



## Newsletter Edition 19

August 2019

### New Appointment System

Following recent feedback from our patients we have implemented a new appointment system as of 29th July 2019.

#### BOOKING A ROUTINE APPOINTMENT

If you require a routine GP appointment, please telephone the practice after 8.00 am daily. Pre-bookable ROUTINE appointments will now be released no more than two days or one week ahead.

#### ON THE DAY EMERGENCY

All patients requiring an EMERGENCY appointment for the same day will be booked into our telephone triage list. This list will be overseen by 3 Emergency Care Practitioners.

After receiving a call back to assess your EMERGENCY from one of our highly trained clinicians you will 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.

#### ONLINE APPOINTMENT BOOKING

A significant amount of appointments are now available to book online. Please ensure that you select an appointment at your preferred site before booking. Please note these appointments can only be accessed online.

### Flu Clinics

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

Clinic dates are;

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

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

### Partnership Update

#### Dr Nigel Hunt, GP Partner

It is with much sadness that Dr Hunt wishes to announce his resignation from the Beacon Health Group partnership with effect from 31st July 2019. Dr Hunt will continue to work within NHS primary care as a GP. We would like to wish Dr Hunt all the best for the future.

#### Mrs Lindsey Hunt, Business Partner

With effect from 31st July 2019, Mrs Lindsey Hunt has chosen to resign from The Beacon Health Group partnership. Mrs Hunt will continue to work within NHS Primary care. We would like to wish Mrs Hunt all the best for the future.

### [Social Prescribing Clinic](#)

We are pleased to welcome Frank a 'Social Prescriber' to help patients make changes to improve their social, physical and mental wellbeing by linking them with appropriate, non-medical support and guidance such as:-

- Healthy Living
- Weight management
- Lifestyle advice
- Supporting independence
- Mobility and equipment
- Looking after someone
- Getting out and about
- Home adaptations
- Money worries
- Social inclusion

Frank is available at Danbury Medical Centre on Wednesdays so please contact reception to book. Or alternatively visit [www.connectwellessex.org.uk](http://www.connectwellessex.org.uk).

### [Memory Assessment Clinic](#)

We are pleased to announce that The Beacon Health Group is piloting a new service which will help to develop and improve the diagnosis and treatment of memory problems and dementia within primary care. If you or any family members would benefit from this service then please book an appointment at reception.

Our health care assistants will carry out an initial memory assessment.

Patients and carers can also be seen by the Alzheimer's Society please contact reception to book.

### [Memory Walk](#)

In support of our new memory assessment clinic the staff at The Beacon Health Group are very excited to be taking part in the Alzheimer's Society Memory Walk at Hylands Park on Sunday 6th October 2019.

### [Dispensary Update](#)

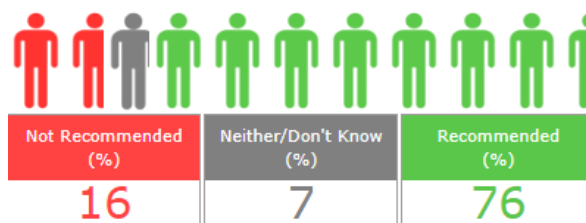
In order to reduce wastage, stock piling and improve overall patient safety The Beacon Health Group will no longer accept repeat prescription requests from any community or online pharmacies as of 1st October 2019. We would like patients to order their own medication directly from the surgery and would 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.

### Friends and Family Test

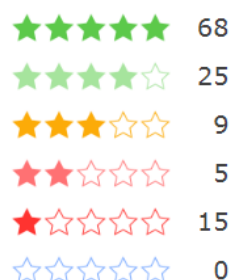
All GP practices are required to ask patients 'The Friends and Family Test' question which is monitored by NHS England on a monthly basis. The question is 'How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?'

We are thrilled to see that in July 2019 76% of patients answered that they would recommend our GP surgery to friends and family.



And 68 out of 122 patients gave us a 5 star rating.

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



### Message from the PPG

We are looking for more people to join the Patient Participation Group. We meet regularly with representatives of The Beacon Health Group, feedback comments from patients and discuss ways in which the service we receive can be improved within the resources available to the practice.

Recently we have also met with Mid Essex CCG to discuss the new surgery to be built in Beaulieu Park. We have given some practical suggestions about things that need to be taken into account, for example parking, access from North Springfield, public transport - all things that will be important to us as patients.

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

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

### DNA's

The Beacon Health Group has sadly had an alarming number of DNA's reported for the month of July 2019. A total of 233 patients did not attend their appointments. This averages approx. 7 appointments a day. **PLEASE** remember to cancel an appointment 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 September 2019.