

Out of Hours Care:



Should you need medical help outside of the practice opening hours and it is NOT an emergency please call 111.

Self Care:

An NHS poster with a teal background. At the top right is the NHS logo and "Mid Essex Clinical Commissioning Group". The text reads: "Help the NHS – why wait to see your GP or Practice Nurse? Many medicines for minor ailments are available over-the-counter. Pharmacists can help you manage:". Below this is a list of ailments in two columns. At the bottom right is an illustration of various medicines. At the bottom, it says "We want everyone in mid Essex to Live Well".

Help the NHS – why wait to see your GP or Practice Nurse?
Many medicines for minor ailments are available over-the-counter
Pharmacists can help you manage:

- Coughs and colds
- Headaches
- Athlete's foot
- Hayfever
- Allergic dermatitis
- Dry skin conditions
- Spots & acne
- Insect bites / stings
- Indigestion
- Heartburn
- Constipation
- Piles
- Diarrhoea
- Verrucas
- Warts
- Head lice
- Teething
- Cold sores
- Sore mouth
- Thrush

We want everyone in mid Essex to Live Well

Beacon Health Group Surgery Information Booklet



Beacon Health Group - OUR MISSION STATEMENT
To provide an appropriate and rewarding experience for our patients whenever they need our support.

www.beaconhealthgroup.co.uk

Introduction:

If you are a new patient here at The Beacon Health Group, then welcome! If not, then I hope you find that we are providing a good service for you and your family.

As I'm sure you are aware, the NHS is struggling to cope with an ever increasing demand these days. Unfortunately we are not immune from these effects, so there will often be times when we cannot provide the service you want exactly when it's convenient to you. We do try our best, but with limited resources and growing demand, we do sometimes struggle and patients have to be flexible.

We are a large sized semi-rural practice with over 18,500 patients to look after across a wide area Mid Essex. We are very fortunate to have a full complement of doctors and nurses, unlike some practices and a great reception, dispensary and admin team who all work very hard to provide the best possible service. If you ever have any problems, then please do speak to us. We'll always do our best to resolve any issues as quickly as possible.

Practice Contact Information:

Main telephone number..... **01245 221777**
Prescription helpline **01245 221759**
Reception email **reception.f81100@nhs.net**

Postal Address

Beacon Health Group
Danbury Medical Centre
52 Maldon Road
Danbury
CM3 4QL

Beacon Health Group
Mountbatten House Surgery
1 Montgomery Close
Chelmsford
CM1 6FF

Opening Hours

8.00am to 8.00pm	Mon	8.00am to 6.30pm
8.00am to 6.30pm	Tues	8.00am to 6.30pm
8.00am to 6.30pm	Wed	8.00am to 6.30pm
8.00am to 6.30pm	Thurs	8.00am to 6.30pm
7.00am to 6.30pm	Fri	8.00am to 6.30pm
		Closed between 1.00-2.00pm

Website..... **www.beaconhealthgroup .co.uk**

Doctors

Dr Patricia McAllister (F)

Dr Nigel Hunt (M)

Dr Robert Plate (M)

Dr Ceri Frankel (F)

Dr Nisha Ehamparanathan (F)

Dr Tania Brasse (F)

Dr Adeniyi Oweyemi (M)

Dr Bryony Standen (F)

Dr Katie Trathen (F)

Dr Kate Brock (F)

Dr Caroline Dollery (F)

Nurse Practitioner

Sonia McComb

Edel Spruce

HCA

Katy Sams

Lucy Codling

Practice Nurses

Claire Levitt

Jacqui James

Naomi Faluyi

Hollie Scott

Debbie Page

Edel Payne



Self care helps us to help everyone better:

Over the years we've found that patients have become much less self sufficient which is fuelling a huge increase in demand for GP services. Many minor ailments can be treated at home and we would like to urge our patients to consider self care first where appropriate, in order to leave more appointments for patients who need them. **Please find below a list of ailments you can safely manage yourself:**

Back pain	Cold sores	Common cold
Conjunctivitis	Constipation	Diarrhoea
Period pain	Earache	Haemorrhoids
Hayfever	Head lice	Headache
Influenza	Insect bites	Migraine
Nasal congestion	Nappy rash	Sore throat
Sinusitis	Sprains & Strains	Thrush

There are other conditions that can be managed at home if they are not related to any other underlying conditions, for example: cough that doesn't last for more than three weeks, heartburn & indigestion unless symptoms persist.

