

BEACONSFIELD MEDICAL PRACTICE

Summer 2017

www.beaconsfieldmedicalpractice.co.uk



NOTICE BOARD

- Telephone & Surgery opening hours
- Our hours are Mon-Fri, 8.00-6.00
- Our telephone line is open until 6.30 for emergencies.

Telephone Options:

- 1 Emergency Home Visit
- 2 Appointments
- 3 General Enquiries
- 4 Prescription Enquiries and Test Results
- 5 Nurses Appointments
- 6 Secretaries

We also offer extended surgery hours on Monday evenings and on a Saturday morning for those who have difficulty attending during normal hours. These are pre-bookable only. With either a GP or a Nurse. (Nurse Mon eve only)

During your next visit to the surgery please check we have your correct details



KEEP SAFE IN THE SUN

Summer holidays are nearly here and many of us will be hoping to spend time in the sun.

Look out for signs of skin changes and report any concerns to your GP.

Suspicious signs include:-

- spots or sores which do not heal within 4 weeks
- A spot which continues to itch, heal, scab or crust for 4 weeks
- Moles which start to change shape or colour
- Moles which have an irregular edge or different shades of pigmentation
- Moles which are completely new or start to itch or crust

Ways to protect your skin:-

- Wear sunscreen every day, in all weather and in every season
- Use a high factor sunblock (SPF30 or more) on all exposed areas
- Babies and children should be protected by staying in the shade and wearing suitable protective clothing
- Re-apply sunscreen at least every 2 hours or more often if you are sweating or swimming
- Wear sunglasses with total UV protection
- Wear wide brimmed hats, and long-sleeved shirts and trousers
- Avoid being out in the sun as much as possible from 10 a.m. to 2 p.m.
- Choose cosmetics and contact lenses that offer UV protection. You still need to use sunscreen and wear sunglasses with broad-spectrum sun protection.
- If you're a parent, protect your child's skin and encourage them to be safe in the sun



Dr. Liz Green is sadly leaving us at the end of June, she has decided to pursue more flexible hours working as a locum GP.

We would like to reassure all our patients that this will not impact on their care as all GPs have the same ethos of patient care and have full access to clinical records.

Welcome



Dr. Maddison joined the surgery in April. He trained at Bart's and the London Medical School and subsequently undertook GP training in Mid Sussex and Brighton. He has an interest in palliative care and public health, he enjoys seeing medicine in all its facets as a GP. He lives locally with his family and enjoys sport and the outdoors.



Congratulations to Dr. Coxon and family on the arrival of Ralph James David Coxon who was born on the 5th May, weighing 8lb 3oz.



Please be aware that parking at our surgery is very limited and we cannot guarantee a parking space. There is pay and display parking on Preston Park Avenue, alternatively we are on several bus routes. If you are coming by car please ensure you allow enough time before your appointment. You must ensure you enter the parked car's registration into the terminal on the floor you are visiting, please note this includes vehicles with a blue badge or any waiting vehicle. Failing to do so will trigger a fine, administered by an independent company (the practice makes no profit at all from this).

PLEASE ENSURE WHEN ENTERING REGISTRATION NUMBER THAT YOU ENTER A ZERO AND NOT THE LETTER

SURVEY RESULTS

Our recent survey results and action plan is now available on our website www.beaconsfieldmedicalpractice.co.uk

Here are some of the results from the survey:-

- 39.51% did not know that we offered pre-bookable appointments on a Monday evening after 6.30pm and Saturday morning
- 33.33% did not know that you can book appointments four weeks in advance.
- 85% did not know we had a newsletter
- 98.72% said they were treated with respect and dignity when attending the practice.
- 96.20% said they would recommend our practice to someone else.

Take a look at our website to see the full results from the survey or a copy is also available on our PPG noticeboard.

ONLINE ACCESS

Although our survey results were encouraging regarding online access it appears that patients are not aware that they can request further access to view their summary care record or detailed coded entry. We would also like to remind patients that they can update their personal details via our website to ensure we have their up-to-date mobile number etc.

EPiC- EXTENDED HOURS

Funding has been extended for this project and is available to all our patients, these appointments are held on the Ground Floor.

Appointments are available with a GP from 6.30pm-8.30pm Monday to Friday, with a GP or a nurse on a Saturday from 8am to 2pm and rotational Sundays from 10am to 1pm.

The clinicians working in these clinics are able to access your usual medical notes in order to provide seamless primary care. If you would like to be seen outside usual surgery hours please ask our receptionist to book you an EPiC appointment.

These appointments are in addition to our own extended hours

ARE YOU A CARER?????

Carers can be very hard to identify and many carers do not consider themselves as such. Primary care teams are aware of the problems that carers face but without being identified it is impossible to involve carers in patient care or support them in their caring roles. As a practice we would like to support carers to maintain the caregiving situation.

If you are a carer please inform the surgery on your next visit.

You can do this in many ways, via the website, via e-mail or in person when you next visit the surgery.



LGBT AWARD (Lesbian, Gay, Bisexual, Transgender)

The practice is taking part in a pilot award scheme.

The LGBT Health Inclusion Award was created in response to the poor health outcomes faced by the LGBT community; it aims to improve both patient confidence and professional understanding.

Evidence linking discrimination and health inequalities is growing. Not only can discriminatory behaviour have a negative impact on mental health, but there is also a connection between sustained chronic stress and physical health conditions like cardiovascular disease.

We aim to offer an inclusive service for all our patients to ensure good health outcomes and to treat all our patients as individuals.

APPOINTMENTS

Thank you to all patients who attended their appointments and to those who cancelled their appointments in good time.

In the month of May we had 70 nurses and 33 GP appointments wasted which totalled 17.66 wasted clinic hours. Please think of other patients who could benefit from that appointment. You can cancel your appointment online or if you are signed up for text reminders you can follow the instructions and cancel by phone when you no longer require it.

MANY THANKS!



PATIENT PARTICIPATION GROUP (PPG)

Our friendly group meet four times a year, you do not need to attend every meeting to become a member.

If you would like to join please give your details to reception or visit our website.

FEEDBACK

It is our aim to provide the highest possible standard of care for our patients and to help us achieve this we need your feedback. We welcome comments from our patients. Suggestion boxes are in both waiting areas.

