

BEAUCHAMP HOUSE SURGERY

37 BADDOW ROAD
CHELMSFORD
ESSEX
CM2 ODB
Tel: 01245 262255
Fax: 01245 262256



www.beauchamphouse.co.uk

Dr S P Schultz
Dr S P Dilley
Dr M T Sarjudeen
Dr I K Adiukwu
Dr B E Okon
Dr H J Ebdon

Spring Newsletter

Staff Changes

We are pleased to welcome back Dr Yadava, who returns as GP Registrar and who will be completing her training in July 2015. Dr Al Ameer will be leaving the surgery in April having completed her training.

New Telephone System

A new telephone system will be installed at the surgery at the end of March. The new system will introduce a call routing and queuing system (auto-attendant) which will enable our patients to understand the length of time they might be waiting for their call to be answered, and therefore whether they wish to call back at a different time. This type of system is being implemented as a direct result of patient feedback received via recent patient surveys and the Friends and Family Test, and also through active work by your Patient Participation Group to encourage this development. Please be patient with surgery staff should there be any delays as a result of this implementation.

Friends and Family Test results

Many thanks to all those who have completed a Friends and Family Test questionnaire. Results show that the vast majority of our patients would be either 'very likely' or 'likely' to recommend our services to their friends and family.

The results of this test are being published on a monthly basis, and are available to view either on the surgery website or on the notice board in the reception area.

New Travel Service

We are extremely pleased to announce that a full travel advice and immunisations service will be commencing at the surgery in April.

Unfortunately the NHS only offers a certain number of vaccines that are free; any other vaccines administered will incur a cost. However, as a patient of the practice you will receive free travel advice and we are offering competitive prices for any vaccines not covered by the NHS.

In order for us to assess your travel needs we will need to have certain information about you and your planned trip, for which a questionnaire will need to be completed before an appointment can be allocated.

Please see the surgery website, or enquire at Reception for more details.

Patient Online

Access to a wider range of information will now be available to our patients via the Patient Online scheme. If you already have a password to enable you to book appointments and request prescriptions online you will now be able to view any allergies that are recorded via this service, and even further detail from your medical record will be made available over the coming year.

Please ask at Reception if you would like to receive a password to be able to access this service.

Fees for non-NHS services

Not all services provided by the practice are available under the NHS. Where a patient requests a non-NHS item or services – this includes the completion of forms, some medical examinations (for example occupational medical examinations) or the production of letters for employers, then a fee is payable in advance. Please ask at Reception for more information on the surgery's schedule of fees.

To aid our patients, the practice is now able to accept payments by debit and credit card.

Repeat Prescription Requests

Prescription requests should be made (using the computer print-out) in person, by post, online or by arrangement with your own chemist. **It is our practice policy NOT to take repeat requests over the telephone, this is to ensure that the correct drugs are prescribed. We require 48 hours (2 working days) notice for prescription requests.**

Please note that from time to time you may be asked to see the clinician before your next prescription: please be aware of this and make sure that you book an appointment if necessary (your prescription will show how many repeats are allowed before a review appointment is required).

To order your prescriptions on-line visit our website (please contact Reception for username and password).

Please note that any paper prescriptions not collected from the surgery after one month following request will be destroyed. Should you still require a repeat prescription to be made available that has been destroyed due to the above, we will require a further 48 hours to process your new request.

News from the PPG (Beauchamp House Surgery Patient Participation Group)

What is the PPG? We are a group of patients who aim to help ensure the practice is responsive to its patients' needs.

If you would like to join us – either to attend core group meetings when we have a vacancy, or to be in the wider e-group for sharing views, then please do email us at contact@beauchamhousepatients.org.uk, or visit www.beauchamhouse.co.uk/ppg.aspx. We look forward to hearing from you.

Did you to queue to check-in for your appointment?

Sometimes there is a bit of a queue, and as the available space is small, it can feel quite squashed.

Have you thought about using the self check-in screen instead?

All you have to do is press START then answer a few easy questions (things like your initials, but nothing about your health). It will ask in which month you were born, but not the year or your age.

You just press letters and numbers on the screen, and the system checks you in. The letters are in alphabetic order, not qwerty keyboard sequence.

If you mis-key something, it will ask you to speak to a receptionist, who will check you in manually instead. Don't worry about that: it's not a problem.

If you'd like to be shown how to use it first, the receptionists can also do that - and of course, if you simply prefer to speak to a human – that's fine too!

Visit the pharmacy and save £1,500,000,000

The National Association for Patient Participation (NAPP) reports that £1.5 billion could be saved every year nationwide if patients visited a pharmacist instead of a clinician.

As Beauchamp House has seen a 30% rise in demand for appointments in two years, but with no significant changes in patient numbers or types, it would seem that we can all do our bit, by asking the pharmacist first if they think we need to see a GP, or if they can offer some self-help advice or over-the-counter treatment.

Patient Participation Group membership

The Practice Manager is contacting patients who have previously said they might be interested in joining the Group, to see if they are still interested, and if so, to put them in touch with the Group.

The patient can then choose whether to come to a PPG meeting to see if they'd like to become a member of the Core Group – or whether they would prefer to be on the wider Patient Consultative Group, and contribute occasional views and ideas as needed.

It's taking a while to work through the list of interested patients, so if you would like to be contacted sooner rather than later, please do let us know, and we'll get in touch. You can email us at contact@beauchamhousepatients.org.uk, or ask one of the receptionists to pass on your details. We'd love to hear from you.

Please also note that carers of patients registered with the surgery, but who are not registered patients themselves, are welcomed to participate with the group.

Beauchamp House Website – would you like to suggest any changes or new things to be added?

The Group is going to review the website and where appropriate, make suggestions for changes or new material. If you have any ideas please do let us know – sometimes only a fresh pair of eyes can see things – however obvious! Our email address is above, and we hope to hear your ideas.

We hope you find this information useful, and would love to hear your ideas - or requests for future articles. Please do email us at contact@beauchamhousepatients.org.uk or leave a note at reception marked for the PPG. We look forward to hearing from you.

Beauchamp House Surgery PPG.