

MEET OUR GP PARTNERS

Beacon Medical Group is jointly owned by 21 GP partners who believe in working with our patients and the community together as a team.

Managing partner

Dr Andrew Mercer MBChB, MRCP

Dr Alison McEwing BMBS, MRCP, DFRSH

Dr Amy Newstead MB BCh, MRCP, DFFP, DRCOG

Dr Claire Bruce BMBS, MRCP, BSc

Dr Victoria Nute - BMBS, BSc neuroscience GPWwSI medicine(LM) , Womens health (BNMS Advanced practitioner)

Dr William Lewis - MBBS,BSc,Msc

Robin Conibere- Pharmacist

Simon Robinson - Urgent Care Team LeMSc, PgCert, BSc (Hons), Dip, MInstLM

Dr Helen Richmond MB BCh, MRCP, DRCOG,DFFP

Dr John Fotheringham MB BCh, MRCP, MSc (Sports and Exercise Medicine)

Dr Louise Horrocks MB BCh, MRCP, DFRSH, DRCOG

Dr Rebecca Evans MBChB, MRCP, DFRSH, DipSEM, DRCOG

Dr Sadie Jones MB BCh, MRCP

Dr Stephen Harris MB BS, MRCP,DRCOG, Med cert Ed (Leadership)

Dr Alex Trotman MMBS, MRCP

Dr Udeka Senaratne-Niland BSc(Hons), MBBS, MRCP,DRCOG,DFSRH

Dr Victoria Goddard MBChB, MRCP,GPCOG

Dr Alex Newman MBChB, MRCP

Dr Daffyd Jones MMBS, nMRCP, MA

Dr Sarah Huddleston MBChB,MRCP

Dr Matthew Funnell MBChB, nMRCP

CHAPERONE

We offer a chaperone service. If you feel you would like a chaperone present during your consultation please do advise the Patient Advisor when booking in .

OUR SERVICES

The surgery offers general medical services including Doctor and Nurse services, right through to minor surgery. Some of the most common services we offer are:

- NHS Health checks
- Contraceptive and maternity medical services/Women's Health Hub
- Vaccinations and Immunizations
- Minor surgery incisions/excisions
- Minor surgery joint injections
- Stop smoking advice and alcohol consumption
- