



Albion Street Group Practice

Newsletter

September 2011

www.albionstreetgrouppractice.co.uk

Need to cancel your appointment?

Our new cancellation number is

0203 049 7131

Please do not use this line for any other messages as these will not be responded to.

Need Blood or Test results?

Please ring usual number for results between 10.30am and 2.30pm or after 4.00pm. You may find it easier to get through at these times.

National Annual patient Survey Results

We have received the results of our annual patient survey which makes us level first with four other practices-Excellent news. However our figures for access to a G.P within 48 hours only reached 74%.

We wish to remind all our patients that anyone can see a Doctor both morning and evening by speaking to the triage Doctor, so in theory we should be reaching 100%.

Treatment Room Appointments

From 9th May this year we changed access to the treatment room from a walk-in to appointment only. This was following discussion with the practice forum. We plan to review patient opinion and feedback this month.

Saturday Flu Clinic

Please note we have changed the Saturday Flu Clinics this year to one a month instead of consecutive Saturdays.

- Saturday 8th October 2011 between 9:00am-11:00

- Saturday 5th November 2011 between 9:00am-11:00

This will hopefully help those of you who are not available in the one month.

You are eligible if you are over 65 years or are in an 'at risk group'

Private Fees

From 1st September 2011 our private fees from non NHS work will be increased. This is our first increase for a number of years. Please note that we can only accept cash or cheques for payment of private work.

Practice Forum Website - HELP NEEDED

We have a website for our patients to access which will be launched soon. It will be used as a noticeboard and keep you up to date with information regarding the patient group that meet four times a year. All registered patients are welcome to join. The website can be used for sharing suggestions, comments and feedback. It is non clinical but has a link to useful contacts. We are currently seeking some assistance with keeping the website up to date. If you are interested in helping and have a few spare hours a month please leave your details with Erika at reception.

Zero Tolerance

All our staff are trained and dedicated in serving you to the best of our ability, you will be treated with courtesy and respect at all times, in return we would ask that you and anyone you may bring with you to the practice treat our staff team and other members of the public with the same courtesy and respect.

We are accepting new patients so if you know anyone living in our catchment area that needs to register with a G.P please let them know.

Useful Contact No.

Seldoc (out of hours) 020 8693 9066

Patient Advice & Liaison Services 0800 587 7170

NHS Direct 0845 46 47

Guys & St Thomas 020 7188 7188

Dates for your diary

Patient Forum meeting Thursday 22nd September at 7:00pm at Albion Street Group Practice.

Closed between 1:00pm-4:00pm due to staff training.

Thursday 8th September 2011

Thursday 27th October 2011

Thursday 17th November 2011