

Newsletter Edition 16



IT'S TOO BIG TO IGNORE.

**SATURDAY FLU CLINIC WILL BE HELD ON 22ND SEPTEMBER 2018
AT**

Danbury Medical Centre 08:00am – 15.30pm
Mountbatten House Surgery 08:00am – 15:30pm
Moulsham Lodge Surgery 09:00am – 13:00pm

**EVENING FLU CLINIC AT DANBURY MEDICAL CENTRE
18:30PM – 19:45PM**

ON THE FOLLOWING DATES:

24th September
8th October
15th October
29th October

PLEASE TELEPHONE OR BOOK YOUR APPOINTMENT AT RECEPTION

Comments & Suggestions

Thank you for the positive comment on the building. We work hard to maintain and upkeep the high standard appearance.

We pride ourselves on our staff delivering a high standard of dignity and respect to all patients at all times and to receive comments regarding the professionalism and helpfulness of our staff is a pleasure, thank you.



All the staff at The Beacon Heath Group are overwhelmed at the positive comments we receive on a monthly basis from our friends and family questionnaire. Thank you to all our patients for taking the time to complete this survey, the positive comments help lift the moral at the surgery amongst our staff.

Patient Notice!

**Please be aware CCG Shut down upcoming date:
Thursday 13th September**

We have now officially merged clinical systems with Moulsham Lodge Surgery

PLEASE SEE FAQ'S AT THE END OF THIS NEWSLETTER



GP and nurse appointments are now available in your area during the evenings and at the weekend.

To book an appointment, contact your practice.

For more information, visit bit.ly/ExtendedAccess



Our next PPG Meetings will be Tuesday 2nd October at Danbury Medical Centre & 9th October at Moulsham Lodge Surgery at 18:45pm.

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 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

A total of **182 patients** did not attend their appointments in June; **123** at Danbury Medical Centre and **59** 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.

Why are the Beacon Health Group and Moulsham Lodge Surgery merging?

The Beacon Health Group currently holds the contract to provide General Medical Services (GMS) for patients registered at Moulsham Lodge Surgery so therefore holders of the contract are already the same partnership group.

The benefit of a formal merge allows the practice to operate under one practice code.

The partnership believes that the merger provides an opportunity to provide a strong and sustainable GP Practice organisation for circa 26,000 patients in Chelmsford.

The larger practice also provides an opportunity to expand the number of GPs, practice nurses, nurse practitioners and other specialist health professionals in our team and increase the range of services we can offer.

When will the merger officially take place?

The Beacon Health Group partnership has been signatories of the Moulsham Lodge Surgery contract since January 2018. The formal merge of the practices into one organisation was scheduled to take place on 1st July 2018. The merge of the clinical system is scheduled to take place on 29th August 2018.

Will the combined medical practice have a new telephone number?

No. The phone numbers remain the same.

Will patients need to re-register?

No. All existing Moulsham Lodge Surgery patients will automatically become patients of the Beacon Health Group.

Will all staff – including GPs – be retained?

All doctors from the three medical practices will be retained, as well as all clinical and administrative staff. In addition, additional doctors have been successfully recruited to further expand appointment availability and service.

Will there be any changes in patient service provision?

Patients will benefit from a larger, more stable and committed clinical team who will provide a wider range of services for patients. We intend to share access across all three sites, offering a greater degree of enhanced clinical services. The increased size of the team will allow greater flexibility to working patterns and we believe that these factors will aid GP recruitment and retention. Shared GP resources can enable all three sites a greater degree of primary care services to patients at scale, including paramedic and duty triage, clinical pharmacist appointments, medicines management, minor surgery and gynae services. Larger practices can attract high calibre staff because of the diversity of work offered.

Will patients have to wait longer to get an appointment?

No, there should be no difference in the service levels currently provided for Moulsham Lodge patients. Importantly, those who require seeing a GP continue to do so, but for some, their needs may be best met by seeing another health professional.

Will the name of the Practice change? If so, what will it be?

Moulsham Lodge Surgery will remain the name of the practice and it will remain under the leadership of the current Beacon Health Group Partnership of Drs McAllister, Plate, Hunt, Frankel, Brock, Brasse, Amin & Mrs L Hunt.

Will Moulsham Lodge Surgery patients continue to see their own GP at the same location as they are currently, or will that facility close?

Moulsham Lodge Surgery will remain in its current location. Dr Forbes and Dr Murphy have now retired but have been directly replaced by Dr McAllister and Dr Plate. Dr Bradford remains at Moulsham Lodge. There is no plan to close this location. There will be a degree of flexibility available to patients who may wish to book a more convenient appointment at another site.

What about repeat prescriptions? How will I get my repeat prescription?

All patients registered across all three sites will continue to use the same system as previously in place.