

New staff

We have great pleasure in announcing five new members of staff to our clinical team in September.

We would like to give a warm welcome to;

- Angie Storey – Practice Nurse
- Kate Van Den Berg – Practice Nurse
- Rizwan Siddiqi – Pharmacist
- Uday Bhogaita – Pharmacist
- Silvia Michalek – Pharmacist
- Dr Estela Davoodi – GP

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.

This new service enables The Beacon Health Group to keep up with appointment demand and we look forward to it going live on Monday 16th September 2019.

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.

Flu Clinics

Our Flu Clinics are now available to book at Danbury Medical Centre, Mountbatten House Surgery and Moulsham Lodge Surgery.

Clinic dates are;

- Saturday 14th September 2019 8.00am - 2.00pm
- Saturday 21st September 2019 8.00am - 12.00pm

Please speak to reception to book or call 01245 221777 / 01245 353182

Alternatively if you have an appointment booked you can ask for the flu vaccine to be administered during your existing appointment.

Moulsham Lodge Surgery Update

Moulsham Lodge Surgery will now keep its doors open between 12.30 - 1.30 as of 1st October 2019. Please note the phone lines will still be closed during this time.

CCG Shutdown

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

Extended Access Hub

The Beacon Health Group is now able to book GP-led appointments at a wider range of times in the 'Extended Access Hub', meaning patients who might not be able to get to the surgery during normal 'working hours' can now see nurse practitioners, GPs and healthcare assistants at other times.

You have a choice of evening and weekend appointments across mid Essex. These three hubs are open 7 days a week, 6.30pm-8pm on weekdays (9pm at Maldon) and 8am-2pm on weekends and bank holidays:

- Blackwater Medical Centre in Maldon
- Elizabeth Courtauld Surgery, Halstead
- North Chelmsford Health Centre in Springfield, Chelmsford

Three more hubs are available for weekend appointments between 8am and 2pm:

- Douglas Grove Surgery in Witham
- Greenwood Surgery in South Woodham Ferrers
- Mount Chambers Surgery in Braintree

People wanting an Extended Access appointment book it through The Beacon Health Group as they would any other appointment. Please note, these are not walk-in appointments – all appointments should be booked in advance. Appointments will be with the most appropriate clinician for the condition, which may be a nurse practitioner, GP or other healthcare professional.

If you no longer need an Extended Access appointment that you have booked, you should contact the surgery the appointment is booked with during working hours, or outside surgery hours, call 07384 579479 to cancel.

University Students

Please note that you will be removed from our practice list when going off to university.

You will need to register with a surgery close to where you are studying/living. However, should you need an appointment at any time whilst home from university you can register with us as a temporary resident. Please attend the surgery and complete the 'temporary resident' form to do this.

[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. We would like patients to order their own medication directly from the surgery and would encourage patients to use online services or electronic repeat dispensing where possible.

For further information please speak to the dispensary team directly or visit your usual pharmacy for a letter about the changes.

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.

[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.

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

[SMS Text Messaging & Email Consent Form](#)

The Beacon Health Group would like to offer you the ability to receive text message reminders for your appointments, send you test results, give you the option to cancel your appointment via text message and inform you of additional clinics we are running e.g. flu clinics.

Text messages are generated using a secure facility. Please note that they are transmitted over a public network onto a personal telephone and as such full security is not guaranteed.

However, The Beacon Health Group will never transmit any information that would enable an individual patient to be identified or specifically which tests they have had.

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 from reception or alternatively you can download a copy from The Beacon Health Group website.

Click on 'New Patients' and then 'Patient Consent'.

[DNA's](#)

The Beacon Health Group has sadly had an alarming number of DNA's reported for the month of August 2019. **A total of 366 patients did not attend their appointments. This averages approx. 16 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.