

### Christmas

We would like to make our patients aware of the dates the surgeries will be closed over the Festive period:

- Wednesday 25th December – CLOSED
- Thursday 26th December – CLOSED
- Wednesday 1st January – CLOSED

The dispensary will run as usual over the Christmas period but we ask that patients put their repeat prescription requests in a little earlier than usual and also please inform the dispensary if the prescription is needed before the Christmas shutdown.

If you are going to be away for the festive period then you can request to double up on the previous prescription in order to see you through the Christmas break.

Any queries then please speak to the dispensary team.

### CCG Shutdown

Please be aware the next CCG Shutdown date is Thursday 12th November 2019 from 12.30pm. The Mid-Essex CCG will be providing out of hours care for our patients from 12:30 until 18:30 and our telephone lines will be diverted to the care provider during this time.

In the case of urgent need whilst the practice is closed you can call NHS 111 to speak to a triage nurse. Your needs will be assessed and advice offered or arrangements made for you to see a doctor. Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

Hours will resume as normal on Friday 13th November 2019.

### Dispensary Reminder

Just to remind all patients that there is a post box outside of all three surgeries for repeat prescription requests. You do not need to queue up at reception/dispensary to hand these in.

### Flu Clinics

The Walk-in Flu Clinic is now available at Mountbatten House Surgery on Thursday 14th November 6.30pm - 7.45pm.

All eligible Beacon Health Group patients are welcome to use this clinic.

Alternatively, if you already have an appointment booked you can ask for the flu vaccine to be administered during your existing appointment. Please just ask your clinician or speak to reception.

### [Warning - Flu Vaccine Scam](#)

Please note there is currently a flu vaccine scam being carried out in the local area in regards to asking for payment for the vaccine. The Beacon Health Group will not call you to tell you we cannot provide your flu vaccine unless you pay. Those eligible for the vaccine do not have to pay for it. If you are called by anyone please notify the police immediately. Do not give your bank details to anyone over the phone.

### [DNA's](#)

The Beacon Health Group has sadly had an alarming number of DNA's reported for the month of October 2019. A total of 533 patients did not attend their appointments. This averages approx. 23 appointments a day. Please remember to cancel an appointment by phone or text message if it is no longer needed to allow other patients the opportunity of using the appointment.



### [Special thank you to the PIG Group](#)

We would like to express our sincere thanks to the Patient Involvement Group for their kind donations which have enabled us to purchase new medical equipment. The PIG have been supported by local people in fundraising efforts over the last year and after careful consideration have used these donations for an additional ECG machine, a Vascular Doppler machine and a 24-hour ABPM machine. Last week David Stewart from the Patient Involvement Group met with Dr Dollery to present us with the new equipment. Thank you again from the partners and all the staff.

### [Patient Participation Group Meeting Dates](#)

Please note the next PPG meetings are;

- Mountbatten House Surgery - Wednesday 4th December 2019 6.45 pm
- Moulsham Lodge Surgery - Tuesday 3rd December 2019 6.45 pm

To join the Patient Participation Group please leave your name and email address at reception or attend the next meeting.

To join the virtual PPG, please visit The Beacon Health Group website. Click on 'Have your say' and then 'Patient Participation Group'.