

BEACON MEDICAL GROUP NEWSLETTER

WHAT'S IN THIS ISSUE

Page 1

Welcome

Page 2

How Have We Been Doing?

Page 3

NHS App: Ordering

Prescriptions

Page 4

COVID19 Vaccinations

Page 5

Supporting Patients

Page 6

Our Team: The Urgent Care
Team

Page 7

Flu Clinic/Our Services

Page 8-9

Seasonal Top Tips

Page 10-11

Joiners & Leavers/ Farewell

Page 12

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Welcome

Welcome to the Summer 2021 edition of the Beacon Medical Group Newsletter.

Our aim with this newsletter is to keep our patients informed of the latest news from the Practice.



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HOW HAVE WE BEEN DOING FROM APRIL 2021- JUNE 2021?

AVERAGE WAIT FOR THE TELEPHONE HUB: 09:23

PLEASE BE AWARE THAT OUR PEAK TELEPHONE TIMES ARE BETWEEN 10AM TO 1PM. IF YOU ARE ABLE TO USE OUR ONLINE SERVICES, PLEASE DO THIS.



74,582
APPOINTMENTS
(MADE BY TELEPHONE,
ONLINE, FACE- FACE, UCT
AND NURSES)



10,800
OF THOSE WERE
CORONAVIRUS
VACCINATION
APPOINTMENTS



15,818 ONLINE
PRESCRIPTIONS
WERE PROCESSED

DID YOU KNOW THAT YOU CAN NOMINATE A PHARMACY WHICH MEANS THAT YOU DON'T NEED TO VISIT THE SURGERY AND CAN COMPLETE YOUR REQUEST ONLINE?



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NHS App: Ordering Your Repeat Medication and Online Consultation Requests

The NHS App is a simple and secure app that is owned and run by the NHS which will give you access to a range of services on your smartphone or tablet.



Below is our patient friendly user guide located on our website:

<https://www.beaconmedicalgroup.nhs.uk>

You can also now complete an eConsult using the NHS App. eConsult is the first online consultation service to be integrated within the NHS App. Patients can use this service to request GP advice without the need to book an appointment or contact your practice face-to-face or by telephone.

The NHS App is free to download from the App Store and Google Play Store. To use it you must be aged 13 and over and registered with a GP surgery in England.

To find out more information, please visit: <https://www.nhs.uk/nhs-services/online-services/nhs-app/>

COVID19 Vaccinations

**From December 2020 to 25 June
2021, we administered
25,015 COVID vaccinations**

Beacon Medical Group were proud to provide this to our community as well as ensuring we still delivered our everyday services for our patients.

We could not have achieved this without the help of our army of volunteers who always helped our patients with a smile on their face.

If you should require a Covid-19 vaccination, you can arrange this by using the following link <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Vaccination sites available are:

Home Park Vaccination Centre
Plymouth Albion

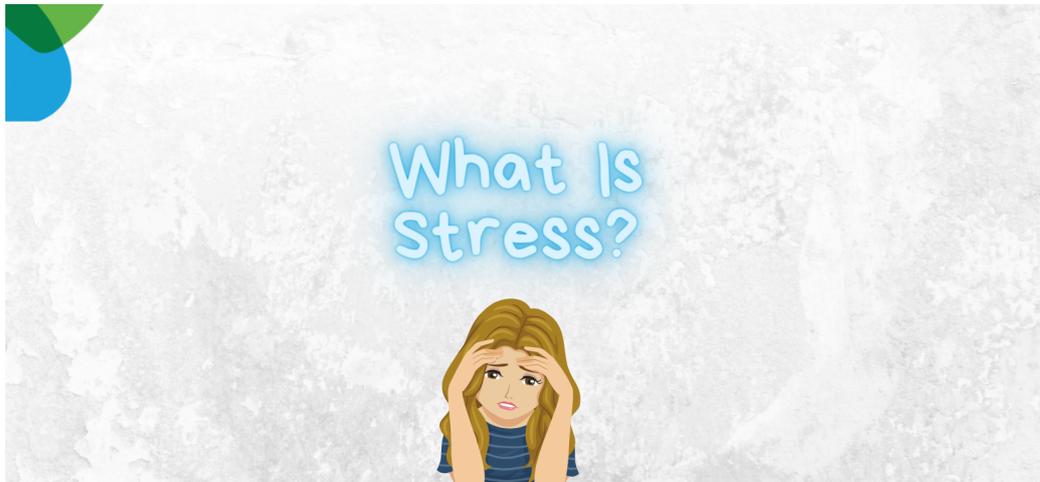
As a reminder to all patients, when it's your turn to get the COVID19 vaccination, the NHS will contact you to book your appointment. You do not have to apply to have the jab and there is no charge for it.