Still not sure what to do?

There is plenty of useful information on the internet, for example:

www.nhs.uk

www.patient.co.uk

www.selfcareforum.org

There is an excellent leaflet for parents called "When Should I Worry" giving guidance on coughs, colds, earache and sore throats which can be downloaded at www.whenshouldiworry.com

Don't forget you can also get great advice from your local pharmacy!

Booking Appointments

We only have a fixed number of appointments to offer and have to ensure that our patients get the appointments they need rather than want. Our receptionists have been carefully trained by the doctors here to ask questions about what you need. Please help them to help you by answering their questions as more often than not, they will be able to find you the soonest appointment. You can politely decline however.

Pre Bookable Extended Access:

We are pleased to offer pre bookable Extended Access on a Monday evening 6.30pm – 8.30pm and Friday morning 7.00am – 8.00am.

Non Urgent GP Appointments:

Most non-urgent matters can wait until the next available non-urgent appointment which can be around two weeks ahead, **but** if you feel it cannot wait until the first available non urgent appointment then you can ask to be put onto the triage list to speak to the on call doctor. He/she will decide upon the most appropriate appointment for your issue. The on call doctor's decision is final however and is based on medical need, not convenience.

Urgent GP Appointments:

Please be aware that we do not offer a walk in service. Urgent on the day requests must be made by phone. If you walk in, you will be asked to return home and await a call from the on call doctor.

If you feel that your issue is urgent enough to need to be seen on the same day, you can again ask to go onto the daily triage list and the on call doctor will call you back, If the doctor agrees it is urgent, you will be given an appointment for that day. If it can wait an appropriate appointment will be found for you on another day, but within a timescale suitable for your medical need.

Home Visit Requests:

If you're unable to get to the surgery because you are housebound, you can call to arrange a home visit. But remember, such visits are for medical, not social or personal reasons. Lack of transport is NOT an acceptable reason for a visit request and children can always be brought to the surgery. Home visit requests MUST be made before 12.00 midday but preferably as early as possible. Requests received after this time will be passed to the DUTY Dr usually made after 6.30pm.

Getting the most from your appointment:

Unless otherwise specified every appointment lasts for 10 minutes only which is enough time to discuss one medical problem only.

If you have more than one problem to discuss, please ensure that you ask for a double appointment in order to have enough time.

Many medical issues can be dealt with by our nursing staff a lot quicker, so please tell our receptionists what you need your appointment for. This also helps to ensure that you see the right person who can also prepare better if the reason for the appointment is known. If your reason is highly personal, tell the receptionist and they will not probe further.

- Clearly formulate in your own mind what you are worried about and highlight any particular concerns.
- Consider preparing short notes to help you remember what you want to say including a description of your symptoms and exactly how long they have been experienced (in days, weeks or months, not “a while”!)
- Consider what is achievable in your one appointment. Be realistic.
- Get to the point. You do not have to justify being there and don't save important issues to the end when you've run out of time.
- Wear easily removed clothing. If you need to be examined, taking off many layers of clothing and redressing uses up too much of your appointment time and can help to make clinicians run late.
- At the end of your appointment, make sure you fully understand any advice you've been given or steps you must take.
- Don't be put off by a doctor or nurse running late. This is often due to them having to give bad news to a previous patient or dealing with an emergency before you arrived. We all might need a bit of extra time unexpectedly one day so although it might not be convenient to you, please consider others.

Missed appointments:

Unfortunately we see dozens of appointments wasted by patients not turning up each month. If we added up all the appointments that are wasted, we would be able to afford to have an extra GP session! Missed urgent appointments, that are on average booked only two hours before the time of the appointment, are particularly frustrating.

