

BEAUCHAMP HOUSE SURGERY

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Summer 2015 Newsletter

Staff Changes

Dr Standen and Dr Yadava will be leaving the surgery in August 2015, having completed their GP training. They will both be joining GP partnerships (Dr Standen at another Chelmsford practice, and Dr Yadava at a practice in Thurrock). We will be joined by two new GP registrars, Dr Kumaran and Dr van der Pol, from early August.

Named Accountable GP

The Practice is required by the Government to allocate all patients a named accountable GP, and to inform patients of this GP at the first appropriate interaction with the surgery. If you wish to be told who your accountable GP is, please ask at Reception.

Please note that having a named GP *does not* prevent you seeing any other doctor in the Practice. Your named GP will not be available at all times, and if your needs are urgent you might need to discuss them with an alternative doctor.

Keep us informed of changes

Please help us to keep our records up to date by informing us of any changes to your personal details, including changes to your mobile

Booking Appointments

Our reception staff are trained to ensure that they try to book the correct appointment for you with the right clinician when you need to be seen – this is why you will be asked for brief details of your problem when you contact us to book an appointment. Remember that our reception team are in place to act as a gateway to the GPs, not as a barrier.

Please note that you can request a telephone appointment if you feel that your concern could be dealt with by telephone rather than by a face-to-face appointment. If you are unsure if this would be appropriate, please ask the Receptionist.

Pharmacy Update

The Practice is very happy to have an attached pharmacist in post. Alpa Pabari has been with the surgery since September 2014 and has been working with patients, staff and local pharmacies to ensure that:

- Patients get the best use from their medicines
- To help iron out any difficulties patients might have been experiencing with their tablets; for example if they are finding it hard to cope with them by helping to arrange pill organisers, reminder charts, etc
- Patients have improved access to their medicines.

Alpa will also be helping to implement some of the changes that the Mid Essex Clinical Commissioning Group have advised the surgery to carry out in order to reduce costs. These include switching patients to specific less expensive brands of their regular medication as well as optimising therapy so that side effects are minimised and the maximum benefit from the medication is obtained.

Prescribing – Commonly asked questions

Why does it take so long to get my new prescription?

Many patients get frustrated with the time it can take to obtain a new supply. Remember, the surgery needs *two working days* to process your request safely. Your pharmacy will also need around 24-72 hours (1-3 working days) to prepare your medication, as in some cases they will need to order stock just for you. It is therefore advisable to plan your repeat ordering in good time.

How can I improve this for me?

Remember, you can order up to a week in advance of the dates printed on your repeat copy. We can also set you up onto a new type of repeats system called 'Repeat Dispensing' which improves your ease of access to medication if you are suitable. Many patients find this incredibly helpful as it eliminates the need to order at the surgery each time.

Prescribing – Commonly asked questions (continued)

Please help the surgery and pharmacy to help you by only calling to check on your requests after the correct number of days.

Why is there always a delay with my requests?

- If you have already reached your maximum number of allowed issues, then this means that the GP must approve the request by checking in your notes to confirm that it is safe to go ahead, creating more work each time. Please ensure your book a medicines review appointment with your GP when the number of issues has run out, prior to needing a new supply.
- If you have had changes in your medicines from the hospital or have ordered too early we must follow up on that as well.
- All of the above help us to ensure that you receiving the best level of care possible.

Why is the surgery so strict when it comes to ordering my repeats when I have been taking these tablets for years?

- First and foremost, we do this for your safety. We need to ensure that you are getting the right amount of monitoring and support for your condition.
- To prevent misuse of medicines.
- To prevent wasted NHS resources.

All my tablets run out at a different time, which causes me a lot of frustration.

This can be easily resolved. Please request a 'Repeat Synchronisation Form' from Reception. Once you have completed this, we will work out how to get all your quantities in line. This will mean that you will get one supply of tablets with varying quantities on it, but the next time you order, you will have about the same number of tablets of everything.

How can I get the most out of my medicines?

- Get more involved with your medication and be more proactive in what they are used for and how they work best. If you are unsure, ask your local pharmacist.
- Did you know that your local pharmacist offers a 'New Medicines Service' which ensures that patients started on particular medicines (eg for the heart, blood pressure, diabetes, respiratory and anticoagulation) receive sufficient support when it is newly-prescribed.
- Did you also know that by choosing one regular pharmacy, you can also have an annual medicines use review with them free of charge?
- Please only order the medicines that you need each time. If your pharmacy is ordering on your behalf, do ensure that they also know which items you do not need every time (examples include creams, sprays, painkillers, antihistamines). Having less boxes and bottles will streamline your medicines management, and also help to prevent wastage.
- Do not order medicines you no longer user. Drop us a line to let us know if you have stopped or changed anything.
- Please check that you receive a prescription for all the items you are expecting prior to leaving the surgery.

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.

Funding your Service

NHS England distribute and oversee the budget for our healthcare services.

Ninety per cent of contact by patients with the health service is through primary care, mainly our GP surgeries, but they receive only 9% of the national budget.

The British Medical Association (BMA) and the Royal College of General Practitioners (RCGP) are running campaigns calling for more resources and long-term, sustainable investment in general practice. To read about this go to:

www.bma.org.uk/working-for-change/your-gp-cares and www.rcgp.org.uk/campaign-home.aspx

Our GPs commission local services through the Mid-Essex Commissioning Group (MECCG) which also receive it's funding from NHS England. For 2015/16 Mid Essex receives £1,060 per annum per person to cover all healthcare costs, which is the lowest amount received in the Essex area (the county average is £1,141 per annum). The MECCG believes it should be receiving 3.38% more per person, which would mean an additional £14.4million of local funding. Read more about your MECCG at www.midessexccg.nhs.uk

These organisations are asking for involvement to support our health services. If you would like to get involved, you can contact the above organisations, or write to your MP, Sir Simon Burns, simon.burns.mp@parliament.uk to press for fairer funding.

Please attend or cancel your appointment!

If you no longer need to see a doctor or nurse, please CANCEL your appointment. Your appointment can then be offered to another patient.

In June patients did not attend for 144 appointments with the GPs, and 135 appointments with the nurses. This means that 279 appointment slots were wasted, equalling 59 hours.

You can cancel your appointment by telephoning the surgery, or by going to the surgery website: www.beauchamhouse.co.uk and clicking on the button 'cancel my appointment'.

Thank you

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.