



Newsletter Edition 4

New Starters

We would like to welcome our new Practice Nurse Naomi Faluyi who worked in coronary care and within district nursing. Naomi has experience in wound/leg ulcer care, diabetes care and catheter care.

Katie Green is our new HCA, Katie worked at Broomfield hospital on Neonatal unit since July 2016 as a nursery nurse. Prior to that she was with the J's Hospice as an associate practitioner with adults in the community from May 2011-July 2016.

Comments & Suggestions

At times our clinics run late due to a variety of reasons. We appreciate that this can be frustrating when you are not informed of these delays. Therefore we have created signs at Mountbatten House Surgery and Danbury Medical Centre that reception will endeavour to use to inform our patients when a G.P. or a Nurse clinic is running more than 20 minutes late.

We are delighted to inform you two additional G.P's have commenced their IUD coil fitting training. Their training requires a completion of 18 modules. We estimate their time of completion is early 2018.

We are in the process of looking at purchasing an activity table for children at Danbury Medical Centre to keep our little ones entertained.



Our receptionists at Danbury Medical Centre are dedicated to answering telephone calls. Our front of house receptionist is positioned to greet patient, book follow up appointments and provide patients with forms and letters for collection.

Referrals for Ultrasound

When a clinician completes a standard ultrasound referral the approx waiting time is 6-8 weeks with the current provider. We are delighted to inform our patients the Beacon Health Group have commissioned a CQC registered diagnostic service at our Danbury Site. This now means our over 16 year old patients can be seen at Danbury Medical Centre with an approx. waiting time of 2-3 weeks from the date of referral. We hope you will find the convenience of this new service of benefit to you. Essex Ultrasound clinicians adhere to "Society of Radiographers" clinical protocols and procedures ensuring all patients receive the best standard of treatment and care. They are based at Danbury medical Centre on a Thursday 9am-4.30pm.

Message from Dispensary



Prescription Increase

Please note that prescription prices have now increased to £8.60.

Prepayment Card and potential savings for our patients!

If you are taking more than 2 medications a month you could make a potential saving over a period of one year of over £100. Savings will increase with the more medication prescribed on a regular basis.

There is a 3 month option which costs £29.10 for just 3 months, ideal if you are taking a lot of medication in one period that you may not be taking long term.

If you think this would be of benefit to yourself please click on the link below and complete the on line application form or alternatively come to the surgery to collect a paper form if you wish to send via post.

www.nhsbsa.nhs.uk

You will receive a plastic card which you will need to present when collecting your medication.

Personal Details

Please keep us informed of any change of your personal details, this includes your address and telephone numbers.

Why not give us your email address as an alternative form of communication. We may at times send practice information to help keep you up to date.

We would like to remind new patients when filling out registration forms, please remember to include your date of birth.



New Baby Registrations

New parents and parents to be, please note that you need to register your baby ASAP with the surgery. Ideally as soon as your baby has their birth certificate to allow us to register and complete the necessary paperwork required ready for their 6-8 week check and immunisations!



CALLING ALL UNIVERSITY STUDENTS!

Please note that you are likely to have been removed from our practice list when going to university.

Should you need an appointment whilst home from university you will need to register as a temporary resident. Please attend 15 minutes before your appointment time to complete the paperwork and allow staff time to register you.



Travel Vaccinations

A reminder for those travelling and requiring a vaccination, Please complete BHG travel form and hand to reception ASAP and no later than **8 weeks** prior to travel. Alternately you can complete and return these forms via our website at www.beaconhealthgroup.co.uk

Going away?

Its important that you book your travel vaccination appointment 4 weeks before travel. Please note that there may be a charge for this.

DNA'S

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

A total of **348** patients did not attend their appointments in April; 269 at Danbury Medical Centre and 79 at Mountbatten House Surgery. This averages approx. 11 appointments a day.

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.