



Newsletter Edition 10

Dear Patients,

Wednesday 8th November, The Beacon Health Group will be closing at 12.30pm and will re- open Thursday 9th November at 8.00am.

If you need to speak to someone during this time please call 01245 221777 and you will be transferred to NHS out of hour's provider.

Thank you

Comments & Suggestions

We had a suggestion to relocate our touch screen at Danbury Medical Centre, unfortunately due to the wiring of the screen we are unable to accommodate this.

Thank you to the parents of a patient cared for at The Beacon Health Group, we appreciate your kind comments made.

Please be assured we operate a Controlled Drug template and all Controlled Drug prescriptions are fully auditable from the point of printing to collection by the patient or representative.

The Beacon Health Group are looking into our staffing levels for reception at Danbury Medical Centre and we will update you on this in the near future.

It is disappointing to receive comments from patients who express the view that children are allowed to use the surgery as a playground. Play equipment was purchased to entertain little ones whilst waiting for appointments. Children are children and who can become excitable when playing with others. Please feel free to move upstairs which is often less busy while waiting for your appointment.



**Our next PPG meeting will be held
at Danbury Medical Centre on
Tuesday 5th December 2017.**

Message from Dispensary

We would like to remind and encourage our patients to register online so you can order your prescriptions online as well as book appointments.

Please speak to our reception or dispensary team for more information.

Dates over the festive period



We know we have just got fireworks out of the way, however we would like to remind our patients that with Christmas just around the corner we would like you all to have your medication over the festive period.

Dispensary ask the following:

To collect your prescription on or before 22nd December please put your repeat in the box on the 15th December.

To collect your prescription on 27th, 28th & 29th December and 1st January please put your repeat in the box on the 19th December.

Message from your Local Pharmacy

The Beacon Health Group complete your repeat requests in 48 working hours from receipt of your request either to collect from our dispensary or sent to your nominated pharmacy.

Our local pharmacies would like to advise our patients of the following timelines:

NEETI – 1 Clematis Tye, Springfield

Patients who's prescription requests are sent electronically to Neeti Pharmacy have requested 5 working days from the date they receive your prescription for collection.

Boots – Eves Corner, Danbury

Patients who's prescription requests are sent electronically to Boots Pharmacy have requested 7 working days from the date they receive your prescription for collection.



DNA'S

The Beacon Health Group have sadly once again had an alarming number of DNA's reported for the month of October 2017.

A total of **362 patients did not attend their appointments in October**; 229 at Danbury Medical Centre and 133 at Mountbatten House Surgery

PLEASE remember to cancel an appointment if it is no longer needed to allow other patients the opportunity of filling the appointment.

As a reminder, to cancel an appointment please call the surgery and press option 2 to leave your name, date of birth, date and time of appointment.

Please DO NOT email reception as although this mailbox is checked daily it is not checked continuously throughout the day.

Are you a carer for a relative or friend? Let your GP know

If your GP knows you are a carer they can provide you with the right support. Your GP will also be able to look out for early signs that your caring role may be affecting your health.

Carers of people with serious/chronic health conditions or who are frail may also qualify for an annual flu vaccination.

Your GP may be able to help you as a carer by:

- ❖ Providing information and advise on:
 - Medical conditions & treatments for the person you are caring for to help you feel more confident in your caring role.
 - Services provided by the NHS such as continence services and patient transport to hospital appointments.
 - Other sources of support & advice. This could include the social services department and local voluntary agencies.
- ❖ Carrying out home visits.
- ❖ Arranging appointments for you and the person you care for a the same time.
- ❖ Arranging for repeat prescriptions to be sent to your local pharmacy.

Please ask our reception for a carers leaflet for more information, alternatively download our form on our website: www.thebeaconhealthgroup.co.uk