

# Beacon Medical Group Newsletter



## Welcome



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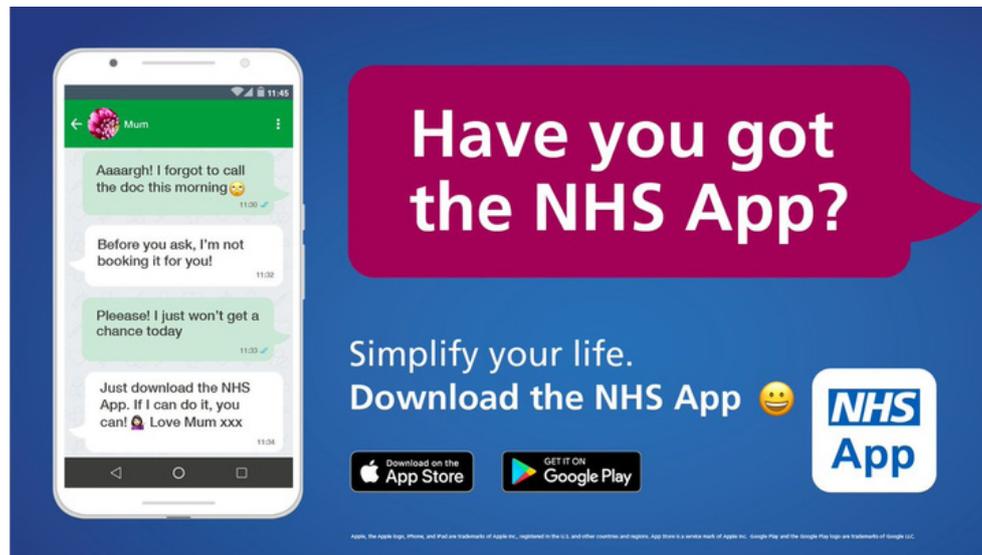
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# NHS App: Ordering Your Repeat Medication and Online Consultation Requests

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, including checking blood test results, ordering repeat prescriptions and much more 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/>

# Friends & Family

Please find below some information surrounding our Friends & Family test. Within this small survey patients have been asked:

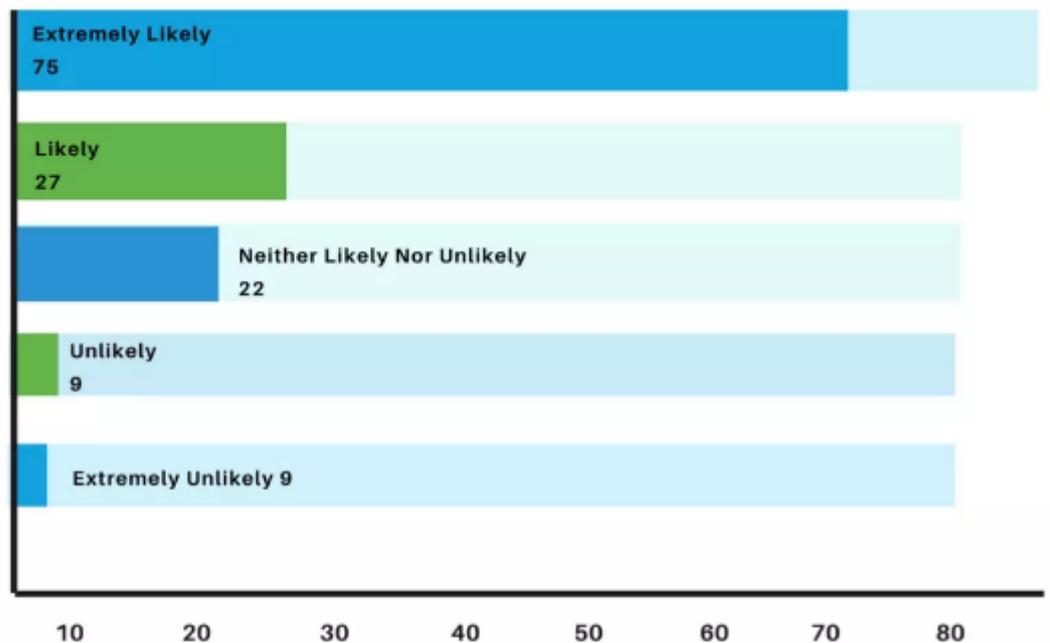
**How would you rate our services?  
Would you recommend us to your friends and family?**

**87%** of respondents rated our services

**141** patients left feedback



**Friends & Family Test  
February 2022**



## Friends and Family

The Friends and Family Test is a way for patients to recognise great service. Patients can give anonymous feedback quickly and have their say on the care and treatment they experience at our practices.

