

Christmas

We would like to make our patients aware of the dates the surgeries will be closed over the Festive period:

- Wednesday 25th December 2019 – CLOSED
- Thursday 26th December 2019 – CLOSED
- Wednesday 1st January 2020 – CLOSED

The dispensary will run as usual over the Christmas period but we ask that patients put their repeat prescription requests in a little earlier than usual and also please inform the dispensary if the prescription is needed before the Christmas shutdown.

If you are going to be away for the festive period then you can request to double up on the previous prescription in order to see you through the Christmas break.

Any queries then please speak to the dispensary team.

Christmas Donation Boxes

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

CHESS (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.

Over 90% of the food distributed is donated by the public that is why your food donations are absolutely vital. CHESS relies on your goodwill and support.

We have donation boxes in the waiting area at all three sites for any donations.

The list below shows the food items that are needed right now. This list is not exhaustive and all donations will be warmly received.

- Coffee
- Tea
- UHT Milk
- Biscuits
- Soup
- Beans
- Reusable Water Bottles
- Cartons of Juice
- Small bottles of Water
- Cake Bars
- Cereal
- Crisps
- Tissues
- Toilet Roll
- Sleeping Bags
- Deodorant
- Tooth Brushes
- Washing Powder
- Towels

DNA's

The Beacon Health Group has sadly had an alarming number of DNA's reported for the month of November 2019. A total of 391 patients did not attend their appointments. This averages approx. 18 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.

CCG Shutdown

Please be aware the next CCG Shutdown date is Wednesday 11th December 2019 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.

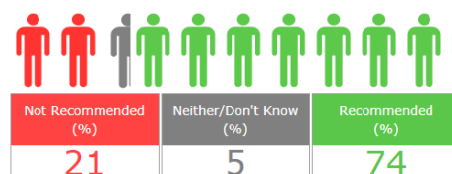
Hours will resume as normal on Thursday 12th December 2019.

The Friends and Family Test

All GP practices are required to ask patients 'The Friends and Family Test' question which is being monitored by NHS England on a monthly basis. The question is

'How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?'

We are thrilled to see that in November 2019 74% of patients answered that they would recommend our GP surgery to friends and family.



The Numbers



And 724 patients gave us a 5 star rating.

The 'Friends and Family Test' can be found on the website or completed via SMS.

Your GP Surgery Team

Your GP surgery team is made up of a range of healthcare professionals with the expertise to help you with your health needs.

Often the perception is that patients have to be treated by a doctor; however this is not always the case as doctors within the GP surgery are supported by a specialist team of nurses, healthcare assistants, clinical pharmacists, advanced nurse practitioners, physicians associates and enhanced paramedic practitioners (ECPs).

Receptionists – Care Navigators

Receptionists form a central part of our practice team. They are all undergoing specialised Primary Care Navigation training to ensure that your appointment is made with the right clinician to help you with your problem. They may ask you to give some details about your request for an appointment to make sure you receive the care you need. All information given is strictly confidential.

Health Care Assistants

Healthcare Assistants perform a range of clinical duties, such as blood samples, blood pressure checks, dressings, diabetic foot checks, NHS Health Checks and memory assessments. They work alongside the wider healthcare professional team to provide joined-up care.

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.

Pharmacist

Clinical Pharmacists are becoming more common place in GP practices and are qualified professionals whose skills include reviewing medications for patients who have long term conditions. They can also treat minor illnesses and refer patients onto other services.

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 conditions review or medication review please call the practice after 10am. If you are requesting home visit please call before 11am.

Alzheimer's Society

The Beacon Health Group is committed to meeting the health and wellbeing needs of people living with dementia, their loved ones and their carers. We currently provide a memory screening and diagnostic clinic and carer support, and are working closely with the Alzheimer's Society in aspiring to make our surgeries Dementia Friendly GP Practices. The Alzheimer's Society provides a range of local support and services such as:

A Family Navigators Service - Family Navigators offer information and practical guidance to help you understand dementia, cope with day-to-day challenges and prepare for the future. They offer information to people who are worried about their memory and ongoing support to people affected by dementia face to face, over the phone or in writing.

Information Hubs - Information Hub will provide information about dementia, local services and practical tips about living well with dementia.

Peer Support - Peer support group gives carers the opportunity to meet with others who understand some of what you are going through. Run by a facilitator, the sessions offer a chance for people affected by dementia to ask questions, get information and share experiences in a safe and supportive environment

Singing for the Brain - Singing for the Brain brings people together in a friendly, fun and social environment. Based around the principles of music therapy, the stimulating sessions include vocal warm-ups and singing a wide variety of familiar and new songs.

Activity groups – The Alzheimer's Society skill or interest-based activity group can give you the opportunity to take part in a fun, structured activity. Activities can include art and craft groups, drama workshops, cognitive stimulation therapy (CST) groups, maintaining skills groups, bowling groups, skittles groups, walking groups, yoga or tai chi classes, etc. The groups are run by an expert facilitator with relevant skills and are open to anyone affected by dementia.

For more information on any of the above or to talk to an Alzheimer's Society Family Navigator please call 01245 260911, email essex@alzheimers.org.uk or write to:

Essex & Hertfordshire Alzheimer's Society

Suite E Ground Floor

Widford Business Centre

33 Robjohns Road

Chelmsford

Essex

CM1 3AG

<https://www.alzheimers.org.uk/find-support-near-you>

Dispensary Information

For any dispensing patients struggling with medication we can offer weekly dosette boxes. Please ask the dispensary team for information.

[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;

- Melissa Gardner – Practice Nurse

[Future Patient Participation Group Meeting Dates](#)

[Danbury Medical Centre](#)

- Wednesday 15th January 2020 - 6.45pm
- Wednesday 11th March 2020 - 6.45pm
- Wednesday 6th May 2020 - 6.45pm
- Wednesday 8th July 2020 - 6.45pm
- Wednesday 9th September 2020 - 6.45pm
- Wednesday 11th November 2020 - 6.45pm

[Mountbatten House Surgery](#)

- Wednesday 29th January 2020 – 6.45pm

[Moulsham Lodge Surgery](#)

- Tuesday 3rd March 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'.

*We would like to wish all of our patients a
very Merry Christmas and a Happy New
Year!*

