

Our second newsletter of 2011 focuses on our new Patient Reference Group.

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

SPECIAL POINTS OF INTEREST

GENERAL PRACTICE AWARDS 2011

We were pleased to be a finalist in the Nottinghamshire Local Medical Committee Excellence in General Practice Awards. The award was received at a recent dinner at the East Midlands Conference Centre.

SURGERY CLOSURES

Tuesday 13 September PM

Tuesday 8 November PM

Tuesday 6 December PM

PATIENT REFERENCE GROUP

As outlined in our March 2011 newsletter, one of the key drives within the Government's Healthcare reforms is to Endeavour to bring services closer to the patient and more community based. Like many practices we are looking at ways of implementing these proposals and as a first step we have decided to revamp our existing Patient Forum to create a Patient Reference Group.

Our first meeting took place on 24 May when we outlined our proposals to seven patients who attended the session. We are seeking to create a 'virtual Patient Reference Group' which will run alongside our existing website and will hopefully encourage involvement from our younger patients. This will enable patients to contribute to the Reference Group without the need to attend face to face meetings. Additionally, we discussed areas of priority which are to be included in our own 2011 Patient Survey.

Following this session, we met with one of the patients, Allen Breeton, who has kindly agreed to become the 'patient lead' and this will enable us to discuss ideas if required at any time between meetings. Our survey has now been produced and is available for completion by patients until the end of August. The results will then be formulated and discussed at our next Patient Reference Group session which is planned for late September.

If patients are interested in joining the group then please feel free to contact either Mark Milnes or Sue Bedding.

Rivergreen Patient Survey 2011

As outlined above, our own survey is available for completion. Please complete and return if you visit the surgery or if not it is available on our website www.rivergreenmed.co.uk. The results and subsequent action plan will feature in our next newsletter.

National Patient Survey Results 2011

Summary of results.

	Practice		PCT		National	
	2009	2010	2009	2010	2009	2010
Ease of Telephone Access	52	55	70	71	68	69
Ability to see GP in 48 hours	88	88	80	79	80	79
Ability to book ahead to see GP	63	58	70	70	71	71
Overall Satisfaction with Care	96	94	90	90	90	90

Whilst we are a little disappointed that our 'book ahead' score has reduced we have seen a 7% improvement in the final quarter of 2010 and seek to continue this into 2011. Telephone access is a challenge for us but an increase has been noted.

Our Overall Satisfaction score continues to compare very favourably against both local and national scores but tells us that we must not rest on our laurels.

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

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.

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

Inside Story Headline

This story can fit 75-125 words.

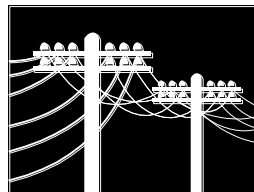
Selecting pictures or graphics is an important part of adding content to your newsletter.

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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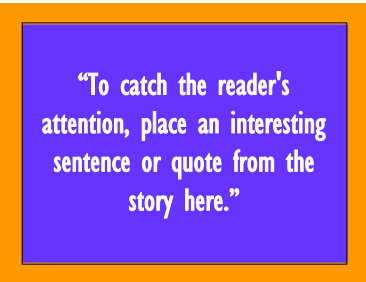
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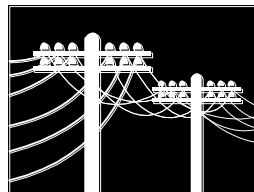
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Caption describing picture or graphic.



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

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.

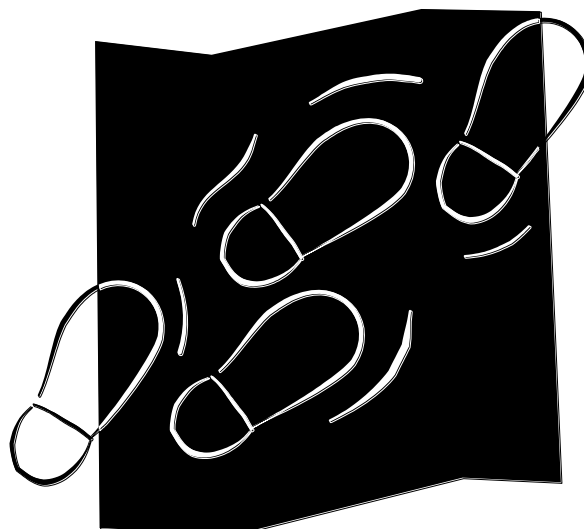
A listing of names and titles of managers in your organization is a good way to give your newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

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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