



BEACON
MEDICAL GROUP

New Patient Booklet

Your guide to accessing our services

Right Care, Right Person, Right Time



www.beaconmedicalgroup.nhs.uk



Beacon Medical Group



@beaconmedgroup

Getting the right service to patients, by the right person at the right time.
Our aim is to be a sustainable practice that thrives on innovation,
working with our patients and the community together as a team.
We will be responsive and flexible in our approach and at every
encounter our team has with a patient we will treat them with
compassion, dignity and respect.



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At Beacon Medical Group, our aim is to ensure the right service is given to patients, by the right person, at the right time. We have a large number of highly qualified, friendly staff including GPs, Pharmacists, Paramedics, Nurses and Social Prescribers at our sites, as well as disabled access to all of our buildings. Over the last few years we have worked on improving accessibility to the surgery. This included introducing a new Online Consultation that patients can use to request GP care via our website. We also offer improved access to healthcare, with extended opening hours providing some late evening and weekend pre-booked appointments. This booklet will introduce you to our practices, staff and services as well as how best to access them.

Thank you for choosing Beacon Medical Group.

Dr Andrew Mercer

Managing Partner, Beacon Medical Group

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How to access our services



Online

Visit www.beaconmedicalgroup.nhs.uk to complete an Online Consultation



By phone

Call your local surgery
(see details on rear)



On your mobile or tablet

Download the NHS App to order repeat prescriptions and view your medical record

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How to make an appointment with us

Consult online at a time that is convenient to you! Complete a simple form using any device by answering questions you would expect in a normal consultation. Answer at your own pace and we may even be able to save you a trip to the surgery.

When you send an online consultation it will be checked by your GP who will contact you by phone or email within 48 hours. We will call you twice, and if you cannot answer the first time we will text you with a time when we will try again. If you need an appointment on the day you will be allocated one.

When contacting the surgery online or on the phone, you will be asked a series of questions. The information provided allows the practice to triage each patient to the right type of care within an appropriate time scale.

You can still call the surgery if you would prefer to. Phone numbers are provided at the rear of this booklet

Choosing the right option for you

Whether you need to see a doctor for a medical diagnosis, to order a repeat prescription or to request a home visit we have different options available to meet your needs.

Making an appointment: To book an appointment with a GP, we ask that you visit our website to complete our Online Consultation form. If you do not have access to the internet, you can still call the surgery. For an appointment with a Nurse, please call the surgery.

Ordering repeat prescriptions: If a doctor does not need to see you, our online service enables you to order repeat prescriptions. Once approved we can send your prescription direct to your chosen pharmacy for collection at a time that suits you. Alternatively you can order repeat prescriptions and nominate a pharmacy using the **NHS App**.

Home visits: If you are registered as a housebound patient, please contact the surgery before 10:30am to request a home visit.

Our services

The surgery offers general medical services including family Doctor and Nurse services, right through to minor surgery.

Some of the most common services we offer are:

- NHS health checks
- Contraceptive and maternity medical services
- Vaccinations and immunisations
- Minor surgery incisions / excisions
- Minor surgery joint injections
- Stop smoking advice and alcohol consumption screening
- Social Prescribing & Health Coaching service
- Annual flu clinic at designated sites
- MSK First contact physiotherapy service



Non-NHS services

Our surgeries also provide services which are not covered by the NHS and may incur a fee.

These services include:

- Insurance reports and claim forms
- Private medical reports
- Non-NHS vaccinations
- Private sick notes
- Pre-employment and Driving (HGV, PSV, Taxi, etc)
- Vaccination certificates
- Completion of certificates/forms/letters
- Travel vaccinations

Research

Beacon Medical Group is proud to be involved in clinical research studies within primary care. We are part of the National Institute for Health Research Clinical Research Network for the South West Peninsula. Its aim is to improve the care for all patients by obtaining evidence for better prevention, diagnosis and treatment of diseases in Primary Care and we are actively involved in recruiting for a number of studies currently taking place.

Beacon has decided to offer research opportunities to its patients because, put simply, evidence shows that patients cared for in a research-active organisation have better outcomes.

Many of the research studies we currently offer to patients focus around areas such as disease diagnosis and prevention, management of long-term illnesses such as diabetes, prevention of future ill-health, and treating common conditions such as heartburn.

Meet our GP Partners

Beacon Medical Group is jointly owned by 20 GP Partners who believe in working with our patients and the community together as a team to deliver the right service to patients, by the right person at the right time.

