

BEAUCHAMP HOUSE SURGERY

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Spring

May / June 2016

Surgery changes

Dr Schultz is retiring

Dr Schultz will be retiring from the practice on 31st August 2016, after 31 years as a GP Partner, and having previously undertaken his GP Registrar training at Beauchamp House.

The Partners and Staff are extremely sorry to see him leave, and would like to invite any patients wishing to leave a message for Dr Schultz to ask for a 'scrapbook paper' at Reception. Please hand your message back to Reception when completed, and we will incorporate all messages received into a memento scrapbook to be handed to Dr Schultz on his last day at the surgery.

New GP Partners

We are delighted to welcome Dr Kamayani Singh to the Practice, as an additional Partner. Dr Singh is an experienced GP who has recently

relocated with her family to Chelmsford from Nottingham.

Her appointment will result in some overall increase in capacity, but will also enable the existing partners to reduce their workload slightly. This will mean that they will no longer all be in the surgery every day and may mean that you will need to consult with a different GP to normal for urgent matters.

We are also very pleased to announce that Dr Vignes Kumaran will also be joining the Partnership. Dr Kumaran will complete his GP Registrar training here in early August, and will return to the Practice as a GP Partner on 1st September.

Building upgrade work

Works to upgrade and refurbish the nurse treatment rooms will commence on 31st May 2016

Please accept our apologies in advance for any disruption this necessary work causes. We will do our utmost to keep the inconvenience to a minimum.

Please attend!

In April 2016, **224** patients did not attend for booked appointments. **This is the equivalent of 46 hours of surgery time.**

Please help us to be able to help you: if you are unable to attend an appointment please contact us in advance to cancel. Demand for appointments continues to increase, and it is extremely frustrating not to be able to offer these appointments to other patients.

Patient Online

Changes to Patient Online

In addition to booking appointments and ordering prescriptions online, from 1st April 2016 we have been offering the ability for patients to see their 'Detailed Coded Record'. This access includes everything in the record that is coded, including diagnoses, test results, blood pressure results, etc. At this stage access does not include free text entries or a view of the letters held within a patient record.

Requesting access to your detailed coded record

All patients will be asked to complete an application form and provide identification when requesting an online account, and initially this will allow access to book appointment, request repeat prescriptions and to the patient summary.

Requests for access to the detailed coded record will be assessed by your GP, and this function will be added in if approved. Note that even if you already have a Patient Online account, you will need to request additional access to the detailed coded record.

Please note that your GP does have the right to refuse this enhanced access if it is believed that this could cause harm or be stressful to a patient. If access is denied, a full explanation will be provided.

Please ask at Reception if you would like to request an account for Patient Online.

For more information visit:
www.nhs.uk/patientonline

Car Parking Notice

Using the Surgery Car Park

There have been car parking issues over recent weeks, and so we write this article to remind all patients of our car parking policy.

Please ONLY park in the surgery car park when you are in the surgery. Please do not leave your cars there whilst running errands or shopping in town, even if you have had an appointment at the surgery beforehand.

Leaving cars in the car park when you are not using the surgery is unacceptable. Doing so causes problems for other patients trying to park when arriving for their appointments.

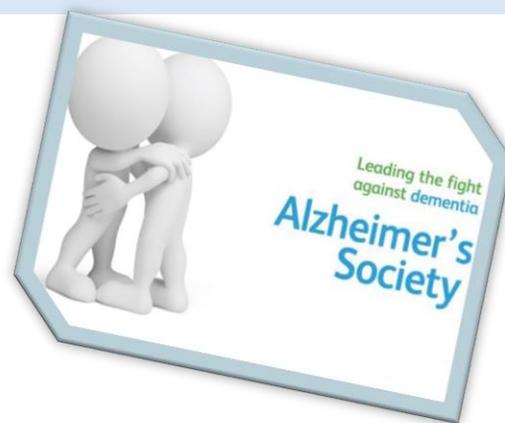
Patient Registrations

The surgery is currently unable to offer new patient registrations.

The list has been temporarily closed in order to protect the quality of the services offered to those patients currently registered with the practice

We will continue to register new babies born to mothers who are registered here; and will only be able to offer 'temporary resident' appointments to people staying in a household that is already registered with this practice.