The NHS will never:

- ask for your bank account or card details
- ask for your PIN or banking passwords
- arrive unannounced at your home to administer the vaccine
- ask for documentation to prove your identity, such as a passport or utility bills



Supporting Patients With Wellbeing and Health



Our Social Prescribing Team supports patients with their wellbeing and health and wanted to provide support to our community about the topic of stress.

What is stress?

Stress is mainly a physical response to external and internal pressures that we experience, which relate to our primeval fight or flight response. At times it can actually help us deal with situations that are dangerous and galvanise us to respond quickly and efficiently to difficult situations. However, if stress gets too much; if we experience too much external pressure from demands placed on us, if we are very hard on ourselves and drive ourselves beyond our capabilities and/or if we don't have the internal resilience to cope well with stress when demands increase, we can often experience stress in a harmful way.

Harmful stress can result in uncomfortable physical symptoms such as increased heart rates, palpitations, sweating, headaches and reduced energy also affecting our appetites and sleep. It can lead to reduced activity and sometimes relationship problems, and for some it can also impact their emotional and mental health leading to symptoms of depression and anxiety. This can then lead to developing unhealthy habits such as drinking and eating too much or too little, smoking, not exercising and for some, drug use.

The good news is, we know that if we can learn to recognise our symptoms of stress, we can make the changes we need alongside asking for help if needed, such as discussing this with a member of our Social Prescribing team.

How can our Social Prescribing team help?

Social Prescribing link workers are embedded in our GP surgery and work with individuals to look at what matters to them; helping them to understand their situation and what might help and linking individuals to community groups and services by signposting and referral.

If you think that you would benefit from using this service, social prescribing link workers are currently accessed via a referral from their GP or alternatively a member of our Patient Advisor team.

Please find the link below to Headspace which is an effective website if you are experiencing signs of stress: <https://www.headspace.com/>

Our Team: The Urgent Care Team

Who We Are and How We Support Patients

Beacon Medical Group's Urgent Care (UCT) was developed to manage the on the day demand for patients with acute medical needs. The team consists of Clinical and Advanced Clinical Practitioners (ACP) with a vast experience of nursing and paramedic professions.

What do we do?

The UCT aims to provide a high level of care for all patients that present on the day for acute or chronic conditions for our Beacon community. This is either by phone triage, e-consults, face to face consultations or home visits. We are able to formulate care plans, prescribe and if necessary, refer on to other care providers.

Where are we based?

Throughout the Covid-19 pandemic, UCT was based primarily at the Chaddlewood surgery with a team member at the Highlands site. Unlike many other primary care providers in the region, the team continued (when required) to see our patients face to face in order to provide a high level of care. This included Covid positive patients as well as every day medical concerns for our patients.

We are pleased to announce that from 5 July 2021, The team has returned to it's usual base at Glenside which is the home of our extended and enhanced Urgent Care Team, becoming the main site for on the day urgent care for our patients across our community.

We are very pleased to announce that we have new members joining this team; Maria and Kirsten have joined UCT and they look forward to meeting you! Both have paramedic experience and Maria is an Advanced Care Practitioner and Kirsten is a Clinical Advanced Care Practitioner they are based at Ivybridge Medical Practice.



Our Services/ Flu Clinic 2021/2022

We are planning to hold this years flu clinics at Plympton and Ivybridge Health Centre. *This is to ensure that Beacon Medical Group provides vaccination clinics to our community in these areas.

Information about flu frequently asked questions is available on our website, please use the following link: <https://beaconmedicalgroup.nhs.uk/flu-faq/>

Address for Ivybridge Medical Practice:
Station Road
Ivybridge
Devon
PL21 0AJ

Address for Plympton Health Centre:
Mudge Way
Plympton
Plymouth
PL7 1AD

As there will be different age ranges and needs for our patients within certain age groups, they will be contacted in various methods and we will be having a dedicated flu telephone line this year to support the volume of calls.

Please note that we are currently waiting for guidance for potential Covid-19 booster vaccinations and will update you about this when we have the information.

We plan for the appointments to start towards the end of September 2021.

