

ALBION STREET GROUP PRACTICE

www.albionstreetgrouppractice.co.uk

NEWSLETTER SPRING 2013



Next Patient Forum meeting

Thursday 7th March at 7.30pm at Albion Street
All registered patients are welcome
We will be discussing improving the telephone system

Patient Survey

In December we surveyed over 700 people who attended during two weeks asking them about their experience of booking an appointment.

Key findings

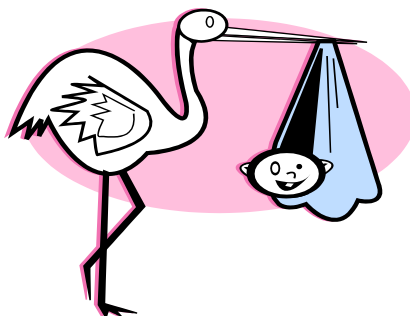
40% of those who booked on the day had to ring three or more times
36% of those who booked in advance had to ring three or more times
Patients who booked in person were very satisfied
There were high levels of satisfaction once patients had got through
Only 13 people booked in advance using the internet

Conclusions

Although patients were satisfied with many aspects of the booking process, this is further evidence we need to do something about the phones

PRACTICE NEWS

CONGRATULATIONS to Dr Sonia on the arrival of her new baby boy.



Dr Joanna Thorne is covering her maternity leave for the next few months.
We have a new, additional, receptionist... Welcome to Suzan
Dr Otty has returned from her sabbatical leave in Australia

URGENT MESSAGE FOR YOUR SAFETY

Please be aware of bogus workmen, we have been notified by the police that people are trying to gain entry into homes especially the elderly and disabled.

So please take care when answering the door

PREGNANT WOMEN

All pregnant women from 28 weeks are recommended to have the pertussis vaccine to protect their baby from Whooping Cough in the first few months of life. Please make an appointment with the nurse or discuss with your midwife or doctor.

ASTHMA REVIEWS

Calling all patients who have asthma. You are advised to have an annual review with our specialist asthma nurses Joy or Paula. If you need an appointment at another time then one of the doctors can do this for you as well.



EMERGENCY NHS 111 SERVICE TO START IN MARCH

NHS 111 is a new service that's being introduced soon. It is a fast and easy way to get the right help whatever the time. You should use the service if you need urgent medical help or advice but it is not a life-threatening situation. Monday to Friday 8am to 6.30pm continue to contact us and for immediate, life-threatening emergencies call 999.

Useful Contact No's

Seldoc (Out of Hours)

0208 693 9066

Patient Advice & Liaison Team

0800 587 7170

Guys & St Thomas' Hospital

020 7188 7188

Lewisham Hospital

020 8333 3000

Dates for your Diary

Surgery closed 1-4pm for staff training

Thursday 21st March 2013

Thursday 18th April 2013

Thursday 21st June 2013

Bank Holidays make sure you have enough medication

Friday 29th March 2013

Monday 1st April 2013

Monday 6th May 2013

Monday 27th May 2013