The list size is regularly reviewed, and an update on this situation will be available in due course.



Beauchamp House Surgery has teamed up with the Alzheimer's Society to run drop in sessions. The sessions are free, and are aimed at anyone who has been diagnosed with dementia and also for all those caring for someone suffering with dementia.

These sessions are designed to provide both sufferers and carers with the necessary tools and support to help deal with the condition to the best of their ability.

A support worker from the Alzheimer's Society will be attending each session, and so this will also be an excellent opportunity to speak to a professional who is an expert on the subject. Please come prepared to ask any questions you may have about dementia.

If you think you would like to attend these sessions, please speak to reception next time you visit the surgery. Alternatively you can find out more information by emailing us or calling us using the contact details shown below.

CONTACT DETAILS

Email: beauchamphouseadmin@nhs.net

Phone: 01245 262255

NEWS FROM THE PPG

Beauchamp House Surgery Patient Participation Group

Meet & Greet

Members of the Patient Participation Group (PPG) will be in the surgery waiting room on a number of occasions in the coming months to talk to you. We want to hear your views about our surgery so we can give feedback at our meetings. We were there on the 11th and 13th April., and found that you were happy to provide feedback regarding the services offered. Thank you to all those who spoke to us.

Many of you are happy with the very good level of care you are receiving but the main issues are around getting appointments and car parking. We have discussed this at our meeting and will continue to look at ways this can be improved. We will be in the waiting room again in the autumn.

We are also seeking new members and are considering the possibility of setting up a virtual group. If you would like to contact us please email at contact@beauchamphousepatients.org.uk

Let's help each other....

Earlier in this newsletter you will see that 224 appointments were missed in April . Getting an appointment was one of the issues raised by patients at our Meet & Greet. We need to help each other so if you cannot attend please cancel so the slot can be offered to another patient. Similarly with parking, another issue mentioned at the Meet & Greet. Please consider your fellow patients who need to attend the surgery and only park for the time you are at the practice. This would be a good start to solving these problems as we continue to look for resolutions.

Junior Doctors

Junior Doctors can only work for one employer – the NHS. Sir Bruce Keogh, Medical Director of NHS England said that our junior doctors are key to the safe and effective running of the NHS. Just as our GPs are the bedrock of Primary Care.

I write this personally as I have a junior doctor in the family and I know the hours this young man works to care for his patients. Junior doctors cover every hour of the day, 7 days a week and they feel that the contract that is being imposed upon them is detrimental to the good care of their patients and also further erodes their own family life. They feel so strongly about this that they took action because the Government was not listening to their concerns. Following this action there have been further talks through ACAS. The British Medical Association (BMA) has reached agreement on new contract terms and wider issues which address the concerns which junior doctors raised. The key improvements for junior doctors are:

- Recognition of junior doctors' work and contribution across every day of the week
- Proper consideration of and provision for equality in the contract, with concrete support, including targeted accelerated training and pay protection for parents and carers.
- Improved flexible pay premia for specialties- such as A&E and psychiatry- to address the current recruitment and retention crisis in these areas.
- More rigorous oversight of the new guardian role to ensure safe working for junior doctors.

There will be a referendum on July 6th when the doctors will vote whether to accept these terms.

We need these well-trained, dedicated people to care for us and should support them to ensure they work in a safe, fair and adequately remunerated environment so they can continue to be there for us when we need them. Please contact the Secretary of State for Health at huntj@parliament.uk or your local MP at simon.burns.mp@parliament.uk if you are able to support the junior doctors.

Surgery Carers' Protocol

Carer forums held across Essex have shown that many carers do not believe they are getting full support from their doctors. To ensure that we provide a consistent high standard of support for carers, this practice has developed a Carers' Protocol to be followed by all members of staff.

This process ensure that carers' computer records are identified with a code, are signposted to social services and local voluntary support groups as appropriate, as well as being provided with suitable appointment flexibility wherever possible. Carers are also offered regular free health checks, and carers under the age of 65 are invited to receive a free flu vaccination.

Carers can be identified via the new patient registration form, however if you have only recently taken on this role, please inform the practice staff so that your records can be updated.