

Our winter newsletter for 2017 concentrates on Staff Changes, Practice improvements and Primary Care Navigation.

### **UPDATES**

PATIENT SELF SERVICE VIA  
OUR WEBSITE

#### **DON'T FORGET**

- You can now book a GP or Minor Illness appt
- Order prescriptions
- Update your contact details
- Update your clinical details
- Make an admin enquiry

PLEASE ASK THE  
RECEPTIONIST TEAM IF  
YOU WISH TO SIGN UP  
FOR ON LINE APPT  
BOOKING

#### **CAN OUR PRACTICE NURSES HELP ?**

Practice Nurse appointment slots available day until 6.00pm every day.

### **SPECIAL POINTS OF INTEREST**

#### **CLOSURE DATES**

TUE 21 NOV —PM (training)  
MON 25 DEC ALL DAY  
TUE 26 DEC ALL DAY  
MON 1 JAN ALL DAY

### **FRIENDS AND FAMILY TEST**

Patients are asked 'how likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?'

Our latest result , at the end of Oct 2017, showed that 93% of patients were either extremely likely or likely to recommend us.

### **STAFF CHANGES**

Ian Bonser joined the practice during March as the new Practice Business Manager, following the retirement of Mark Milnes. The practice is also delighted to announce that after a successful round of recruiting, the clinical team is now up to full strength—We welcomed Sarah Millar-Craig as the new Salaried GP during May as well as Katie Grieg as our new HCA. During July Alyssa Cooper joined the team as our new practice Nurse. We look forward to having them as members of our team.

### **PATIENT ARRIVAL AND PATIENT INFORMATION**

You will notice that we will have a new patient arrival system in place towards the end of the year—this will save time when the surgery is busy and allow you all to check yourself in rather than queuing at reception. Don't worry; if you would prefer to check-in by speaking to one of the team that is also fine.

We are awaiting installation of a new patient information screen that will display lots of important health messages and surgery information to our patients as well as informing our patients when the clinician is ready to see them.

### **PRIMARY CARE NAVIGATION**

Are you aware that sometimes the GP isn't the best person to see? Did you know that our Clinical Pharmacist is able to carry out Asthma reviews as well as NHS Health Checks? He is also the best person to see for all of your medication reviews and enquiries.

Did you know our HCA is best placed to carry out your routine annual BP checks & CHD reviews. It is important the you navigate to most appropriate person to deliver your care, this will ensure that the GP appointments remain available for those that really need them.

### **ON LINE APPOINTMENT BOOKING**

Have you signed up for this service via our website ? If not please do - many patients do not realise that ' on the day ' appointments are released at 8.00am for booking on line as well as via the telephone and face to face.

### **PATIENT PARTICIPATION.**

If you are interested in joining our Patient Participation Group then please speak with Ian Bonser, Practice Business Manager. We are always looking for new members and we meet every 6 months, our next meeting is due to take place on 29th November 2017.

### **CQC REPORT**

Our CQC inspection took place at the end of September 2016. We were pleased to receive a GOOD rating in all areas and full details are available on our website.

## Inside Story Headline

This story can fit 150-200 words.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find "filler" articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your

newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter to a Web publication. So, when you're finished writing your newsletter, convert it to a Web site and post it.



*Caption describing picture or graphic.*

## Inside Story Headline

This story can fit 100-150 words.

The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field.

You may also want to note business or economic trends, or make predictions for your customers or clients.

If the newsletter is

**"To catch the reader's attention, place an interesting sentence or quote from the story here."**

distributed internally, you might comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an editorial. You can also profile new employees or

top customers or vendors.

## Inside Story Headline

This story can fit 75-125 words.

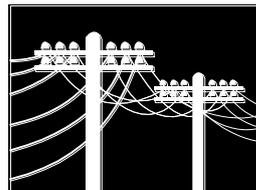
Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the message you're trying to convey. Avoid selecting images that appear to be out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose and import into your

newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.



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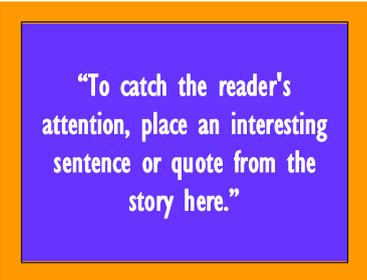
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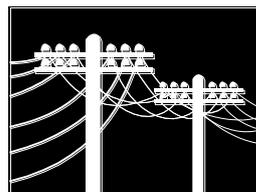
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106 Southchurch Drive  
Clifton  
Nottingham  
NG11 8AD  
0115 9211566

**RIVERGREEN MEDICAL  
CENTRE**

*Your business tag line here.*

We're on the Web!  
[example.microsoft.com](http://example.microsoft.com)

This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.

## Back Page Story Headline

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

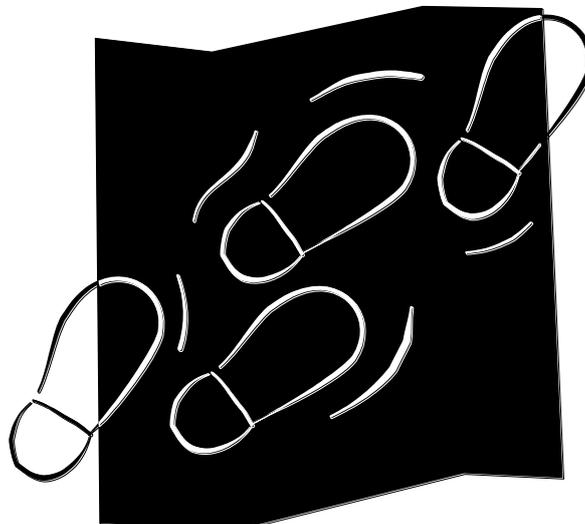
A listing of names and titles of managers in your organization is a good way to give your newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing of those here. You may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast

meeting for vendors every third Tuesday of the month, or a biannual charity auction.

If space is available, this is a good place to insert a clip art image or some other graphic.



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