

The Beacon Health Group Partnership operates over three sites, Danbury Medical Centre, Mountbatten House Surgery and Moulsham Lodge Surgery

Danbury Medical Centre

52 Maldon Road
Danbury
Essex CM3 4QL

Mountbatten House Surgery

1 Montgomery Close
Chelmsford
Essex CM1 6FF

Moulsham Lodge Surgery

158 Gloucester Avenue
Chelmsford
Essex CM2 9LG

Telephone Number: 01245 221777
www.thebeaconhealthgroup.co.uk

Practice Contact Details

Telephone Number: 01245 221777

Website: <http://www.thebeaconhealthgroup.co.uk>

Reception Queries Email Address: reception.f81100@nhs.net

Prescriptions Email Address: f81100.scripts@nhs.net

Secretaries Email Address: secretaries.f81100@nhs.net

Opening Hours

Monday	08.00 - 18.30
Tuesday	08.00 - 18.30
Wednesday	08.00 - 18.30
Thursday	08.00 - 18.30
Friday	08.00 - 18.30

Extended Hours

Danbury Medical Centre

Monday	08.00 - 20.00
Friday	07.00 - 18.30

Moulsham Lodge Surgery

Wednesday	08.00 - 20.00
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Please note our phone lines are open 08.00-18.30.

In the case of urgent need when the practice is closed you can call NHS 111 to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements made for you to see a doctor.

In a genuine emergency you should call 999. Chest pains and/or shortness of breath constitute an emergency.

Access

Danbury Medical Centre

Disabled Access - The surgery is accessible by wheelchair and has a lift. The front door has an automatic opening entry to assist our patients in wheelchairs or those with pushchairs or prams. There are disabled toilets situated both upstairs and downstairs. Disabled parking bays are allocated for disabled drivers, please respect the use of these. To assist our deaf and hard of hearing patients we have two portable hearing loop systems, one for use at reception and a second one to be taken into the consulting rooms when necessary.

Car parking - There is a large car park for patients to use.

Mountbatten House Surgery

Disabled Access - The front door has a push button opening entry to assist our patients in wheelchairs or those with pushchairs or prams. We have an allocated disabled parking bay, with a wheelchair ramp leading from the car park to the main entrance.

There is a disabled toilet situated off the foyer.

Car parking - There is a large car park for patients to use.

Moulsham Lodge Surgery

Disabled Access - The surgery is accessible by wheelchair. There is a disabled toilet situated on the ground floor.

To assist our deaf and hard of hearing patients we have two portable hearing loop systems, one for use at reception and a second one to be taken into the consulting rooms when necessary.

Car parking - Unfortunately, the surgery does not have facilities for patient parking. There is ample parking available in the vicinity. Please remember to park only in areas where parking is allowed.

Registration Process



To register with the surgery you will need to complete **two** forms

1. Patient Registration Form
2. Patient Questionnaire

To enable you to register for online services please provide;

(Adult)

- o Photographic ID e.g. passport or driving licence

(Under 16's)

- o Birth certificate
- o Parents photographic ID

Patients who are outside the practice boundary area could still be registered at the discretion of the doctors. Please contact the practice if this applies to you.

Appointment System

Booking a routine appointment

These are the ways you can book a routine appointment:

- o Click on the DoctorLink app on the website
- o Click on 'Request a Routine Appointment' page on the website
- o Telephone the surgery

GP appointments are for 10 minutes and are for one person only. It is not possible to discuss more than one item per appointment.

Most appointments will be telephone or video consultations in the first instance. If you need to be seen you will be invited to attend the surgery.

On the day emergency appointments

All patients requiring an on the day appointment will be booked into our telephone triage list. This list will be overseen by our Unplanned Care Team.

This is the way you can book an on the day appointment:

- Telephone the surgery

Online Appointment Booking

Blood test and cervical smear appointments are available to book online through SystmOnline. Please ensure that you select an appointment at your preferred site before booking.

To book an online appointment:

- Please attend the surgery with photo ID to obtain a user name and password.

Once you have received your password please allow 24 hours before you can access the system.

Medication Review

Patients on repeat medication will be asked to see a pharmacist at least once a year to review these regular medications. Notifications of this should appear on your repeat slip.

