

New staff

We have great pleasure in announcing a new member of staff to our clinical team.

We would like to give a warm welcome to;

- Dr Danielle Eaton – GP

Dispensary Information

The dispensary at Danbury is open:

Monday-Friday 08:00-13:00 and 14:00-18:30.

The dispensary can be contacted by telephone between 11:00 - 13:00 weekdays for advice - 01245 221777 Then press option 3 or via email f81100.scripts@nhs.net

PLEASE NOTE FOR SAFETY REASONS WE DO NOT TAKE PRESCRIPTION REQUESTS OVER THE TELEPHONE

The dispensary at Danbury is the point of contact for all three sites.

How to order your medication

You can request your medication:

- In person at the surgery or via post
- Via the link on the website to the online form (you will need to be registered for online services to access this)
- Electronic Repeat Dispensing
- Via email f81100.scripts@nhs.net

Repeat Prescriptions

Repeat prescription requests should be left in the box provided at each site.

Please allow the surgery **at least 2 working days** to process your repeat prescriptions; we will not be able to dispense your prescription without 48 hours' notice.

Please allow your designated pharmacy **3-4 days** to fill your prescription.

Medication Reviews

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications and notification should appear on your repeat slip.

Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

If you have this appointment booked we can then continue to dispense your medication.

Facebook Page

We now have a 'Beacon Health Group' Facebook page for information and news about the practice.

[DNA's](#)

The Beacon Health Group has sadly had an alarming number of DNA's reported for the month of January 2020. **A total of 225 patients did not attend their appointments.** This averages approx. 10 appointments a day. Please remember to cancel an appointment by phone or text message if it is no longer needed to allow other patients the opportunity of using the appointment.

If you are happy to explicitly consent to receive SMS text messages and emails from The Beacon Health Group, please complete the SMS Text Messaging & Email Consent Form which is available from reception or alternatively you can download a copy from The Beacon Health Group website. Click on 'New Patients' and then 'Patient Consent'.

[Flu Vaccines are still available](#)

Flu vaccines are still available. Please contact reception to book or you can ask for it to be administered during your existing appointment.

You are eligible for a free flu vaccine if you are;

- An adult age 65 and over
- Pregnant
- Have certain medical conditions
- Are a carer

Please check at reception to see if you are eligible.

[CCG Shutdown](#)

Please be aware the next CCG Shutdown date is Tuesday 11th February 2020 from 12:30pm. The Mid-Essex CCG will be providing out of hours care for our patients from 12:30 until 18:30 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 Wednesday 12th February 2020.

[Phone Line Update](#)

We have now merged our phone lines across the three sites to allow us to utilise all of the reception team in answering calls. The phone number for The Beacon Health Group as a whole is 01245 221777.

To further help with the volume of calls please can we remind patients that with our expanded clinical team you do not need to telephone the practice at 8:00am to make an appointment. If you have an urgent problem as long as you telephone the practice before 12:00 noon we should be able to accommodate your request. If you need a routine appointment for your long term condition review or medication review please telephone the practice after 10am. If you are requesting a home visit please call before 11:00am.