

Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP or Nurse during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at www.thebeaconhealthgroup.co.uk or call 01245 221777

We offer pre bookable and "on the day" appointments.

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – The surgery can offer a full range of family planning services.
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – these clinics are aimed at encouraging a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Palliative care support** – Our emergency care team have a direct line for palliative care patients so that urgent end of life care is not delayed.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Some services provided are not covered under our contract with the NHS and therefore attract charges.

Examples include:

- Medicals for pre-employment
- Fitness to travel
- Insurance claims

Opening hours

Danbury Medical Practice

Mon	08.00	20.00
Tue-Thu	08.00	18.30
Fri	07.00	18.30

Mountbatten House Surgery

Mon-Fri	08.00	18.30
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Moulsham Lodge Surgery

Mon + Tue	08.00	18.30
Wed	08.00	20.00
Thu+Fri	08.00	18.30

Are you using the right service?

SELF-CARE  What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7)  Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
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GP ADVICE  Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE  Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999  Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke
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Patient Information Leaflet



The Beacon Health Group is a partnership providing NHS Services under a General Medical Services Contract.

Danbury Medical Centre
52 Maldon Road, Danbury,
Essex CM3 4QL

Mountbatten House Surgery
1 Montgomery Close, Chelmsford,
Essex CM1 6FF

Moulsham Lodge Surgery
158 Gloucester Avenue, Chelmsford,
Essex CM2 9LG

Tel: 01245 221777

Email address:
reception.f81100@nhs.net

Website:
www.thebeaconhealthgroup.co.uk

The practice team

Partners

Dr Patricia McAllister
Dr Robert Plate
Dr Catherine Strickland
Dr Caroline Dollery

Salaried GPs

Dr Adeniyi Oyewunmi
Dr Aisha Sohail
Dr Aqsa Ali
Dr Bryony Lane
Dr Estela Davoodi
Dr Katie Trathen
Dr Leila Saeed
Dr Liliana Szittyá
Dr Nisha Ehamparanathan
Dr Rosie Adlington
Dr Tipu Navqi

Emergency Care Practitioners

Abbie Matkins
Katherine O'Connor
Lesley Sullivan
Lisa Barwell
Manuel Sevillano
Mary Eseku

Nurses

Jacqui De La Salle
Katie Hurst
Melissa Gardiner

Pharmacists

Fatema Dossa
Arinze Kanu
Michael Anim
Nadeea Rhaman
Rizwan Siddiqi

Healthcare Assistants

Nicole Tinha
Sallie Burtenshaw
Vicky Foster

Practice Management

Cher Cooper – Operations Manager
Martin Wilson – HR & Finance Manager

Prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at the front of the surgery
- Online – Please log in and order via our website, SystmOnline or NHS App

Please allow 72 hours for collection when ordering repeat prescriptions (excluding weekends and bank holidays).

Dispensing practice

The practice is a dispensing practice and can issue prescriptions if you meet the requirements to be registered as a dispensing patient.

The dispensary at Danbury Medical Centre is open for medication collection between 08.00-13.00 and 14.00-18.30 Mon to Fri.

Dispensary can be contacted by telephone between 10.00-13.00 Mon to Fri.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please telephone the surgery before 11.00am.

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on our website.

Comments, suggestions, and complaints

Our aim is to give the highest possible standard of service, so your comments and suggestions are important to us.

If you would like more information about any of the services we provide, please ask a member of staff, telephone, or log into the practice website.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit, or threaten to commit a criminal offence.

NHS England Contact

The Beacon Health Group provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233
Email: england.contactus@nhs.net