

# NEWSLETTER



## 2017

Wishing all our patients a happy and healthy 2017!!

This newsletter was introduced back in January 2016 with the aim of keeping patients up-to-date with all that is happening at the practice. We have received excellent feedback from patients who have told us that they find the newsletter informative and interesting, so if you do like it – please tell us!!

## Care Quality Commission

The practice had its first Care Quality Commission (CQC) inspection on 24<sup>th</sup> November 2016. We are awaiting the results of the inspection. The report, once published, will be available on the practice website and on the Care Quality Commission website.

## Car Parking at the Health Centre

Please remember that if you are attending the surgery **for any reason**, you are entitled to park in the patient section of the car park for free. You **must** enter your car registration number in the terminal that is available on the reception desk.

## Did Not Attend (DNAs)

It is important that patients inform the practice if they are unable to attend their appointment. The DNA figures for the last quarter of 2016 are:

- October 2016 - 178
- November 2016 - 167
- December 2016 –137

This is a grand total of 482 missed appointments. If 50% of those patients would have informed the practice that they could not attend, there would have been over 200 appointments free to for patients to book.

As always, a big 'thank you' to those patients that do let us know.

## Online Services

The practice now has 32% of its list size registered for online services. If you would like to sign up for online services, please speak with a receptionist. We do require two forms of ID at the point of registration – please remember to bring photo ID and confirmation of address.

## Staff changes

We have recruited a new Health Care Assistant. Mrs Holly Earby has only just started with us at the beginning of this month. Holly is new to general practice and will have lots to learn. She will be following a closely supervised induction and training programme. Holly is looking forward to getting to know our

patients and to be part of the team at Beeches Green.

### **Staff Training Days**

The practice will be closed from 1-3pm for staff training on the following dates:

January 24 <sup>th</sup> 2017
February 28 <sup>th</sup> 2017
March 30 <sup>th</sup> 2017

### **Final note from the Practice Manager**

If you have any suggestions, concerns or questions, please ask to speak with me. If I am available, I am more than happy to go through things with you.

~ Sarah (Bryant)



Date of next newsletter: **April 2017**