 Beacon Medical Group

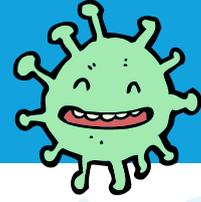


# Flu Vaccination Figures

**We administered 7,139  
flu vaccinations since  
September 2021!**



# Cold and Flu Season



**You can often treat a cold without seeing a GP.  
You should begin to feel better in about 1 to 2 weeks.**

**For more information about common colds, treatments and symptoms, please follow the link below:**

**<https://www.nhs.uk/conditions/common-cold/>**

**Flu is very infectious and can easily spread to other people. You're more likely to give it to others in the first 5 days.**

**Flu is spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours.**

**For more information about symptoms, treatment and advice, please visit:  
<https://www.nhs.uk/conditions/flu/>**



**BEACON  
MEDICAL GROUP**  
Right Care, Right Person, Right Time

# Patient Feedback We Have Received About Our Team

"**Doctor Udeka Senaratne-Niland** is a lovely, kind, reassuring professional. She listened, took the time to explain. She checked my young child very gently and engaged with him so he knew what she needed to check. I never once felt rushed to leave which gave me even more confidence that she wanted to help."

"During difficult circumstances we received first class care from the practice, particularly **Dr Sadie Jones**."

"**Dr Bruce** is always there when needed. The practice staff are always pleasant, patient, friendly and supportive."

"My GP is **Dr Goddard** and I have nothing but praise for her and she has always been totally caring and followed through everything she has said she would do."

"In particular **Dr Gwynne** Provided excellent support during my cancer treatment. He's very understanding of the problems of the treatment and very professional in his support to me."

"Considering the present Covid-19 situation I feel the services within Beacon Medical Group are admirable. They are always polite and knowledgeable and solve your queries as soon as possible."





# Don't let Measles, Mumps and Rubella into your child's world

Protect your child with both doses of the MMR vaccine. Book with your GP or find out more at [nhs.uk/MMR](https://www.nhs.uk/MMR)

MMR  
vaccines  
protect

Help us  
help you



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# What is consult ?

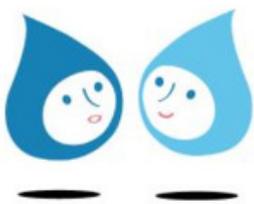
**eConsult is a way to contact your own NHS GP practice online, for free, anywhere and anytime you have access to the internet, quickly and safely.**

**eConsult is easy to use and will give your doctors all the information they need to triage and make sure every patient gets the care they need.**

**eConsult is a form-based online consultation & triage platform that collects your medical or administrative request and sends it through to your GP practice to triage and decide on the right care for you.**

**Please follow the link to our website for more information:  
<https://www.beaconmedicalgroup.nhs.uk/make-an-appointment/>**

## Why use eConsult



### Community

By submitting an eConsult your doctors can make sure every patient gets the right care, saving appointments for those that need them. If you can use eConsult it means you free up the phone line for those who are not able to use the internet.



### Reassurance

We don't always know what is wrong with us, which is why we go to the doctors. By submitting an eConsult you give you doctors all the information they need to decide on the right care for you and your family.



### Speed/Access

eConsult is available to use any time, day or night, from any device connected to the internet. There is no need to wait in a phone queue or visit the practice. It takes just 3-4 minutes to complete an eConsult and your practice will get back to you within 1 working day, if not sooner.

**Search for your eConsult NHS GP practice | Contact your doctors**



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# Find healthier swaps with Food Scanner



**Better  
Health**

**Let's  
do this**

**Scan, swipe, swap with the NHS Food Scanner app for lower sugar spoonful's of yum.**

**Download it for free today:  
<https://www.nhs.uk/healthier-families/food-facts/nhs-food-scanner-app/>**



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# Community Pharmacist Consultation Service (CPCS)

GP CPCS is a national Advanced Service to refer patients requiring advice and treatment for certain low acuity conditions from a GP practice to a community pharmacist.

