

DNA Monitoring

The CQC visited us on 10th November 2016 for a re-inspection. We are proud to say that we have been rated as good in all 5 areas (safe, effective, caring, responsive, and well-led). If you wish to view the full report you can do so by going to http://www.cqc.org.uk/location/1-556785464/reports

CQC Visit

Our latest ‘Did not attend’ figures:

October 2016: 6hrs 10m (35 appts)

November 2016: 9hrs 30m (57 appts)

December 2016: 8hrs 0m (48 appts)

Complaints

Since 1st April 2016 we have had 3 complaints. Each complaint has been dealt with professionally and has been resolved.

If you think you are a registered organ donor it is best to double check. If you registered some time ago this may no longer be valid. You can check if you are registered or register for the first time by either phoning 0300 123 23 23, or going to [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk).

Every year we invite eligible patients in for a flu jab. The charts below show the percentages of eligible patients who have had the flu jab this winter and the percentages of the eligible patients who haven’t. Remember, if you’re 65 or over or suffer from a chronic condition such as asthma, diabetes, COPD or another similar chronic condition, then you are eligible for a free flu jab. It’s not too late to have it so if you fit into one of these categories and still wish to be vaccinated please book an appointment with the receptionists.

***January 2017***

Organ Donation

Flu Jabs

***The Rainham Healthy Living Centre***

***No 5.***

**The Red Suite**

***Newsletter***