



Moulsham Lodge Surgery

As our patients may have already read Dr Murphy and Dr Forbes the Partners of Moulsham Lodge Surgery are retiring at the end of June 2018 and we are delighted to announce that we will be welcoming Moulsham Lodge Staff and their patients as part of The Beacon Health Group.

Moulsham Lodge will continue to work at present as a standalone surgery and patients will continue to be seen there, the telephones will still operate from Moulsham Lodge Surgery.

From the beginning of January Dr Hunt will reduce his clinical days to 2 days a week for The Beacon Health Group

THANK YOU!

We would like to thank our patients for all the wonderful gifts that we have received this year. It is a lovely treat for all the staff to receive such gifts.



Comments & Suggestions

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.



Please be aware the Mission have authorised Beacon Health Group patients to use their additional parking available within their car park. To access this please drive into the Mission's grounds and proceed around to their parking area opposite Danbury Medical Centre.



Please be assured that our reception staff work extremely busy and are constantly answering calls. We have on average over 1,000 incoming calls on a daily basis and our reception staff work endlessly to ensure these calls get answered as quickly as possible.

We are unable to call booked patients to inform them of clinics running late. We do have signs displayed in our reception if a clinic is not running on time.

Appointments

Our appointment system allows patients to access a GP up to four weeks in advance or with our nurse up to eight weeks in advance. Patients needing to be seen urgently on the day will be accommodated.

To book an appointment please select option 1.

To cancel an appointment please call option 2.

All of the nurses appointments are available to be booked in advance. Appointments for medicals, cryocautery, coil fitting, antenatal/postnatal clinics and minor surgery may all be pre-booked.

Nurse Practitioner

A Nurse Practitioner can assess, diagnose and treat illnesses and prescribe medication. She can refer you for tests or onto one of our own GPs as appropriate. You will find that the Nurse Practitioner is the person to book with on the day if you have an acute illness. The Nurse Practitioner clinics are available daily.

Nurses

Many of you know that the Nurses at Danbury Medical Centre are a vital part of the team and provide a wide range of services.

Extended Opening Hours

Beacon Health Group provide additional appointments outside of core opening hours for patients who are unable to attend the surgery during normal opening hours. We provide "Commuter Clinics" from 6.30pm-8.00pm on Monday evenings and Friday mornings 7.00am-8.00am, where GP and Nurse appointments are available.

High Demand for appointments

As with all NHS services we are experiencing high demand during the winter season.

The Broomfield Emergency Village continues to face pressures daily from higher than usual attendance. Over the Christmas period ambulances were queuing to offload patients to A&E, the longest ambulance wait was 8.5 hours

Provide and Social Care are fully aware and doing all they can to alleviate the situation.

Please be mindful of all the other services available to our patients and follow these steps:

	Grazed knee. Sore throat. Cough. Stock your medicine cabinet.	Self-care
	Unwell? Unsure? GP surgery closed? Need help?	NHS 111
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Vomiting. Ear pain. Stomach ache. Back ache.	GP surgery
	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only

Message from Dispensary

Hospital Prescriptions

If you receive a prescription from the hospital, for example, eye drops from a clinic at Broomfield and it is on a hospital prescription, this needs to be dispensed at the hospital pharmacy where the prescription was issued.

If the hospital pharmacy is closed and you cannot wait to collect your medication, there is a box where you can leave the prescription and it can be dispensed at the hospital.

You will need to make sure your name is clearly written and Danbury Medical Centre or Mountbatten House Surgery is clearly written also.

The item will then be delivered to our surgery, normally within 2 working days.



If you have not had your flu jab and are eligible please call our reception and book an appointment.



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 of & treatments for the person you are 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 delivered to your local pharmacy.

For further support and advise, please visit Action for Family Carers on:

<http://www.affc.org.uk/>

Please ask our reception for a leaflet to complete

Dementia Support

The Dementia Intensive Support Service (DISS) is now fully live – Extra support for people living with dementia and their families – 01245 515313

The Community Dementia Support Service (CDSS) is now fully live and below are all of the services and locations that are of use in the mid Essex locality for those with dementia

https://www.alzheimers.org.uk/info/20011/find_support_near_you#!/results/list?p=0&q=%7B%22place%22:%22Chelmsford,%20United%20Kingdom%22,%22alz%22:true,%22cat%22:255%7D)

All the below can be contacted on 01245 260911 or emailed midessex@alzheimers.org.uk

Dementia Support at Mid Essex Memory Clinic

32 Wharf Road, Chelmsford, CM2 6LU

Available Mon-Fri 9.00am – 17.00pm

Family Navigator Service Essex

32 Wharf Road, Chelmsford, CM2 6LU

Available Mon-Fri 8.00am – 18.00pm

Information Programme

32 Wharf Road, Chelmsford, CM2 6LU

Available Mondays for four consecutive weeks, 4 times a year 10.00am – 12.30pm

Chelmsford Bowling Group

8 Rivermead North, Rivermead Industrial Estate, Chelmsford, CM1 1PD

Available Tuesday fortnightly 13.30pm – 16.00pm

Care to Talk Chelmsford

Melbourne Avenue, Chelmsford, CM1 2DX

Available First Monday monthly 10.00am – 11.30pm

Young Onset Yoga Group

Unit 13, Tattershall Way, Chelmsford, CM1 3BH

Available Mon-Fri 9.00am – 17.00pm

Singing for the Brain Chelmsford

Market Road, Chelmsford, CM1 1LH

Available third Thursday, Monthly 14.00pm – 16.00pm

Dementai Café Broomfield

158 Broomfield Road, Broomfield, Chelmsford CM1 7AH

Available second and fourth Wednesday Monthly 10.00am – 12.00pm

DNA'S

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

A total of 289 **patients did not attend their appointments in December**; 193 at Danbury Medical Centre and 96 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.