

Beacon Medical Practice Patient Newsletter



Autumn 2017

Flu Clinics 2017

BEACON

MEDICAL PRACTICE

FLU VACCINATION CAMPAIGN

BEACON MEDICAL PRACTICE FLU VACCINATION CAMPAIGN
WE WOULD LIKE TO INVITE PATIENTS REGISTERED WITH
THE PRACTICE TO ATTEND WALK IN CLINICS ON THE

FOLLOWING SATURDAYS:

Saturday	16th September 2017	Skegness
Saturday	23rd September 2017	Chapel St Leonards
Saturday	30th September 2017	Ingoldmells
Saturday	7th October 2017	Skegness

THESE CLINICS WILL RUN FROM 8.30am - 1.00pm

The vaccination is available to any
REGISTERED PATIENTS
who meet the following criteria:

- 65 Years and over
- Are the main carer of an elderly or disabled person whose welfare may be at risk if you fall ill
- Pregnant women

**OR IF YOU HAVE ANY
OF THE FOLLOWING:**

- Chronic chest condition
- Kidney Disease
- Lowered immunity
- Diabetes
- Liver disease
- Asthma
- Hypertension (raised blood pressure)

Continued on page 2

New recruits to our Clinical Team

The Practice wishes to welcome the following new members of staff to its team of Clinicians:

Dr A Singh

GP-Registrar

Dr Singh is currently with the Practice on placement.

Dr M Ahmed

GP-Registrar

Dr Ahmed will be with the Practice on placement until August 2018.

Dr W Audi

&

Dr D Ciepiewska

Dr Audi & Dr Ciepiewska both join us as part of the LMC (Lincolnshire Medical Committee) International recruitment initiative. Starting in Mid-September, they will each be with the Practice for a minimum of three years.

INSIDE THIS ISSUE

- 1 Flu Clinics 2017
- 1 New GP's
- 2 Flu Clinics 2017 (continued)
- 2 Missed Appointments - DNA's
- 2 Feedback, Comments or Issues

**DOCTORS'
APPOINTMENT.**
KEEP IT OR CANCEL IT.
DON'T WASTE IT!

NHS



Please let us know if you no longer need your appointment so we can offer the time to someone else

Flu Clinics 2017

Registered Patients who are eligible by criteria are invited to attend one of this year's walk in flu clinics, from 8:30am – 1pm on the following dates:

- Saturday 16th September – Skegness surgery
- Saturday 23rd September – Chapel St Leonards surgery
- Saturday 30th September – Ingoldmells surgery
- Saturday 7th October – Skegness surgery

Please see the poster on page 1 to check that you meet the criteria.

Missed Appointments – (DNA)

Do you feel frustrated when you cannot get an appointment?

DNA's (Did Not Attends) are often a reason why.

Every day patients fail to attend their appointments.

Often this is because they did not change or cancel an appointment.

If the Practice had been informed, these wasted appointments could often have been offered to and utilised by other patients.

The effect of wasted appointments:

- An increase in waiting time for appointments
- Frustration for both staff and patients
- A waste of NHS resources
- A potential risk to the health of patients

To improve our service for the vast majority of patients who do book responsibly, we already operate a THREE strike rule. This rule applies to patients who repeatedly DNA without making any effort to cancel their appointment.

The three strike rule means that patients who do DNA

repeatedly WILL be removed from the Practice list and will have to find a new GP elsewhere.

Although exceptions are made for the elderly and vulnerable and their circumstances are taken into consideration.

It is very easy to cancel an appointment with the Practice. This can be done online via our website, by calling the Practice using the automated phone system or in person at the Practice.

Patients that haven't yet done so can register for **SystmOnline**, which means appointments can be made and cancelled. Repeat prescriptions can be ordered etc. 24 hours a day and all from the comfort of home.

Ask at reception for more information on registering for the **SystmOnline** service.

We appreciate that there can be many reasons why patients fail to attend appointments:

- They feel better
- They are scared
- Transport problems

Or

- They simply forget

DON'T FORGET! DNA'S COST TIME & MONEY! WHEN IT COMES TO APPOINTMENTS, KEEP IT OR CANCEL IT!

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

Feedback, Comments or Issues

Your views are important to us. If you have any comments about the Practice, there are suggestion boxes at all 3 sites that are reviewed by our PPG (Patient Participation Group) and at our staff meetings.

