



## The Green Street Newsletter

January 2014 - Issue 8

*Happy New Year!*

*We would like to wish all our patients and their families a happy and healthy New Year.*

### Welcome to the launch of a new service at Green Street!

**Online Appointments** - You will soon be able to book appointments online. Please call into Reception to register for this service and for further details.

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**Our online prescription service is changing** - If you are already registered for online prescriptions we will be emailing you soon to transfer you to the new system next time you order. We aim to make the transition as smooth as possible.

**Not used our online services before? Register today!**  
Please speak to Reception for details of how it could work for you.

#### Patient Survey 2013-14

We have just completed our Patient Survey for this year. Look out for our 'Special Edition' Newsletter in March.

We would like to reassure patients that all survey responses are anonymous. Online submissions and those sent via the link in the last Newsletter are electronically sent to a module within the practice website. This module analyses the answers and produces a statistical report for the practice.

#### 'Did Not Attend' Statistics for October, November and December.

Please remember if you can't make your appointment to cancel it!

	Doctor	Nurse	HCA
October	43	47	27
November	41	39	18
December	37	42	22

We can then offer it to someone else and reduce waiting times for everyone.

Text Reminder Service - Some patients have asked why they receive two texts after they have booked an appointment. The first text is a confirmation (usually sent out within 5 - 30 minutes of the booking); the second text is a reminder (sent between 1 and 24 hours before your appointment but only between 7 am and 7pm). If you ring in the morning and book an appointment for that day you will most likely get both texts close together. No automatic system is perfect but we hope to reduce the number of missed appointments using this system as well as offer patients an automatic confirmation - we hope this explanation helps.



## A New Group 'Friends of Green Street Clinic'

You may have noticed some 'greeters' at Reception over the last few weeks. These are the first of our 'Friends' of Green Street and we extend a warm welcome and our thanks for their help during our busy times. If you have a couple of hours to spare and would like to get involved please complete one of our contact sheets available from Reception. Your details will be passed to a member of our Patient Participation Group (PPG) who are supporting the Surgery in this new venture and they will be in touch with you soon.

Thank you!

### Public Consultation

The three NHS Clinical Commissioning Groups in East Sussex (Eastbourne, Hailsham and Seaford CCG, Hastings and Rother CCG, High Weald Lewes Havens CCG) have launched a 12-week public consultation on the future of local maternity, in-patient paediatrics and emergency gynaecology services.

Further information is available on the practice website using the link here <http://www.greenstreetclinic.co.uk/info.aspx?p=6>

There is no preferred option at this stage. The consultation will enable the CCGs to continue to hear the views of patients, public and stakeholders and this will inform the CCGs' final decision, which is likely to be made in July 2014.

### Website reminder!

*Don't forget to make regular visits to the surgery website. It is filled with lots of useful information about the practice and the services we provide.*

*You will find links to other healthcare websites, an NHS Health Encyclopaedia, downloadable travel vaccination forms, vaccination schedules for babies and children as well as information on how to contact a doctor when we are closed.*

*It is regularly updated and will hold the most up to date information of national programmes for healthcare.*

[www.greenstreetclinic.co.uk](http://www.greenstreetclinic.co.uk)