

What we talked about in our last Patient Participation Group



The Patient Participation Group (PPG) at Rushey Mead Health Centre are a group of extremely passionate individuals who are keen for Rushey Mead Health Centre to be the best it can be. To keep you in the loop, we thought we would let you know what has been discussed at the most recent meeting:

- How best to work with local pharmacies so that prescription wait times are reduced
- How we are able to reduce wastage in medicines
- Updates to the practice website
- Updates to the local Ambulance Patient Transport Service, now provided by Thames Ambulance Service LTD.

Do you want to be more involved in Rushey Mead Health Centre?

Rushey Mead Health Centre PPG are always looking for new members who are keen to help us improve the service. If you are interested in joining the PPG or would simply like more information, please do not hesitate to contact the PPG Chair, Kash Bhayani. Kash's email address is rmpatientgroup@gmail.com

Changing Faces

We're delighted to introduce a new face to the team at Rushey Mead Health Centre. You may have already met our newest member: Hinal.

Hinal joins us as the new Practice Manager and has over 15 years of experience working in healthcare, with 4 years in practice management. Hinal is passionate about improving your patient journey and improving patient care and is keen to make sure the care you receive is the best we are able to provide.



What can the Surgery Website do for you?

We've recently revamped the Rushey Mead Health Centre Website to make it more user friendly, it should now be easier than ever to:

- Request repeat prescriptions online
- Book appointments online
- Update your Personal Details online
- Complete Health Review Forms online

We will shortly be introducing an Online Triage system to the website. You will be able to input your symptoms and one of our GPs will get in touch with you later in the day to advise if you are in need of an appointment (and book one for you), if you should go to A&E or if you should go to your local pharmacy.



You can find our new website by going to the following link: www.rusheyneadhealthcentre.nhs.uk.

The Friends and Family Test

The NHS Friends and Family Test (FFT) exists to help us understand whether you are happy with the service we provide, and identify what we can do better. It is a quick and anonymous way to give us your feedback after receiving care. We encourage you to fill out an FFT form each and every time you visit us!

Put simply, the FFT asks you if you would recommend our services to your friends and family. As part of our mission to make the world a happier and healthier place, we want our FFT scores to be consistently as high as possible, with over 90% of our patients willing to recommend Asquith Surgery.

So far in 2018 the scores aren't quite where we want them to be, but we are working tirelessly to improve them. If you have any suggestions, please get in touch with a member of the team, who would love to hear from you!

Our Mission

Our ongoing mission is to **make the nation healthier and happier – one patient at a time!**

What this means for you

- We will make sure we have the right number of GP and Nurse appointments to meet the needs of our patients and achieve a minimum 95% QOF achievement
- We will work closely with the PPG in the development and improvement of the practice
- 90% of patients will have confidence and trust in the GP they see
- 90% of patients will find it easy to get through to someone at the practice on the telephone
- 90% of patients will find their last appointment at the practice convenient
- 90% of patients will find our receptionists helpful