

ALBION STREET GROUP PRACTICE NEWSLETTER SPRING 2016

www.albionstreetgrouppractice.co.uk

Who are the Care Quality Commission ?



The Care Quality Commission (CQC) is the independent regulator for health and social care in **England**. It makes sure services such as hospitals, care homes, dentists and GP surgeries provide people with safe, effective, compassionate and high-quality care, and encourages these services to improve.

We are delighted to announce that the Care Quality Commission (CQC) has recently rated us as "Good" across all their domains (<http://www.cqc.org.uk/location/1-546222308>). It is a reflection of the hard work of all staff both clinical and administrative and we were pleased with the positive feedback forms we received from patients. We appreciate there are always areas to improve upon, including access, and will strive to better these with time.

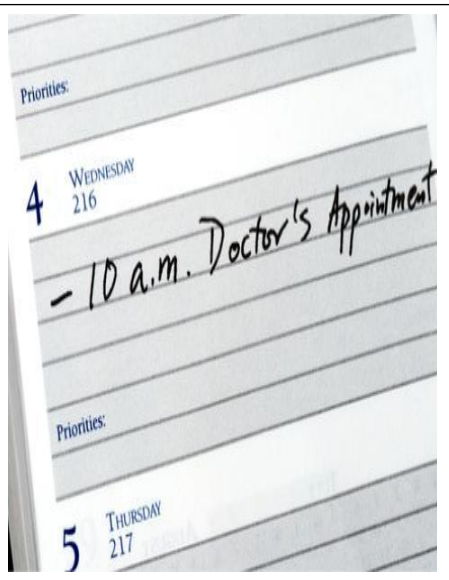
Should you have any suggestions or comments on how we could improve our services please attend our next Patient Participation Group Meeting

Baby Clinic is changing



The Health Visitors have noticed that some parents/carers have been waiting for a long time to see them so are trialling a change to the Tuesday clinic – appointments will need to be booked in advance by telephoning their office on 020 3049 7100.

You can still have your baby weighed on a Tuesday or Thursday between 11am and 12.30pm as usual, however if you wish to see the health visitor, you will need to book an appointment for Tuesdays or arrive in good time on a Thursday (6 slots available to book at the start of clinic).



Appointments - Did Not Attend

Having problems getting a doctors/nurses appointment?

Please remember should you book an appointment and fail to keep it/cancel it you are preventing others from seeing their doctor.

During January there were 204 failed appointments February 221 and March 270. That's roughly 10 appointments each day that could be used by other patients. Should you need to cancel your appointment please telephone the cancellation line 02030497131 and leave a message

Travel Clinic

Due to our current shortage of Nursing Staff we are unable to operate our once weekly Travel Clinics. If you are travelling abroad you can ask reception for a copy of your immunisation history.

Please look on www.fitfortravel.co.uk to get up to date advice about recommended immunisations for your destination and if you need to take malaria tablets.

If you do require malaria tablets we can prescribe these or if you prefer you can get them via

<http://www.travelpharm.com/>

If you need immunisations you can be seen at following non-NHS clinics – there will be a fee

www.masta-travel-health.com

www.nomadtravel.co.uk



Patient Participation Group

The PPG aims to be representative of our patient population and give constructive feedback to the practice on developing and improving services to patients. The group can be contacted directly

souccg.AlbionstreetPPG@nhs.net. PPG Meetings to be held at the surgery at 7pm on Wednesday 25th May, Wednesday 24th August and Wednesday 26th October 2016.

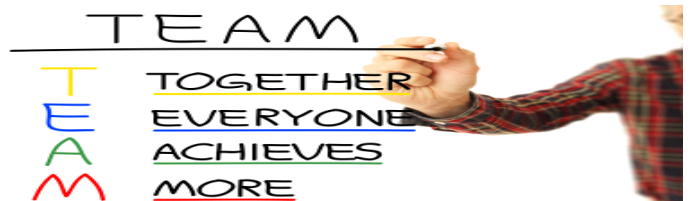
Minutes of previous meetings can be viewed at www.albionstreetgrouppractice.co.uk

Useful Contact
Nos:
Albion Street
Group
Practice:
02030497120

SELDOC
Out of Hours:
02086939066

We will be
closed on the
following
Thursdays for
staff training
between 1-3pm

21st April 2016
19th May 2016
16th June 2016



Goodbye: Dr N Darabi and Nurse Leslyn
Welcome Back : Dr Jennie Nicholson
Congratulations to Erika our Evening
Receptionist on the arrival of her baby
daughter.