



Newsletter Edition 13

We are delighted to introduce 2 new members of staff Stuart Woolley our Emergency Care Practitioner and Fatema Dossa our Clinical Pharmacist.

Stuart Woolley – Emergency Care Practitioner

Stuart joined the Ambulance Service when he was 17 as an Emergency Medical Technician and became one of the UK's youngest Paramedics. Stuart worked mainly in the Chelmsford & Maldon area. More recently Stuart's background has been involved in clinical education helping to train and develop the new Paramedics in your community.

Stuart qualified as a Paramedic Practitioner in 2013 after graduating from St Georges Medical School in London and developed a special interest in Palliative and End of Life Care and was part of the Trust's 'working group' to support patients in the group.

Fatema Dossa – Clinical Pharmacist

Fatema was born in Kenya and moved to the UK in 1998. She pursued a Masters degree in Pharmacy at University College London and qualified as a fully fledged Pharmacist in 2004, after completing her training year with a busy independent Chemist.

Fatema was a locum in Community Pharmacies all over England for over two years and In 2007 finally decided to settle down and took up a Pharmacist Manager position with Boots Alliance in Eastcote, London.

From 2007 to 2017 Fatema worked as a Boots Pharmacist Manager in various stores, with the last 6 years at Boots High Chelmer, Chelmsford.

Concurrently, from 2015 Fatema worked in another surgery as a Clinical Pharmacist one day a week. Building on her experience as a Clinical Pharmacist and started running Diabetes, COPD and Asthma clinics in various surgeries in Essex. At present she is training to be a Non-medical Prescriber with East Anglia University.

Comments & Suggestions

Every effort is made to display our signs to patients when our clinicians are running late. They are displayed on the front reception desk.

Watch this space... we will be working on our call screen at Danbury Medical Centre to update the content and make the text larger.



Further to your continued comments regarding the booking appointments on-line. Please be aware to book an appointment at

DANBURY MEDICAL CENTRE select **BEACON HEALTH GROUP**
MOUNTBATTEN HOUSE SURGERY select **NORTH SPRINGFIELD SITE.**

We have now placed a chair near our lift on the ground floor and first floor. We are unable however to provide a folding chair inside the lift as this was not designed in the manufacturing of the lift.

We do have a wheelchair available should you require whilst in the waiting room, please ask at reception.

New and Improved Text Messaging Service

From Monday 5th February patients who have booked a face to face appointment will have been sent our new style text message reminder.

Patients now have the option to text '**CANCEL**' in reply to the text reminder sent to cancel their booked appointment.

Reminders are sent at the time of booking your appointment and then 24 hours before your appointment time.

We sincerely hope this will reduce our number of DNA's as below, with the option to text and cancel an appointment will avoid patients having to call in.

From May 25th we require explicit consent from patients to send text messages. Please see form at the back of this newsletter or ask reception.

DNA'S

The Beacon Health Group have sadly once again had an alarming number of DNA's reported for the month of January 2018.

A total of **242 patients** did not attend their appointments in January; **171** at Danbury Medical Centre and **71** 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.

Help us Reduce Waste!

Dispensary Update

Below is an example of 4 days worth of returned medication.

As an example, the small pile alone adds up to £291.

How can you help?

- ✓ Check your repeats when ordering, if you have the medication at home do not order more.
- ✓ If you haven't ordered an item for a couple of months it will be automatically taken off their repeats.
- ✓ Check your bags before you leave dispensary to check if there is anything in there you do not need.

Once the stock has left the dispensary or a pharmacy it has to be destroyed and can not be return to our shelves!



Do you want to lose weight and get fitter for free?

As a patient of this surgery, we are pleased to offer you the opportunity to take part in an award winning effective weight management programme delivered by ACE Lifestyle.

Are you concerned about your weight?

Being overweight increases your risk of a range of health problems such as:

Diabetes

Hypertension (high blood pressure)

Coronary Heart Disease

Stroke

Cancer

Osteoarthritis

If you have been diagnosed with one of these conditions, losing weight and getting fitter can help improve your condition and reduce health risks.