The aim is for GP practices and community pharmacies to work collaboratively to help reduce pressure on GP appointments. This further encourages patients to self-manage their health and promote the use of pharmacies as a first point of contact for minor illness symptoms in the future.

Find out more: <https://devonccg.nhs.uk/health-services/pharmacy-services/gp-cpcs>

## Community Pharmacist Consultation Service



Providing the  
care you need  
in your local  
community

Your  
health  
matters

Help us  
help you



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**Don't dismiss  
the early signs  
of a heart attack**

**Call  
999**

**Help us  
help you**



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Free and impartial energy advice so people can afford to stay warm and healthy at home

## What we help with:

- ⇒ Cold at home, high energy bills becoming unaffordable
- ⇒ Damp, mould, ventilation problems
- ⇒ Explaining complicated bills, resolving problems with energy suppliers
- ⇒ Making sense of heating controls
- ⇒ Choosing a better tariff
- ⇒ Fitting free basic energy saving measures
- ⇒ Access to grants for insulation or heating
- ⇒ Limited Crisis Fund available



## Eligibility criteria

- ⇒ Long term, or cold-related, health condition
- ⇒ Over 65, or under 5
- ⇒ Low income, or benefits
- ⇒ Disability
- ⇒ Vulnerability
- ⇒ Anyone who feels they need help

## Why refer to SDCE?

- ⇒ We're qualified and experienced
- ⇒ Our advice is completely free and impartial
- ⇒ We're GDPR compliant, and DBS checked
- ⇒ We're not-for-profit and local
- ⇒ We're thorough
- ⇒ We're connected
- ⇒ We care

## Referral triggers - what you can look out for:

- ⇒ Lots of duvets and blankets
- ⇒ Damp or mould in the home
- ⇒ Cold or draughty house
- ⇒ Home in poor state of repair
- ⇒ Householder struggles to afford daily essentials
- ⇒ Householder living in one room to avoid heating whole house
- ⇒ Using room heaters instead of central heating

## How we help:

- ⇒ Phone
- ⇒ Video call
- ⇒ Home visit
- ⇒ Email



## How to refer:

- ⇒ Call: 0800 112 3044
- ⇒ Email: [advice@sdce.org.uk](mailto:advice@sdce.org.uk)
- ⇒ Form: [www.sdce.org.uk/request-support](http://www.sdce.org.uk/request-support)

# New Team Members

# Welcome

Beacon are proud to welcome our new team members!

**Jessica:** Registrar

**Sarah:** Urgent Care Team

**Alex:** Urgent Care Team

**Zoe:** PA- Phone Hub

**Rebecca:** HR Administrator

**David:** Call Centre Support  
Manager

**Malcolm:** Director of  
Operations

**Clair:** Patient Advisor- Front  
of House

**Anna:** Patient Advisor- Front  
of House

**Steve:** Project Manager

**Samuel:** Clinical Pharmacist

**Claire:** Admin

**Ines:** Patient

Advisor- Ivybridge

**Sarah:** Urgent Care  
Team

**Rebecca:** HR

**Zoe:** Patient Advisor-  
Front of House

**Tricia:** Patient  
Advisor- Phone Hub

**Callum:** HR Advisor

**Clair:** Patient  
Advisor- Front of  
House

**Abi:** Mental Health  
Nurse





## 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](mailto:plymptonppg@gmail.com) or: [ivyhealthppg@outlook.com](mailto:ivyhealthppg@outlook.com).

Alternatively, you can email us at [beaconmedicalgroup@nhs.net](mailto: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 - 18:00

**Glenside Medical Centre:** Monday - Friday 08:00 - 18:00

**Highlands Health Centre:** Monday - Friday 08:00 - 18:00

**Ivybridge Medical Centre:** Monday - Friday 08:00 - 18:00\* We also are open on the weekends for pre booked appointments and pre-booked only appointments from 18:00 - 20:00 on Tuesday

**Plympton Health Centre:** Monday - Friday 08:00 - 18:00\* 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

**Did you know that we are also open on weekends at a designated site for pre booked appointments only?**