These are the ways you can book a medication review:

- Click on 'Request a Routine Appointment' on the website
- Telephone the surgery

Home Visit

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible.

Your clinician will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed.

This is the way you can book a home visit appointment:

- Telephone the surgery before 11.00am

How to cancel an appointment

You can cancel your appointment by:

- Click on Cancel an Appointment on the website (This can only be used if your appointment has been arranged for more than 24 hours in advance)
- Reply 'cancel' to your SMS reminder
- Telephone the surgery then press option 2

Your GP Surgery Team

Your GP surgery team is made up of a range of healthcare professionals with the expertise to help you with your health needs. Often the perception is that patients have to be treated by a doctor; however this is not always the case as doctors within the GP surgery are supported by a specialist team of nurses, healthcare assistants, clinical pharmacists, advanced nurse practitioners, physicians associates and enhanced paramedic practitioners (ECPs).

Receptionists – Care Navigators

Receptionists form a central part of our practice team. They all undergo specialised Primary Care Navigation training to ensure that your appointment is made with the right clinician to help you with your problem. They may ask you to give some details about your request for an appointment to make sure you receive the care you need. All information given is strictly confidential.

Health Care Assistants

Healthcare Assistants perform a range of clinical duties, such as blood samples, blood pressure checks, dressings, diabetic foot checks, NHS Health Checks and memory assessments. They work alongside the wider healthcare professional team to provide joined-up care.

Emergency Care Practitioners

Paramedic Practitioners or Emergency Care Practitioners carry out home visits and give advice over the phone to patients unable to travel to the surgery. They can see patients with minor illness and infections at the surgery. ECPs play a vital role in supporting the doctors to look after our patients receiving palliative care or nearing the end of life.

Nurse Practitioners

Nurse Practitioners are highly-trained professionals and can undertake complex reviews of patients, just like GPs. They can assess symptoms and build a picture of a patient's condition, treat minor health problems, infections, minor injuries and prescribe medication where necessary.

Physicians Associates

Physicians associates are clinically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. Similar to a GP, they provide medical care to all patients, including diagnosing illness, management of ongoing conditions and analysing test results. They are able to deal with any age or illness, and have a senior doctor supervisor on hand for advice if needed.

Pharmacists

Clinical Pharmacists are becoming more common place in GP practices and are qualified professionals whose skills include reviewing medications for patients who have long term conditions. They can also treat minor illnesses and refer patients onto other services.

Training Practice

The Beacon Health Group participates in the further training of doctors who are experienced in hospital medicine and wish to make their career in general practice. We also facilitate the training of medical students, nurses, administrative staff and work experience students.

Clinics and Services

The Beacon Health Group offers a wide range of clinics and services such as;

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| - Minor injuries and skin dressings | - Minor illness advice | - Midwife |
| - Overseas travel clinic and vaccinations | - Disease Management | - Flu |
| - Child hood vaccinations | - Asthma Clinic | Vaccinations/Pneumococcal Vaccinations |
| - Smoking Cessation Clinic | - Diabetic Clinic | - Minor Surgery |
| - Tissue Viability & Doppler investigations | - COPD Clinic | - Dementia Support |
| - Health Checks | - INR Clinic | - Social Prescribing |
| | - Cryotherapy Clinic | |
| | - Contraceptive Services | |
| | - Cervical Smear Screening | |

Prescription Information

How to order

- o Click on 'Request Repeat Prescription' on the website
- o Sign into [SystemOnline](#) Online Services
- o Place your request in the post box at the front of the surgery
- o Send your request in via post

Repeat Prescriptions

Repeat prescription requests should be left in the box provided at each site.

Please allow the surgery at least three working days to process your repeat prescriptions; we will not be able to dispense your prescription without 72 hours' notice.

Please allow your designated pharmacy 4-7 days to fill your prescription.

The dispensary at Danbury is open:

Monday to Friday 08.00am - 13.00pm and 14.00pm - 18.30pm.

The dispensary can be contacted by telephone between 10.00am – 13.00pm weekdays for advice - 01245 221777

Then press option 3

Or via email f81100.scripts@nhs.net

Please note the dispensary at Danbury is the point of contact for all three sites.

For safety reasons we do not take prescription requests over the telephone.

