



## Newsletter Edition 14

We are delighted to announce the return of our Practice Nurse Edel Payne from maternity leave.

I am sure a lot of our patients remember Edel and will be over the moon to hear of her return.

Dr Kate Brock has joined the Beacon Health Group Partnership along with Mrs Samantha Young and will be joined by Dr Tania Brasse in July.



Date for your diaries

**Our next PPG Meetings will at 18.30pm:  
Mountbatten House – Tuesday 5<sup>th</sup> June  
Danbury Medical Centre – Tuesday 19<sup>th</sup> June**

## Comments & Suggestions

We would like to thank our patients for all our Positive feedback on our friends and family forms.

We have also received wonderful comments back regarding our clinicians and reception staff. Thank you.

We had a suggestion to place another screen In area B of our waiting rooms. For patient Safety we discourage patients to wait in this area as there are no receptionists present in case of an emergency.

We have provided play equipment to entertain our younger patients, if you feel the noise is too loud upstairs, please go downstairs and wait in the waiting room there where the noise of children playing is slightly more absorbed due to the traffic of patients and reception.

In relation to patient registration, our patient list will grown in size and our calculation for headcount growth is being monitored regularly to accommodate our growling list size.

When using the patient check in screen, please take time to look at the reception counter, this is where we display if a clinician is running late

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.**



## Change to our GP appointment system

### ON THE DAY EMERGENCY

Patients requiring an **EMERGENCY** appointment for the same day will be booked into our Telephone Triage list. This list will be overseen by three clinicians 2 GPs and 1 Emergency Care Practitioner.

After receiving a call back to assess your **EMERGENCY** from one of our highly trained clinicians you will be booked in to the next appropriate available appointment. This may well be on the same day should your condition be deemed an emergency by our clinical team, alternatively it will be booked for later that week.

### PRE BOOKABLE APPOINTMENTS

Pre bookable **ROUTINE** appointments will now be released no more than **TWO** weeks ahead. This decision has arisen from patient feedback and also our alarming rate of Did Not Attend (DNA) appointments booked further than two weeks ahead.

Each day a number of appointments will be released to be booked on the day for routine matters and also appointments to be pre booked two weeks ahead. You can also pre book appointments online up to two weeks ahead.



## Dispensary Update

With the holiday season creeping up on us our Dispensary would like to remind patients if you need extra medication or need to order early for a holiday PLEASE can you add this to your request you send in.



**NHS**  
Mid Essex  
Clinical Commissioning Group



## Why wait to see your GP or practice nurse? Go to your pharmacy first!

Many medicines for minor illness and ailments are available over-the-counter in supermarkets and pharmacies.

Pharmacists can help you manage:

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

Take responsibility for your health – look after yourself and your family – give yourself the best chance of a healthy future.



We want everyone in mid Essex to Live Well

## New and Improved Text Messaging Service

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

## DNA'S

We have compared our DNA's March to April 2018 and are pleased to see an improvement in the number of DNA's across the board.

March we had a total of 201 DNAs and April we had a total of 167.

We believe with the new text messaging service now available to cancel appointments and also our new appointment system we can lower these numbers some more to allow those patients needing to be seen get seen.

# GDPR

General  
Data  
Protection  
Regulation



## How we use your Information

- We collect and hold data about you for the purpose of providing safe and effective healthcare

- Your information may be shared with our partner organisations to audit services and help provide you with better care

- If you are happy with how we use your information you do not need to do anything

- Our guiding principle is that we are holding your information in the strictest confidence

- For more information about who are our partner organisations and how your data is used please see the privacy notice on our website or ask at reception.

- Information sharing is subject to strict agreements on how it is used

- We will only share your information outside of our partner organisations with your consent\*  
\*Unless the health & safety of others is at risk, the law requires it or it is required to carry out a statutory function

- If you do not want your information to be used for any purpose beyond providing your care please let us know so we can code your record appropriately

- You can object to sharing information with other health care providers but if this limits your treatment options we will tell you



# The Beacon Health Group

The Partnership of:

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

*Correspondence to Danbury Medical Centre*

DANBURY MEDICAL CENTRE  
52 Maldon Road  
Danbury  
Chelmsford  
Essex CM3 4QL

Tel: 01245 221777  
Fax: 01245 221779

**MOUNTBATTEN HOUSE SURGERY**  
1 Montgomery Close  
Chelmsford  
Essex CM1 6FF  
Tel: 01245 221777  
Fax: 01245 466192

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](http://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:**