Managing Partner

Dr Andrew Mercer MBChB, MRCGP

Dr Alison McEwing BMBS, MRCGP, DFSRH

Dr Amy Newstead MB BCh, MRCGP, DFFP, DRCOG

Dr Claire Bruce BMBS, MRCGP, BSc

Dr Daniel Fay MBBS, BSc, MRCGP, Diploma Musculoskeletal Medicine

Dr David Gwynne MB BCh, MRCGP, PgDipTher, PgDipDia

Dr Gary Davies MBBS, MRCGP

Meet our GP Partners

Dr Helen Richmond MB BCh, MRCP, DRCOG, DFFP

Dr John Fotheringham MB BCh, MRCP, MSc (Sports and Exercise Medicine)

Dr Louise Horrocks MB BCh, MRCP, DFSRH, DRCOG

Dr Rebecca Evans MBChB, MRCP, DFSRH DipSEM, DRCOG

Dr Sadie Jones MB BCh, MRCP

Dr Stephen Harris MB BS, MRCP, DRCOG, Med Cert Ed (Leadership)

Dr Alex Trotman MMBS, MRCP

Dr Udeka Senaratne-Niland BSc (Hons), MBBS, MRCP, DRCOG, DFSRH

Dr Victoria Goddard MBChB, MRCP, GPCOG

Dr Alex Newman MBChB, MRCP

Dr Dafydd Jones MBBS, nMRCP, MA

Dr Sarah Huddleston MBChB, MRCP

Dr Matthew Funnell MBChB, nMRCP

Our Clinical Team

Our Clinical Team provides excellent expert care to our patients. When you visit us, you can be assured that you'll be treated by health care professionals who have the best training in supporting you.

We are a training practice and regularly host trainee GPs and medical students. We see this as a vital support to our patients and the broader health system.

We've taken the deliberate step of involving other people in our team, including Pharmacists, Paramedics and Nurse Practitioners. We want to provide patients with the right care, from the right person, at the right time and feel strongly that this new breed of professionals can provide rapid help for common ailments.



When you are visiting us

When visiting the surgery for your appointment, we want your experience to be a positive one.

Car parking, including spaces for patients displaying a valid blue disabled parking badge, is available at our main surgeries. There is also easy access to the surgery for patients with mobility difficulties.

To avoid unnecessary queues, we give you the option of self check-in at our surgeries. With a few clicks, you can tell a member of the team you've arrived.

Chaperone

We offer a chaperone service. If you feel you would like a chaperone present during your consultation please do advise the Patient Advisor when booking in.

Confidentiality

All staff at our surgeries have a legal duty to maintain the highest level of confidentiality about patient information.

If you are receiving care from other services we may need to share information to enable us all to work together for your benefit. We only ever pass on information about you if there is a genuine need for it and it's in your best interest.

This means in effect that no medical information will be divulged to a third party such as relatives, insurance companies, solicitors, unless you have given us written permission to do so.

Your feedback is important to us

We comply with the NHS Complaints Procedure to deal with any comments, suggestions and complaints. Please visit www.beaconmedicalgroup.nhs.uk in the first instance to provide us your feedback.

We work closely with our patients to design and improve services provided by the surgeries and other health providers. If you would like to join your local patient participation group please visit: www.beaconmedicalgroup.nhs.uk/patient-participation-group/

Making a complaint

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first. Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident, or within 12 months of you discovering it. Please provide as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. Complaints should be made in writing, and upon receipt this will be allocated to the most appropriate manager who will investigate your complaint and respond.

To view our complaints leaflet, please visit:

<https://www.beaconmedicalgroup.nhs.uk/feedback-and-complaints/>

Our locations

**IN AN EMERGENCY
OUT OF HOURS**

**DIAL 999
CALL 111**

beaconmedicalgroup@nhs.net
www.beaconmedicalgroup.nhs.uk

Chaddlewood Surgery

129 Bellingham Crescent
Chaddlewood
Plympton
PL7 2QP
01751 345317

Ivybridge Medical Practice

Station Road
Ivybridge
PL21 0AJ
01752 690777

Glenside Medical Centre

Glenside Rise
Plympton
PL7 4DR
01752 341340

Plympton Health Centre

Mudge Way
Plympton
PL7 1AD
01752 346634

Highlands Health Centre

Fore Street
Ivybridge
PL21 9AE
01752 897111

Wotter Surgery

Rear of Church
Wotter
PL7 5HN
01752 839312



As a patient you can access help at any of our surgeries, including extended opening hours by appointment only.

Please visit
www.beaconmedicalgroup.nhs.uk
for more details.