What does it involve?

My Weight Matters is a 12 week programme combining dietary advice, physical activity and tips to help you gain control. There are structured weekly guides covering a range of topics and you will be asked to keep a regular food diary and set yourself achievable goals, which help you to work towards making changes to your lifestyle and maintain them for the future.

How can I take part?

Simply call the Weight Management helpline on **0800 022 4524 (option 3)** and you will talk to a specialist weight management practitioner who will assess your needs, offer a range of options and will help you find one that is convenient and suitable for you, this may be:

One to one sessions in a community setting near you

Completing the programme with support from a weight management practitioner over the telephone. Already very popular with people who are busy working, short of time or can't leave the house easily.

Taking part in the programme with support from a local delivery partner, at your local leisure centre for example

Attending a one day workshop, ideal for those who can't commit to ongoing appointments

Completing the programme online using our downloadable resources.

Is a highly successful programme that has been running in Essex for over 7 years, is based on NHS best practice with proven long-term outcomes.

There is **NO CHARGE** to participate in the programme, but we do ask that you are motivated and ready to make changes.

For more information and to get started simply phone the weight management helpline:

0800 022 4524 (option 3)

Alternatively you can register on line by visiting our website:

<http://acelifestyle.org/weight-management>

Message from your Patient Participant Group Chairman

Now that the worst of the weather has gone (hopefully) it is now a time to look forward to the Spring and the better weather.

Don't forget if you have any elderly neighbours, do look in on them and make sure that they are OK, living in a community where there are older people around you it is vitally important that 'your good deed for the day' is to ensure they are not vulnerable.

You will no doubt be aware that there is a public consultation regarding the future plans for health and care services across Mid and South Essex, and in particular our three hospitals Basildon, Broomfield and Southend.

Please ensure that you have your say on the consultation, this can be done on line at: www.nhsmidandsouthessex.co.uk

Now is the time to really have your say, if you do not then you will only have yourself to blame for not having done so!

We are holding a meeting on:

"How to get the best from your GP Surgery"

to be held in the upstairs waiting room at Danbury Medical Centre on Tuesday 27th March 2018 commencing at 7.00 p.m.

Our health needs have changed dramatically over the last 20 years or so, please come along and find out more. Dr Caroline Dollery and Paula Wilkinson from the Mid Essex Clinical Commissioning Group will be making presentations.

Paul Foulger

Chair

Beacon Health Patient Participation Group

January 2018



The Beacon Health Group

The Partnership of:

Drs McAllister, Plate, Hunt, Bhima, Frankel & Mrs L Hunt

Correspondence to Danbury Medical Centre

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Practice Code: F81100

SMS Text Messaging & Email Consent Form

The Beacon Health Group would like to offer you the ability to receive text message reminders for your appointments booked at the surgery. We would also like to send you details of test results, special clinics we are running e.g. flu clinics and health information.

Text messages are generated using a secure facility. Please note that they are transmitted over a public network onto a personal telephone and as such full security is not guaranteed. However, The Beacon Health Group will never transmit any information that would enable an individual patient to be identified or specifically which tests they have had.

If you are happy to explicitly consent to receive SMS text messages and emails from The Beacon Health Group, please complete and sign the declaration below. Alternatively please visit our website www.thebeaconhealthgroup.co.uk

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Patient Declaration of Consent

(One consent form per patient must be signed by patient named below, unless a child)

Full Name:

Date of Birth:

NHS Number (if known):

Mobile Number:

Email Address:

In the event of a parent/guardian signing for a child of 12 years and under, please state your relationship:

I explicitly consent to The Beacon Health Group contacting me via SMS text messaging and email.

I decline and do not wish to be contacted by this method.

I understand that it is my responsibility to advise The Beacon Health Group if my mobile number changes or if it is no longer in my possession. Should you wish to withdraw consent please give at least 5 working days' notice in writing quoting above mobile number/email address.

Signature:

Date: