***Newsletter***

***No 1.***

**WE WISH ALL OF OUR PATIENTS A**

**MERRY CHRISTMAS AND A HAPPY AND HEALTHY NEW YEAR!**

***December 2015***

**The Red Suite**

***The Rainham Healthy Living Centre***



**Patient Participation Group**

We have been running a successful PPG (Patient Participation Group) for 4 years.

The PPG allows patients to discuss the running of the surgery and gives opportunity to discuss any improvements that could possibly be made to our services.

To give us a better representation of all of our patients, we are looking for people between the ages of 25- 45 years to join us. If you would be interested in joining please inform one of our receptionists who will assist you.



**Sign up for The Electronic**

**Prescription Service!**

**Online Services**

Here at The Red Suite (Rainham Healthy Living Centre) we offer online services. This allows patients to book appointments online, order repeat prescriptions and also view certain areas of your medical records, without coming to the surgery. If you would like to sign up for this service then please ask one our receptionists.

 Did you know you can have your prescriptions sent electronically to your chosen chemist? This means you no longer have to come into the surgery to collect your prescription and instead can go straight to the chemist to collect it. If you are interested in signing up for this service then please speak to one of our receptionists who will be happy to help.





**Kilimanjaro!**

**DNA Monitoring**



Each month we monitor the number of appointments that are wasted by patients that DNA (do not attend). For the month of November 2015 we had 13hours 20minutes of appointments that patients missed. This totals to 80 appointments!

Please remember to telephone the surgery if you are unable to keep an appointment so we are able to offer this to other patients ☺

Our receptionist Eileen will be climbing Kilimanjaro on 18th February 2016.

Give your support by donating to http://uk.virginmoneygiving.com/eileenreynolds1

All money donated will go to the charity of Bloodwise which helps support people with blood cancers such as leukaemia, lymphoma, myeloma etc. If you would like to find out more about the charity go to www.bloodwise.org.uk