

BEAUCHAMP HOUSE SURGERY

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www.beauchamphouse.co.uk

Autumn

November/ December 2016

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FOR THE LATEST NEWS PLEASE SEE THE SURGERY WEBSITE: WWW.BEAUCHAMPHOUSE.CO.UK

Surgery changes

New GP Registrars

We are delighted to welcome a number of new registrars to the surgery: Dr Shehu Kaikai, Dr Taylor and Dr Gvazava. They have been working here since August and will remain at the surgery for a six month period.

Flu Vaccines

As the autumn and winter seasons approach, it is important to make sure that you are protected against the flu, especially if you are at risk. The flu jabs are available for all patients who fall into the following eligible groups:

- are 65 years of age or over
- are pregnant
- have certain medical conditions
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an

elderly or disabled person whose welfare may be at risk if you fall ill

- are a front-line health and social care worker. It is your employer's responsibility to arrange vaccination for you

If you fall into one these categories and would like to receive your jab, please arrange an appointment at reception.

If you would like further information about the flu vaccine and eligibility, you can visit the NHS choices website or discuss any queries with your GP.

Surgery Walking Group - would you be interested in joining?

The Patient Participation Group are considering whether to set up a 'walking group' for the surgery. If this is something that you would be interested in joining, please contact the surgery to register your interest, so that they can assess the feasibility of this.

Building upgrade work

We are pleased that the refurbishment works to our treatment rooms are now complete. Thank you for your patience over the summer months while this work was on going.

Please attend!

A total of 240 appointments were wasted in September totalling 51 hours! 134 GP Appointments (equivalent to 30 hours). 106 Nurse & Flu Appointments (equivalent to 21 hours).

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

Beauchamp House Surgery Patient Participation Group

PPG Role and History

During the recent Meet and Greet a patient asked what the PPG did and why there was one? So here is an explanation:

The first Patient Participation Group was established in Oxfordshire in 1972; it is now a requirement of the NHS, that all GP surgeries have a PPG. PPGs usually include volunteer patients, the Practice manager and a GP from the Practice. PPGs meet regularly to discuss the services that the Practice offer, how improvements can be made for the benefit of the patients and the Practice. Most PPGs are affiliated to NAPP (National Association of Patient Participation) which is the umbrella organisation for the Primary Care System.

Beauchamp House PPG was established several years ago. We are a small group of Beauchamp House patients, who meet every two months, for a couple of hours. We would like to grow our numbers so if you are

NEWS FROM THE PPG

interested in joining an enthusiastic PPG, please get in touch.

To date the PPG has worked together with the Practice on a number of projects. These include the improved main reception doors and the introduction of the new telephone appointment system.

We work with the practice on CQC inspections, review the practice website, and take part in trialling new NHS proposals. Members attend various NHS meetings, giving feedback on changes to local NHS services; the role is varied and rewarding.

We are also involved in the practice 'friends and family survey', a mandatory test which requires monthly updates to NHS England.

One of our members who, from his own experience, champions the role of carers, has been instrumental in getting a carers protocol adopted in the surgery. Other surgeries are following Beauchamp House's lead on this.

PPG members have been included on the interview

panel for the surgery's new GPs.

Meet & Greet

We have recently introduced a new initiative; PPG members meet and greet patients in the surgery listening to concerns and asking how we can make things better for patients. This has proved successful and we hope to run the meet and greet sessions three times a year, so look out for us.

We are fortunate to have such dedicated and talented doctors at Beauchamp House who deliver fantastic patient care. They are supported by Katie Francis, the Practice Manager, a keen advocate of improving the patient experience, along with her team, who work tirelessly to improve the practice, on an ever decreasing budget.

Why not join us and have a say in changes that impact our GP services?

If you are interested, please leave your contact details with Reception, or contact the surgery (contact details on page 2).