disease, or you have

had your spleen removed.



**You should also have the seasonal flu vaccine if you:**

- are aged 65 years or over
- live in a residential or nursing home
- a frontline health or social care worker
- are the main carer of an older or disabled person, or
- are pregnant (even if you had the flu vaccine last year)
- Children aged 2 to 3 years

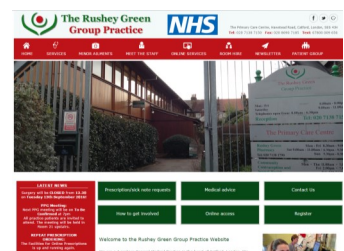
Don't wait until there is a flu outbreak this winter!

## New Practice Website

We have re-designed our practice website. Please view it at: [www.rusheygreengp.org](http://www.rusheygreengp.org)

### Online you can:

- Request Repeat Prescription.
- View the practice news letter and PPG meeting minutes.
- Read about practice service and learn about self-treatment of minor ailments and much more.
- Practice information



## 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

**[www.patient.emisaccess.co.uk](http://www.patient.emisaccess.co.uk)**

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

To **register** online you will need to bring in **photographic ID – ie: Passport or Drivers Licence**



## Lost Property

Have you lost any of the items bellow?

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

If any of the items named 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

# LOST & FOUND

## Latest Practice News

We wish to inform our patients that Mia Labelle – Practice Manager has now left the surgery at the end of June, we wish her every success in the future. We now have a new Assistant Practice Manager, Marsia Stewart she joined the practice in January as Reception Supervisor and was promoted recently. Marsia has been working in general practice for a number of years and brings with her years of experience.

Dr Elizabeth Xiradakis and Dr Margaret Senbanjo are 2 new GP Registrars who will be working with the practice for the next 4 months.

# DID NOT ATTEND APPOINTMENT RESULTS

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.

## 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!

MONTH	AVB APPTS	DNA	%
MAY	6851	400	5.84%
JUNE	5876	292	4.97%
JULY	6296	296	4.70%

## Stop Smoking Clinic

You can now attend 'stop smoking' clinics in Lewisham. 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)

We have a 'stop smoking' Clinic upstairs in room 29. Open every Tuesday 10am-4pm.

Please see reception.



We have a **STOP SMOKING** Clinic upstairs in **ROOM 29**  
The clinic is **OPEN 10am-4pm EVERY TUESDAY!**

## 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.

## SUDOKU

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

How to get an appointment in advance at Rushey Green Group Practice

<b>Patient calls at 8am</b>	<b>Pre-book 48hours in advance</b>	<b>Pre-book 7 days in advance</b>	<b>Pre-book 4 weeks in advance</b>
Monday	Wednesday	Monday following week including late night slots	4 weeks in advance
Tuesday	Thursday	Tuesday following week	4 weeks in advance
Wednesday	Friday	Wednesday following week including late night slots	4 weeks in advance
Thursday	Monday following week	Thursday following week	4 weeks in advance
Friday	Tuesday following week	Friday following week	4 weeks in advance
Friday		Saturday following week	

Appointments are released daily at Rushey Green Group Practice at the following times

	<b>For which session</b>		<b>For which session</b>
Monday 8am	Morning session	Monday 1pm	Afternoon session
Tuesday 8am	Morning session	Tuesday 1pm	Afternoon session
Wednesday 8am	Morning session	Wednesday 1pm	Afternoon session
Thursday 8am	Morning session	Thursday 1pm	Afternoon session
Friday 8am	Morning session	Friday 1pm	Afternoon session
Friday 8am	To book for Saturday	Of the following week	

Please be aware that not all clinicians work daily so if you want to see particular doctors ask at reception when the next appointment for that doctor is going to be released.

**Telephone Triage**

This is a service offered daily if patients feel that they have a medically urgent problem which cannot wait until the next available appointment. We have duty clinicians who will call you back and go through the symptoms and offer treatment, advice or ask the patient to come in to be seen at the surgery. Please note receptionist will ask the nature of the urgent problem for the clinicians benefit.

**Online Access**

Whilst we are working on improving access via the telephone system, you may wish to consider registering online for Patient Access. This will enable you to make appointments, view your consultations, order items that your doctor has put of repeat, etc.

Patients are required to bring in Photo ID and proof of current address and a member of the reception team will print off your password details. All adults must come in with above documents in person.