What happens when patients miss appointments? We realise that everyone can make mistakes and there is a process whereby a letter is sent if an appointment is missed in error. However, we have a minority of patients who miss appointments regularly and this impacts significantly on other patients. We have a policy in place to take action in these circumstances which has been fully approved by our Patient Participation Group.

If a patient misses an urgent appointment booked the same day, or if a patient misses TWO non-urgent appointments in a 12 month period: In these instances we send a letter to the patient explaining the problem we have with appointments being missed and the impact that this has on the service we provide to the rest of our 18,500 patients. We list the appointment (s) that were missed and offer the opportunity to discuss if the patient feels this is incorrect.

If a patient goes on to miss a further appointment within this 12 month period: They will receive a letter expressing disappointment and notifying them that their continued registration at the practice will be reviewed by the GP partners in the next meeting. They may be given the option remain at the surgery on the condition that they attend the surgery at least 30 min prior to any future appointments. For a more detailed explanation of this policy please see the following link to our website:-

<http://www.thebeaconhealthgroup.co.uk/page1.aspx?p=2&t=5>

In cases where no improvement is seen and there are no mitigating circumstances, the practice will request that the patient is removed.

Prescriptions: We issue well over 30,000 prescription items each month, so you can imagine what an enormous task this is. As such, we require 2 working days notice to issue repeat prescriptions, but your chosen pharmacy may need an additional 5-7 days to prepare your medications. Most patients will know exactly when their medications will run out, so please plan for it and give us the minimum 2 days notice.

PLEASE NOTE THAT WE CANNOT TAKE PRESCRIPTION REQUESTS ON THE TELEPHONE AS THIS LEADS TO ERRORS.

Repeat prescriptions can be ordered in a number of different ways:

- By dropping off your request to the surgery in the form of a letter or note
- By dropping off your white 'tick box' form which is attached to all of your prescriptions. There is a dedicated secure repeat prescription box in the foyer by the public entrance at both Danbury Medical Centre and Mountbatten House Surgery
- You can place your order online using the website www.beaconhealthgroup.co.uk or the Patient Access smartphone or tablet app **SystemOnline - patient health management**, further details in the following page. Please be advised, when completing the practice registration form, tick the box allowing for online access. (see registration form for further details.)
- You can send a fax using our dedicated number: 01245 22638

Medication Reviews - We are required to have a review appointment every 6 months with most patients on repeats. Although the date appears on every prescription, you only need to take action when we or your pharmacy ask you to. We will always allow 1-2 months' leeway as booking these appointments can be difficult. We will not leave you without your medication.



Electronic Prescription Service (EPS) We strongly encourage all of our patients to use this service. Just tell us which pharmacy you would like to use for all your prescriptions (not just repeats) and your record will be noted. All prescriptions will then be sent electronically to your pharmacy within a few minutes of the doctor signing it, for them to download. This is much quicker, safer and reliable. Over 75% of our patients are using this service and it really does make a huge difference to how quickly you get your prescriptions, especially when used in conjunction with the Patient Access website or smartphone app

Online Services: The amount of things you can do online is increasing all the time and here at The Beacon Health Group we are no different. By signing up to our online patient services you can make your life much easier at the same time as helping us to be more efficient. You can use this via a computer or if you have a smartphone or tablet you can use the Patient Access App for iPhones or Android devices.

Here are some of the things you can do online:

Booking GP Appointments Using Patient access you can book non-urgent GP appointments anytime, anywhere. Of course this service will only be able to offer you the appointments that are available and if you cannot find one that is suitable, you can always call our helpful receptionists who will try their best to find a suitable one for you.

Ordering Repeat Medication All of your repeat medications will already be listed and all you have to do is click on the items you want. It really couldn't be simpler. The best thing is that your request arrives into our computer system immediately and usually dealt with quicker as a result. You can log in the next day or so to check if it has been issued. You can also see a list of all your past medication requests and when they were issued which can be very useful.

Access to Medical Records If requested, patients can also have limited access to their medical record which at the moment only includes coded information. However in the future the aim is that more of your record will be accessible including test results.

