

BEAUCHAMP HOUSE SURGERY

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www.beauchamphouse.co.uk

February 2018

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

Surgery news

We are pleased to welcome Dr Anita Chun to the practice. Dr Chun is a GP registrar, and joins us on 7th February.

Appointment reminders by text

We have recently changed the software system that we use to send text appointment reminders. We now offer the ability to cancel your GP or nurse appointment by responding 'CANCEL' to your appointment reminder.

This service has been well-received to date. In order to benefit from this, please ensure that you inform us of your mobile phone number, and of any changes to your number..

Support for carers

A family carer is someone who, without payment, provides help and support to a partner, child, relative or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

If you think you could be regarded as a family carer, please speak to a member of the reception team. The Practice is aiming to identify patients who provide support as outlined above, in order that we can provide our carers with support as well.

Surgery staff will seek to support carers by:

- 'Signposting' to information and local authority resources and contact points,
- Supporting with appointment flexibility where possible,
- Offering carers regular healthchecks and annual flu vaccinations.

Car parking notice

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.

Please attend!

In 2017 patients did not turn up for 2249 appointments with the GPs and nurses at this practice. This is the equivalent of 493 hours, or 21 days, of wasted appointment 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.

CONTACT DETAILS



Email: beauchamphouseadmin@nhs.net



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Surgery statistics

The information shown below is for the period 1st April 2016 to 31st March 2017, during which time our average practice list size was 11,900.

Number of referrals sent: **7,399** (this includes referrals for community nursing, etc)

Number of results filed into patient records: **14,441**

Number of prescriptions issued: **65,447** (5.5 per patient in year)

Number of home visits completed: **1,406** (this does not include visits to patients resident in care or nursing homes)

Number of appointments booked and patients seen: **63,553** (5.3 appointments per patient in year). *The Royal College of General Practitioners suggests that practices should provide a mean total of 5.3 patient contacts per patient per annum.*

Formal complaints received: **10**

A day in the life – Prescription Clerks

As described above, our team of prescription clerks processed a total of 65,447 repeat prescriptions from 1st April 2016 to 31st March 2017 – a phenomenal number for a small team. Our prescription clerks are Linda, Paula, Cheryl and Elaine, and at least one of the team is always on duty.

Requests for repeat prescriptions are received by the surgery in a number of ways:

- via the drop box in the reception foyer
- from local pharmacies
- by post
- online
- from hospitals and local nursing and care homes

We are not able to accept requests via phone or email, and repeat prescription requests are normally completed within two working days of receipt.

For each request for a repeat prescription the clerk checks that the medication is due, checks any changes in the recent medication regime and will liaise with the GPs to address any issues. If the request is ok, the clerk will process the request so that a prescription is issued either electronically, or on a green paper printed prescription. Electronic prescriptions are sent directly from the prescription clerk to the GP. The GP checks the prescription, then signs with an electronic signature, rejecting any

items that they are not happy with. Once 'signed' they are sent to the NHS Spine, then on to your local chosen pharmacy. There is no paper trail for this, but a full audit trail is recorded on our clinical system.

Green paper prescriptions are signed by the GPs in the old fashioned way. The doctors check for any issues, sign, and give them back to the team so that they can be sorted according to destination. The vast majority of these are collected by local pharmacies who come in daily to the surgery to collect completed prescriptions and put in new ones to be processed.

We feel that our system works very well, but recognise that at times there can be the odd glitch in processing such a large amount of requests – approximately 250 on each working day!

We never want any patient to be without vital medication, so a prescription clerk is available to help you with any problems regarding your medication from 11 am to 3 pm each weekday. Please do note however that the team work to very strict protocols – whilst they will do all they can to support your requests, on occasion there will be a need for you to discuss your request with a GP.

The above is what happens to every request we receive from our patients – so please allow us the 2 full working days before you return for your prescription (and longer if you request via a pharmacy).

News from the Beauchamp House Surgery Patient Participation Group

You might have been approached by one of our members on the recent Flu vaccination days or at child care clinics. We are campaigning to reduce unnecessary ordering of prescription drugs, and we also broadcast our activities and gather the view of the patients we represent.

One of our members attended the annual conference of the National Association for Patient Participation and provided a written feedback to members about the pressure the NHS is under right across the country.

One of our members has been trained as a walk leader under the Chelmsford Council Heart & Sole initiative to improve our health and general wellbeing by taking regular exercise. Our walk leaves from the surgery car park every Tuesday at 12 noon. It follows a circular mainly off road route along the River Chelmer and passes some of

the most beautiful parts of the river and open fields, covering about 4 km (2.5 miles) and lasting for about 45 minutes. In the winter there is a shorter route option. All patients are welcome to join us. You will be asked to complete a short walker registration form when you attend your first walk.

Our Patient Participation Group was recently voted the best PPG in the mid-Essex region (out of 45 GP practices) at the Marvels of Mid Essex award ceremony. The award was presented to us for our actions in campaigning for carer identification, and the support and organisation of the Heart & Sole walks.

