

Award

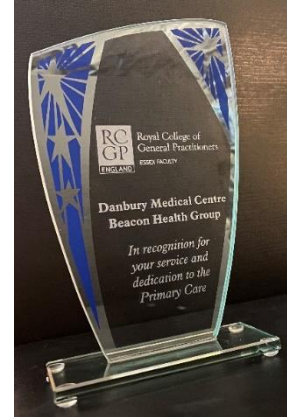
The Beacon Health Group is extremely proud to announce we have received an award from The Royal College of General Practitioners in recognition of our service and dedication to primary care.

This is the first time the award has been given to a GP practice as opposed to an individual so well done to all our team.

Flu Clinics

Due to unforeseen road freight challenges for the supplier of flu vaccines there was a delay with our expected delivery date.

However, we have now received delivery of our vaccines and are now booking flu vaccine appointments. To book please email reception.f81100@nhs.net



CCG Shutdown

Please be aware the next CCG Shutdown date is Thursday 30th September 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 Friday 1st October 2021.

DoctorLink

Following patient feedback, The Beacon Health Group has ceased using the Doctorlink Symptom assessment app as of the 15/09/21.

National shortage of blood testing tubes

Due to a national shortage of blood testing tubes we are only able to offer clinically urgent blood tests at this time following NHS England guidance. Therefore, we have suspended all routine blood testing. If you already have a blood test booked, we will contact you by text message if this needs to be postponed. We do not know at this time how long this is expected to be in place

[How to book an appointment](#)

To book a routine appointment: -

- Telephone the surgery - option 2

To book an on the day appointment: -

- Telephone the surgery - option 1

To book a telephone medication review: -

- Telephone the surgery - option 2
- Book through SystmOnline/NHS App

To book a phlebotomy appointment: -

- Telephone the surgery - option 2
- Book through SystmOnline/NHS App

To book a cervical smear appointment: -

- Telephone the surgery - option 2
- Book through SystmOnline/NHS App

Please do not attend the surgery to book an appointment.

[New Website Launched to Provide Local Health and Wellbeing Information](#)

We are proud to launch our new Phoenix Primary Care Network website together with our partners in the network. You can find the new website at www.phoenixpcn.nhs.uk.

This new website will support patients to self-care by providing accessible information and advice on a range of topics, including mental health support, weight management, cancer services and more. All the information has been reviewed by clinicians and residents to ensure it meets their needs.

[DNA's \(Did not attend\)](#)

The Beacon Health Group has sadly had an alarming number of DNA's reported for the month of August 2021. A total of 113 patients did not attend their appointments. This averages approximately 5 appointments a day. PLEASE remember to cancel an appointment if it is no longer needed to allow other patients the opportunity of using the appointment.

[University Students](#)

When heading off to university you will need to register with a surgery close to where you are studying/living. You will then be deducted from The Beacon Health Group. However, should you need an appointment at any time whilst home from university you can register with us as a temporary resident. To register as a temporary resident please attend the surgery and complete the 'temporary resident' form or you can complete the form on our website under the 'register Now' tab.