

Update to telephone system

We have now changed our telephone options – please listen carefully for these changes.

We no longer have the call back option or inform patients of the queue position.

How to book an appointment

To book a routine appointment:

- Follow the DoctorLink link - <https://app.doctorlink.com/beaconhealthgroup/register>
- Telephone the surgery - option 2

To book an on the day appointment:

- Telephone the surgery - option 1

Please do not attend the surgery to book an appointment.

Covid-19 Vaccinations

We are continuing to offer our patients across all three surgeries the Covid-19 vaccination at Danbury Medical Centre. We are texting and calling patients to book these appointments. **Please do not call or email the surgery to book.**

All under 40's will only be offered to book the Pfizer vaccine.

Please see the website for further information.

Thank you for being patient with us during this busy time.

New Dispensary Opening Hours

The dispensary at Danbury is open for medication collection between:

08.00 am - 13.00 pm and 14.00 pm - 18.30 pm - Monday to Friday

The dispensary can be contacted by telephone for queries between 10.00 am - 13.00 pm weekdays for advice on 01245 221777 then press option 3, or via email f81100.scripts@nhs.net

Could we please ask where possible that you allow 3 working days for collection of prescriptions and medication.

How to request medication

These are the ways you can request your medication:

- Login to SystemOnline Online Services
- Place your request in the post box at the front of the surgery
- Send your request in via post

Zero Tolerance

Sadly, please can we remind patients that we have a zero tolerance policy across our sites. Shouting, swearing or being abusive will not be tolerated under ANY circumstances.

All of our telephone calls are recorded. Patients who are abusive could be removed from our patient list.

We are here to help and aim to be as polite and helpful as possible, even during difficult times.

Push Doctor

We are now providing video consultations with the leading online GP provider, Push Doctor. This means there will be more availability for our patients to access NHS GPs via video appointment, with the option to receive prescriptions, sick notes and referrals from the comfort of your own home and at a time that suits you.

The practice remains open as normal for telephone and face-to-face consultations; video appointments are simply an additional, complimentary service for those who would prefer to be seen from home, and are usually available quicker than face-to-face appointments.

Registering for SystmOnline

If you wish to register for SystmOnline Online Services please either present in person at the surgery with photo ID or email photo ID to reception.f81100@nhs.net
Please note patients age 11-16 years old cannot have online services.

CCG Shutdown

Please be aware the next CCG Shutdown date is Wednesday 30th June 2021 from 12.00 noon. The Mid-Essex CCG will be providing out-of-hours care for our patients from 12.00 noon until 18.30 pm and our telephone lines will be diverted to the care provider during this time. In the case of urgent need whilst the practice is closed you can call NHS 111 to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements made for you to see a doctor. Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens. In a genuine emergency you should call 999. Chest pains and/or shortness of breath constitute an emergency. Hours will resume as normal on Thursday 1st July 2021.