



PATIENT NEWSLETTER

Welcome to the **Winter Edition** of our Patient Newsletter!

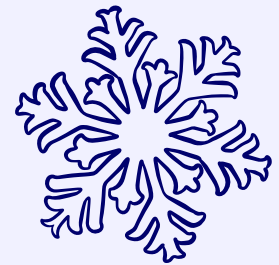
We're excited to share helpful tips and information to support your health this season, as well as the latest news updates from the Practice.

Operational Updates System Upgrades

You may have noticed some changes recently, particularly around the way you access services at the Practice. As part of our ongoing commitment to improve access to care, we have introduced:

- 1** A new online consultation system - your feedback told us that you found the old system too complicated and longwinded, in response we are delighted to have launched a new, easier to use system.
- 2** A telephone system upgrade - we have updated our telephone system to include a convenient call-back option, meaning you do not have to wait on the phone, you won't lose your spot in the queue, we will call you back as soon as one of our team members is available.
- 3** A brand new website - focussing on accessibility, our new website is simpler to navigate allowing you to have the information you need at your fingertips.

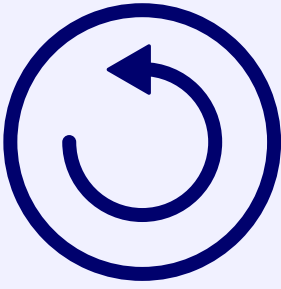
Following feedback from these changes, we have successfully run some patient drop in sessions locally and within the practice. These sessions were well received and the information and support provided was well received. We can run more of these sessions going forwards to engage with our patients.



Keeping Well This Winter

To help you stay well throughout the colder months, we've created a leaflet with all the essential information you need. Including useful links showing where you can access support. You can find it easily on our website by searching '**Winter Health Hub**'.

beaconmedicalgroup.nhs.uk



November 2024 recap

11,226

Calls

9:25

Minutes

Average telephone
wait time

15,037

GP, Nurse & Urgent Care
Team telephone
appointments

5,511

GP, Nurse & Urgent Care
Team face to face
appointments

7,729

Online Consultations
submitted

Beacon welcomes a new GP

We would like to inform patients that Dr William Farrar will be joining the Practice on the 2nd December 2024. Dr Farrar is an experienced GP and will be working across Ivybridge Medical Practice and Highlands Health Centre.

We look forward to welcoming Dr Farrar to the Beacon Team.

We will be moving some patients to Dr Farrar in January and you will be informed of this via your preferred contact method, you can also check details of your registered GP via the online service.

Dr Bedford's Retirement

We would like to inform you that Dr Gill Bedford will be retiring from the Practice on the 31st December 2024. Dr Bedford has worked as a Doctor for over 40 years. Dr Bedford was a partner at Highland Health Centre and has been a Salaried GP at Beacon Medical Group since merger in 2018, offering great support and working hard for the local community.

We would like to take the opportunity to thank Dr Bedford for her hard work and commitment to the Practice and delivering high quality clinical care to her patients. We will be sad to see her go and wish her well and a well-deserved rest in her retirement.

Dr Bedford would like to invite her patients and staff, old and new to a gathering at Highlands on 19th December 2024 17:00-19:00.

Patients registered with Dr Bedford will be moving to Dr Farrar in the New Year.



Carols around the Christmas tree

Dr Bedford's Retirement

Thursday 19th December 2024

5pm - 7pm

Highlands Health Centre

Please drop in to sing and share some festive refreshments
with Dr Gillian Bedford to mark her retirement

Team Spotlight: Nursing Team

Our brilliant Practice Nurses have particular skills in health promotion, contraception, travel advice, immunisations (such as children's, seasonal and age-related vaccinations), annual reviews for chronic diseases such as diabetes, asthma, heart disease, cervical smears and caring for wounds.

Nursing Associates, Health Care Assistants and Phlebotomists work alongside our Practice Nurses and carry out blood pressure checks, blood tests, ear care and they provide removal of stitches and staples (supporting secondary care with follow up appointments). If the nurses feel that you need to see a Doctor, they will refer you on. Equally, you will often find that the Doctors refer you on to the nurses.

Our PCN Lead Nurse is Sarah Dewsnap.

Children's Flu

Most children will receive their flu vaccination in school, however for eligible patients we currently have some availability to receive the flu vaccination at the Practice.

If you have received communication inviting your child in for a vaccination, please book this via the booking link provided, or by contacting your local Practice.



Christmas Competition

We are delighted to announce that we are holding our annual children's Christmas artwork competition.

We want to see artwork showing what Christmas means to you. Anything goes as long as it is festive! This can be a drawing, painting, or collage etc.

Prizes

There will be prizes for winners and runners up in different age categories.

Closing Date

Friday 20th December 2024 - winners will be chosen by our GP Partners and announced in early January

How to Enter

Please drop entries to any of our Practices with the name, age and contact details written on the back.

We are actively looking for new members to join our Patient Participation Group (PPG). The PPG contributes ideas feedback and suggestions to the Practice to improve patient experience. Please see our website for more information.

www.beaconmedicalgroup.nhs.uk/health-information/ppg-sign-up/