*Please be aware that there is no parking at our Ivybridge practice, however our patients may wish to park at Leonards Road Car Park located at Ivybridge (PL21 0RU) or Glanvilles Mill Car Park located at Ivybridge (PL21 9PS).



Seasonal Top Tips



Hay Fever Typical symptoms consist of nasal congestion, nasal discharge, sneezing and watery or itchy eyes which are caused by allergy to pollen. Although different pollens occur at different times of the year, identifying the pollen / plant specifically doesn't change the recommended treatment, so testing is not recommended.

Hay Fever Advice

The following is intended as a guide to the management of seasonal allergic rhinitis (hay fever).

<https://telegra.ph/Hay-Fever-Advice-06-10>



Be Tick Aware



#BeTickAware This Summer. For more information, please follow the link below by the NHS about lyme disease:

<https://www.nhs.uk/conditions/lyme-disease/>



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New Joiners



Our new starters for July are:

Pamela: Patient Advisor Phone Hub

Samantha: Patient Advisor Front of House

Ellie already works as a **Patient Advisor** but is working as a **Phlebotomist** as well

Helen joins the **Phlebotomist** team from being a **Patient Advisor**

WE SAY FAREWELL TO DR FAY

We are sad to announce that Dr Fay will be leaving the practice at the end of August. Many of our patients will have met Dr Fay, having been a GP in the local area for 20 years.

Dr Fay will be missed by patients and colleagues. We wish him well in his future.

Dr Fays patients will be transferring to Dr Sharma on the 1st September 2021. Dr Sharma will be a familiar face for some of our patients as he has been working closely with Dr Fay over the last 12 months.

Dear patients,

It has been a privilege to be a GP in the local area for over 20 years, first at Glenside and then for the last few years in Ivybridge.

I have cherished my role in the community and in the lives of the patients I have served over that time and I am very grateful to you all. I have learnt my craft here to the best of my ability and been gifted a lot of wisdom by the many patients I have seen over the years.

I will very much miss my role as a GP in this very special community, however it is time for a new chapter. These are the most challenging of times and rarely has the need to be kind to each other been so important.

I wish you all well and take care of each other.

Best wishes,
Dr Danny Fay



What is a PPG?

A PPG or Patient Participation Group is generally made up of a group of volunteer patients who discuss the services on offer, with how improvements can be made for the benefit of patients and the practice. They meet on a regular monthly basis.

The beauty of PPGs is that there is no set way in which they work - the aims and work of each group entirely depends on local needs - but they have the aim of making sure that their practice puts the patient, and improving health, at the heart of everything it does.

What work has the PPG supported Beacon Medical Group with?

The PPG have assisted Beacons annual flu programme by volunteering as marshals.

The PPG have recently issued a patient survey in May 2021 via our social media page. What these results show us are that 83% of our patients have used eConsult, 94% have nominated a pharmacy which means that they do not have to visit the surgery or make a telephone call to request a prescription.

This snapshot also tells us that our patients are not fully aware of what services we provide – Did you know that we are open until 8pm and at the weekends? Please see our opening times included in this newsletter for further information.

I would like to become a member – How do I join please?

To contact either the Plympton or Ivybridge Patient Participation Group, you can email them direct on: plymptonppg@gmail.com or: ivyhealthppg@outlook.com.

Alternatively, you can email us at beaconmedicalgroup@nhs.net.

Beacon Medical Group has also created a Virtual PPG for patients who want to contribute to improving services in the practice but cannot attend regular meetings. To join the Virtual PPG, please search on Facebook: Beacon Medical Group PPG.

Opening Times



Chaddlewood Surgery: Monday – Friday 08:00 – 18:30*

Glenside Medical Centre: Monday – Friday 08:00 – 18:30*

Highlands Health Centre: Monday – Friday 08:00 – 18:30*

Ivybridge Medical Centre: Monday – Friday 08:00 – 18:30* We also offer pre-booked only appointments from 18:00 – 20:00 on Tuesday

Plympton Health Centre: Monday – Friday 08:00 – 18:30* We also offer pre-booked only appointments from 18:00 – 20:00 on Monday, Wednesday and Thursday

Wotter Surgery: Monday 08:15 – 15:00 & Thursday 08:15 – 15:00

Please note that we are also open on weekends at a designated site for pre booked appointments only

We are open for emergencies between 18:00 and 18:30

We provide GP triage via online consultations, we alternate as to where we provide this service.