

The Good Practice Newsletter

Spring March/April 2018

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Welcome – Spring time at last!

I am sure, like me, you are all very relieved that Spring is finally with us. We have had a tough winter that has brought influenza to Chelsea, non-stop cycles of coughs and colds, and then snow and ice just when it should have been getting a little warmer. Well done everyone for keeping going and for using the Good Practice wisely over the winter months.

Review of the Year

- As we approach the end of the year of the relaunched Good Practice it is worth reflecting on how we are getting on. This year we have:
- Set up a very active and caring patient participation group (PPG) Please do come along to one of the meetings or email us with your suggestions. It is open to everyone and we are keen to have as many patient members as possible representing all ages and backgrounds.
- Recruited new staff including our practice nurse Amparo and Dr Fontaine and Dr Marwah enabling the Practice to care for many more patients each week.

- Extended our opening hours. We are now open for an extra 25 hours a week. We open our doors at 8am to 6.30pm with two evening surgeries and a triage service – morning telephone consultations.
- We have grown the practice from 3500 to 4100 patients which has enabled us to recruit more staff so that we can offer more appointments and more variety.
- We have had a very positive inspection by the Care Quality Commission (CQT) and will share the report in our next newsletter.

Patient Participation Group

We would still very much welcome new patients to join our friendly PPG. At the moment the PPG meets every 3 months. It is an opportunity for patients to ensure that the practice is meeting the needs of the population and that we are responding to changes. It is early days for the group but we are forming a very close relationship which we think helps us to care for all our patients. We hope to build on this relationship and would love more patients to join particularly if you feel you have lots of ideas. The next meeting will take place after Easter. We will post the time and date up in the surgery and on the website.

Easter Opening Hours

The Practice will only be closed on Good Friday 30th March and Easter Monday 2nd April.