Patients do not automatically get access to this and must apply separately. Access is subject to the authority of a GP.

Using the smartphone app, you can access all of these services 24/7 wherever you are in the world. It really will revolutionise the way you use the surgery's services, save time and ensure that errors and delays are eliminated.

Zero Tolerance Policy: The Beacon Health Group operates a zero tolerance policy to all and any abuse towards its staff, doctors or other patients. This could be physical, verbal or online abuse.

GPs and staff have a right to care for others without fear of being attacked, abused or treated badly in any way. To successfully provide our services a mutual respect between staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time.

However, aggressive behaviour, be it physical, verbal or online, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the Police being contacted.

In order for the practice to maintain good relations with our patients we would like to ask all our patients to read and take note of the occasional types of behaviour we see that would be found unacceptable:

- Using bad language, swearing or shouting at practice staff.
- Any physical violence towards any member of our team or other patients.
- Verbal abuse towards the staff in any form including shouting.
- Racial abuse, discrimination or sexual harassment will not be tolerated.
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot be met.
- Being perceived to bully a staff member to obtain something.
- Causing damage/stealing from the practice's premises, staff or patients.
- Obtaining drugs and/or medical services fraudulently.

Things you may not know about your surgery:

Did you know that The Beacon Health Group is a small business?

The partners are paid a set amount of money by the Government to provide an unlimited service to all of our 18,500 patients regardless of their needs. This has to pay for doctors, nurses and staff wages, heating and lighting, building maintenance and everything else needed for us to operate. The money we receive has fallen heavily in real terms, but the needs of patients and our costs are increasing all the time. We have to be very careful to provide only what is necessary so that everyone gets the care they need. Unfortunately this is the situation we are in these days. Please therefore help us to help you, by using our services wisely.

GPs are specialists! Most people think that the consultants who work in hospitals are more qualified than GPs. This is most definitely not the case! GPs have chosen to specialise in family medicine and their training and experience is at the same high level as hospital consultants. GPs have all worked in hospitals in many disciplines before choosing to specialise in general practice. In many ways GPs have much more knowledge and experience than hospital consultants who specialise in just one area of medicine.

Patient Participation Group (PPG) - We have a very committed and active patient participation group who meet bi-monthly at 6.30pm at alternate practice locations. The group is always looking for new members, although you would not be expected to attend every meeting. There is also a "Virtual PPG" for patients who are too busy to attend meetings, where you can influence the meeting agenda, get feedback and receive copies of the minutes. If you would like more information, please send an email to ppgbhg@nhs.net There is also a dedicated page about the PPG on our website.

Training and Research Practice - We are an accredited training practice which means we have trainee GPs (registrars) working here under supervision. We also host medical students and are involved in various research projects to advance help progress medical science and treatments.



Complaints:

We operate a practice complaints procedure which meets national criteria as part of a National Health Service system for dealing with complaints.

HOW TO COMPLAIN: We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If not, and you wish to make a complaint, we would like you to let us know as soon as possible. Complaints should be addressed to the Practice Manager, or any of the Doctors. Alternatively you may ask for an appointment with the Practice Manager in order to discuss your concerns. It would be a great help if you are as specific as possible about your complaint.

WHAT WE SHALL DO: We shall acknowledge your complaint within two working days and aim to have responded as swiftly as possible to your complaint within 10 working from the date you raised it with us. We shall then be in a position to offer you an explanation, an apology if appropriate or a meeting with the people involved. Please be assured that future care will not be impacted by making a complaint. When we investigate your complaint, our aims will be to make it possible for you to discuss the problem with those concerned if you would like this, and take appropriate action wherever possible.

COMPLAINING ON BEHALF OF SOMEONE ELSE: Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we must have their written permission to do so. A letter of consent signed by the person concerned will be needed, unless they are not able (because of illness) to provide this.

We have a dedicated complaints leaflet which will be provided to patients on request. This contains more detailed information including where you can go if you feel that your complaint has not been resolved to your satisfaction.