[Medication Reviews](#)

Patients on repeat medication will be asked to see a doctor, nurse practitioner or practice nurse at least once a year to review these regular medications and notification should appear on your repeat slip.

Please ensure that you book an appropriate appointment to avoid unnecessary delays to further prescriptions.

[Primary Care Research](#)

As a Research Active practice we take part in a number of projects each year. These projects are co-ordinated by the Primary Care Research Network part of the National Institute for Health Research.

[SMS Text Messaging & Email Consent](#)

The Beacon Health Group offer the ability to receive text message reminders for your appointments, send you test results, give you the option to cancel your appointment via text message and inform you of additional clinics we are running e.g. flu clinics. 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 the SMS Text Messaging & Email Consent Form which you can get from reception or on the website.

[Patient Participation Group](#)

The Patient Participation Group is a committee run by patients to feedback comments and discuss ways in which the service received can be improved within the resources available to the practice. The PPG have regular meetings with representatives of The Beacon Health Group or has the option of a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys brief so it shouldn't take too much of your time.

Why not join and get involved in working with and helping to influence our GP practice?

To join the Patient Participation Group please email your request to:

- o Danbury PPG - ppgdanbury@gmail.com
- o Mountbatten PPG - TBC

[Zero Tolerance](#)

Abuse of staff or patients, which includes (but is not limited to) homophobia, biphobia, transphobia, racism, sexism, ageism, disability, sexual orientation, religion or belief, will not be tolerated.

People who are abusive may be asked to leave and could be removed from our patient list.

[Confidentiality & Medical Records](#)

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- o To provide further medical treatment for you e.g. from district nurses and hospital services.
- o To help you get other services e.g. from the social work department. This requires your consent.
- o When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff requires access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Compliments, Complaints and Suggestions Procedure

If you have a compliment, complaint or suggestion about the service you have received from the doctors or any of the personnel working in this practice, please let us know. We aim to provide patients with the best possible service and welcome your comments and suggestions

How to complain

We hope that we can sort most problems out easily and quickly, often at the time they arise and with the person concerned. If you wish to make a formal complaint, please do so as soon as possible - ideally within a matter of a few days. This will enable us to establish what happened more easily. If doing that is not possible your complaint should be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem. You should address your complaint, compliment or suggestion in writing to Cher Cooper, Operations Manager. She will make sure that we deal with your concerns promptly and in the correct way. You should be as specific and concise as possible.

Complaining on behalf of someone else

We keep strictly to the rules of medical confidentiality. If you are not the patient, but are complaining on their behalf, you must have their permission to do so. An authority signed by the person concerned will be needed, unless they are incapable (because of illness or infirmity) of providing this. A Third Party Consent Form is provided below.

What we will do

We will acknowledge your complaint within 3 working days and aim to have fully investigated within 20 working days of the date it was received. If we expect it to take longer we will explain the reason for the delay and tell you when we expect to finish. When we look into your complaint, we will investigate the circumstances; make it possible for you to discuss the problem with those concerned; make sure you receive an apology if this is appropriate, and take steps to make sure any problem does not arise again.

You will receive a final letter setting out the result of any practice investigations

Taking it further

If you remain dissatisfied with the outcome you may refer the matter to:

PALS (Patient Advice Liaison)
NHS England Swift House
Hedgrows Business Park
Colchester Road
Essex

Telephone Number – 01245 398770

Complaints Manager
The Healthcare Commission
Complaints Team
Peter House
Oxford Street
Manchester
M1 5AX

Telephone Number – 020 7448 9200
www.healthcarecommission.org.uk

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Telephone Number - 0345 0154033
www.ombudsman.org.uk

Useful Telephone Numbers

NHS England - 0300 311 2233
Patient Advice and Liaison Service (PALS) - 01245 398770
NHS 111 (Out-of-Hours Service) - 111
Broomfield Hospital (main switchboard) - 01245 362000
Farleigh Hospice - 01245 457300
Chelmsford Citizens Advice Bureau - 01245 257144
Samaritans - 116 123
Age UK - 0800 678 1602
Compass Essex Domestic Abuse Helpline - 03303337444
Community Nursing Team - 0300 003 1902
Health Visitors - 03002470014

