

[Special thank you to the PIG Group](#)

We would like to express our sincere thanks to the Patient Involvement Group for their kind donations which has enabled us to purchase new equipment for The Beacon Health Group. The PIG have been supported by local people in fundraising efforts over the last year and after careful consideration have used these donations for an additional ECG machine, a Vascular Doppler machine and a 24-hour ABPM machine.

Thank you.

[New staff](#)

We have great pleasure in announcing two new members of staff to our clinical team in October.

We would like to give a warm welcome to;

- o Andrea Stead – HCA
- o Ian Lepley – Advanced Nurse Practitioner

[Smoking Cessation Clinic](#)

Stoptober has begun and there has never been a better time to quit.

Stopping smoking is the best thing you can do for your own health and the health of others around you. So if you would like support in quitting please contact reception to book in to our smoking cessation clinic. The smoking cessation clinic is held at Danbury Medical Centre every Monday evening and at Mountbatten House Surgery every Thursday morning.

[CCG Shutdown](#)

Please be aware the next CCG Shutdown date is Thursday 10th October 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 Friday 11th October 2019.

[Flu Clinics](#)

Walk-in Flu Clinics are now available;

At Danbury Medical Centre

- Monday 21st October 6.30pm - 7.45pm

At Mountbatten House Surgery

- Thursday 14th November 6.30pm - 7.45pm
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Our Saturday Flu Clinic is now available to book;

At Danbury Medical Centre

- Saturday 19th October 8.00am - 10.00am

Please speak to reception to book or call 01245 221777

All eligible Beacon Health Group patients are welcome to use these clinics

Alternatively, if you have already have an appointment booked you can ask for the flu vaccine to be administered during your existing appointment. Please just ask your clinician or speak to reception.

[Warning - Flu Vaccine Scam](#)

Please note there is currently a flu vaccine scam being carried out in the local area in regards to asking for payment for the vaccine. The Beacon Health Group will not call you to tell you we cannot provide your flu vaccine unless you pay. Those eligible for the vaccine do not have to pay for it. If you are called by anyone please notify the police immediately. Do not give your bank details to anyone over the phone.

[Push Doctor](#)

The Beacon Health Group is thrilled to announce 'Push Doctor' a new service offering digital appointments with NHS-trained UK GPs over face to face video call.

If your concern is deemed suitable we will send out an invitation for the service which will ask you to register online or download the app. This will enable you to book 'Push Doctor' appointments and have your consultation digitally via video on your smart phone, tablet or computer. Push Doctor will be able to access your medical record for the duration of the consultation and just like in a traditional GP appointment, you will discuss your symptoms, medical history and any other details you want to make the doctor aware of. This is all completely private and confidential, just as it would be within the surgery.

[DNA's](#)

The Beacon Health Group has sadly had an alarming number of DNA's reported for the month of September 2019. **A total of 487 patients did not attend their appointments. This averages approx. 23 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.

[Dispensary Update](#)

In order to reduce wastage, stock piling and improve overall patient safety The Beacon Health Group will no longer accept repeat prescription requests from any community or online pharmacies as of 1st October 2019 for example 'Pharmacy2U'. We would like patients to order their own medication directly from the surgery and would encourage patients to use our online services or electronic repeat dispensing where possible.

Please note the dispensary will aim to have your prescription ready within 48 hours however please check with your individual pharmacy for a timeframe on your items being dispensed.

Just to remind all patients that there is a post box outside of all three surgeries for repeat prescription requests. You do not need to queue up at reception/dispensary to hand these in.

[Message from the PPG](#)

The Patient Participation Group is a committee run by patients to feedback comments and discuss ways in which the service received can be improved within the resources available to the practice.

The PPG have regular meetings with representatives of The Beacon Health Group or has the option of a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys brief so it shouldn't take too much of your time.

Why not join and get involved in working with and helping to influence our GP practice?

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'.

Please note the next meeting at Danbury Medical Centre is Wednesday 30th October 2019 at 6.30 pm.