

[Christmas Donation Boxes](#)

This Christmas we ran a collection for the Chelmsford homeless charity CHES to support those less fortunate than ourselves in our local community.

CHES (Churches Homeless Emergency Support Scheme) seeks to relieve homelessness and the related hardship and distress amongst single adults in Chelmsford and Essex, through the provision of support services and temporary accommodation that helps them move on in their lives.

We have been completely overwhelmed by the generosity of patients and staff donating items and would like to thank you all for your support and kindness.



[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. Patients who are abusive may be asked to leave and 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.

[Dosette Boxes](#)

For any dispensing patients who are struggling to manage their medication we can provide weekly dosette boxes. Please ask the dispensary team for more information.

[DNA's](#)

The Beacon Health Group has sadly had an alarming number of DNA's reported for the month of December 2019. A total of 288 patients did not attend their appointments. This averages approx. 14 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.

[Thank you!](#)

We would like to thank you for the wonderful gifts that we have received this year. It is a lovely treat for all the staff to receive – thank you.

[Facebook Page](#)

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

## [Patient Participation Group Meeting Dates](#)

### **Danbury Medical Centre**

- Wednesday 15th January 2020 - 6.45pm

### **Mountbatten House Surgery**

- Wednesday 29th January 2020 – 6.45pm

To join the Patient Participation Group please leave your name and email address at reception or attend the next meeting.

To join the virtual PPG, please visit The Beacon Health Group website. Click on 'Have your say' and then 'Patient Participation Group'.

## [Your Emergency Care Team Explained](#)

All patients requiring an emergency appointment for the same day will be booked into our telephone triage list. This list is overseen by our Emergency Care Team which is made up of a range of healthcare professionals with the expertise to help you with your health needs.

- **Emergency Care Practitioner**

Paramedic Practitioners or Emergency Care Practitioners carry out home visits and give advice over the phone to patients unable to travel to the surgery. They can see patients with minor illness and infections at the surgery. ECPs play a vital role in supporting the doctors to look after our patients receiving palliative care or nearing the end of life.

- **Advanced Nurse Practitioner**

Nurse Practitioners are highly-trained professionals and can undertake complex reviews of patients, just like GPs. They can assess symptoms and build a picture of a patient's condition, treat minor health problems, infections, minor injuries and prescribe medication where necessary.

- **Physicians Associate**

Physicians associates are clinically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. Similar to a GP, they provide medical care to all patients, including diagnosing illness, management of ongoing conditions and analysing test results. They are able to deal with any age or illness, and have a senior doctor supervisor on hand for advice if needed.

After receiving a call back to assess your emergency from one of our highly trained clinicians you may be booked into the next appropriate available appointment at any of our three sites. This may well be on the same day should your condition be deemed an emergency by our clinical team.

With our expanded team you do not need to ring the practice at 8am to make an appointment. If you have an urgent problem as long as you ring the practice before 12 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 call the practice after 10am. If you are requesting a home visit please call before 11am.