



## Newsletter Edition 10

# The Beacon Health Group Christmas Opening times

Monday 25th December – CLOSED  
Tuesday 26th December - CLOSED

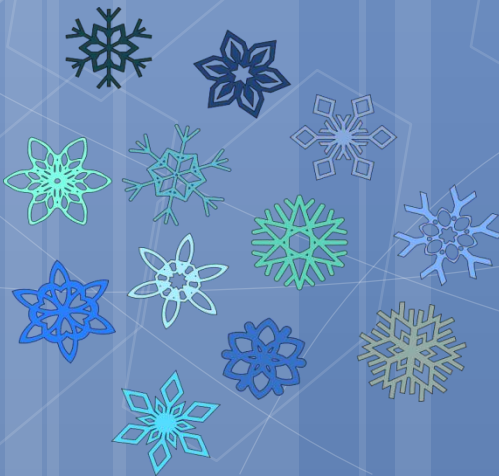
Monday 1st January - CLOSED

Please note from 18.12.17 to 29.12.17  
G.P. appointments will be on the day  
appointments only.

### DISPENSARY

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.



## Beacon Health Group New Starters

We have great pleasure in  
announcing 7 new members  
of staff to our nursing team in  
November and early  
December:

**Sonia McComb** – Sonia joins us as a  
full time Nurse Practitioner based at  
Mountbatten House Surgery.

**Edel Spruce** – Edel joins us as a full  
time Nurse Practitioner based at  
Danbury Medical Centre.

We are delighted to welcome **Tracy  
Howard, Debbie Page** and **Claire  
Levitt** to the organisation.

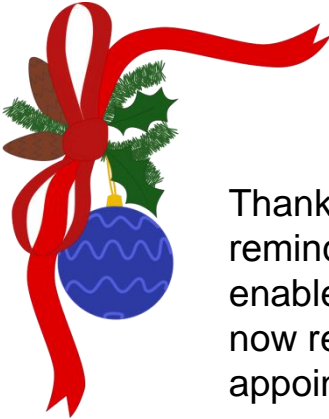
Debbie has vast experience in  
women's health and will be running  
late night clinics for all gyne needs (pill  
checks, coil fits etc) please speak to  
reception for more information.

Claire is a familiar face for some of  
our patients as Claire has transferred  
across to us from the District Nurse  
Team. Claire brings a wealth of  
knowledge in all aspects of wound  
care.

Tracy will also be a familiar face to  
some as she has worked for us  
previously. She is very experienced  
practice nurse with a host of skills.

**Lucy Codling** will be joining Katy as  
our new HCA and will be based  
across both sites.

Lastly, in January **Hollie Scott** will be  
joining us as our final practice nurse  
appointment, she will be based across  
both sites.



Thank you for the feedback regarding texts being sent to remind patients of their appointments. We've now enabled this in our clinical system and patients should now receive a text message reminder 24 hours before appointment.

## THE BEACON HEALTH GROUP - ONLINE APPOINTMENT BOOKING

This facility is only available to registered patients at The Danbury Medical Centre and The Mountbatten House Surgery

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.

### Access Types

<h4>Direct Access</h4> <p>Direct Access gives you access to your own online services</p>	<h4>Proxy Access</h4> <p>Proxy access allows you to have access to another patient's online services</p>
<p>Patients aged 16 and above who are capable of making decisions about their own healthcare can have access to their online services.</p> <p>These patients will be offered direct access.</p>	<p>An applicant can have proxy access to another patient's online services if:</p> <ul style="list-style-type: none"><li>• the patient is aged 16 or over and lacks capacity to make decisions about their healthcare.</li><li>• the patient has given their written consent to allow the applicant proxy access</li><li>• the patient is aged 0-11 and the applicant can prove parental responsibility*</li></ul> <p>Proxy access must be verified with legal documentation or authorised by a GP.</p> <p>* to prove parental responsibility please bring with you the birth or adoption certificate along with your own photographic proof of ID.</p>

The practice has made the decision not to allow any online access for patients aged 12-15 due to data protection and confidentiality issues.

Wheelchairs are available for patients at both sites who wish to use them whilst in the surgeries, please do ask at reception should you require one.



# Message from the PPG

**VERY IMPORTANT**

**THIS CONCERNS YOU!!**

**To all Patients and PPG Members of Beacon Health Group**

The CCG Joint Committee have just launched a **FORMAL PUBLIC CONSULTATION** on the outline plans for the future of health and care services across Mid and South Essex, and in particular our three hospitals.

I urge you to read the proposals, to get involved and have your say – this is your chance to say what you think.

Full details of the consultation proposals can be found at:

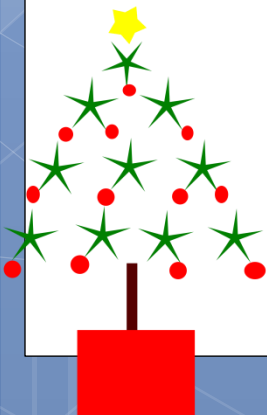
[www.nhsmidandsouthessex.co.uk](http://www.nhsmidandsouthessex.co.uk)

Please do share this with your family, and friends whom you think will have an interest. The consultation runs from 30<sup>th</sup> November 2017 until 9<sup>th</sup> March 2018. All the information – the consultation document, background information and Feedback form are on the website. PLEASE DO HAVE YOUR SAY and I sincerely urge you to do so.

You will see that many of the concerns that were previously raised have been listened to and have therefore been included in the proposals.

Paul Foulger  
Chair  
Beacon Health Group PPG

1<sup>st</sup> December 2017



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

A total of **306 patients did not attend their appointments in October**; 182 at Danbury Medical Centre and 124 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.



## Self Care OTC campaign

Self-limiting conditions are illnesses or conditions which will either resolve themselves without medical intervention or which have no long-term harmful effect on a person's health. Minor ailments are uncomplicated conditions which can be diagnosed and managed without medical intervention.

Mid Essex CCG considers funding of medicines for minor ailments and self-limiting conditions and self-care to be a patients' personal responsibility. All patients, regardless of where they live, should be able to access and purchase such medicines.

We ask mid Essex GPs not to prescribe OTC medicines where it is reasonable and appropriate for patients to obtain low-cost OTC medication direct from pharmacies, in line with advice from the GMC.

The resources shown on the following website are to support practices and patients and to encourage self-care:

<http://midessexccg.nhs.uk/your-health-services/medicines-optimisation/self-care-materials>

The Chair and Vice Chair of our PPG have taken action regarding transport for Beacon Health Group patients to travel between Danbury and Springfield. We are very pleased to tell you that Chelmsford Community Transport (CCT) are able to provide a service directly between each site for the usual fees (bus pass holders travel free)

For more details at please see following link  
<http://www.chelmsfordct.org/booking.htm>.

We are expected delivery of leaflets in our surgeries, please ask reception for more details.

