



Newsletter March 2017

New Starter

Please join us in welcoming our new Practice Nurse Vicky Finch, Vicky will be working at both Danbury Medical Centre and Mountbatten House Surgery.

We would like to inform patients that sadly Dr Hamza Alao has decided to leave The Beacon Health Group to pursue his career as a locum GP outside of Mid Essex and his last day will be 31st March 2017. Hamza has been with us for 3 and half years from a GP registrar to the professional GP he is today and will be sorely missed by both patients and colleagues.

COMMENTS & SUGGESTIONS

Thank you for your comments and suggestions, we review these on a weekly basis and would like to let our patients have some feedback.

We have changed the TV screens both on the ground floor and 1st floor at Danbury Medical Centre. The 'ping' sound will alert patients to look at the screen displaying the patients name and room number to attend. Patients will no longer have to continuously look at the screen, however this is a very good source of health and surgery information. Over the next few weeks we will updating the information displayed.

We have adjusted our phone system and now have 12 incoming phone lines and 4 receptionists answering these calls.

Obviously at different times of the day demand changes and we thank you all for your patience.

In response to a request for magazines in our waiting room, we are unable to have these due to infection control purposes.

We have external cleaners that come and buff our waiting room floors every evening, they move the position of our waiting chairs to ensure all areas are clean. We will endeavour to re position the chairs when we arrive on the morning away from the wall and more evenly spaced.



COMMENTS & SUGGESTIONS CONTINUED...

The practice monitors patient levels very carefully and has experienced a rise in patients numbers from its main site in Danbury over the past six months or so, in part due to other local practices closing their lists. Up to this point the number of GPs working across both sites compared to patient numbers is in line with recommendations, however we will soon be waving goodbye to Dr Hamza Alao, a full time GP who has worked for us

throughout his training period and subsequently as a qualified GP. We hope to appoint a replacement very soon but we are acutely aware that there is a shortage of GPs nationally, which ultimately affects all GP surgeries with vacancies.

It may be that the surgery has no option but to cease registrations. Patient demand continues to rise as funding decreases and despite offering more appointments across the main site and branch site than

ever before there is increasing pressure on our surgery and other GP surgeries throughout the country.





Online booking

We encourage patients to book online using the following link:

<http://www.thebeaconhealthgroup.co.uk>

To use this facility the patient must first obtain a user name and password from the surgery in order to log in. This must be done in person at the surgery and will only be provided by the receptionist upon production of photo ID by the patient - such as passport, photo driving licence or student card.

As a reminder when booking appointments online please be aware a booking made at Beacon Health Group is the Danbury site and an appointment booked at Mountbatten House is based at the North Springfield site. We are not able to change the name Beacon Health Group to Danbury Medical Centre as requested by some patients as we do not control the hosting of our clinical system.

IMPORTANT, you can now also book blood test appointments online

Patients can pre-book appointments up to 2-4 weeks ahead.

Please note that patients who are registered for online access can now also request to view test results, please see our website for more information.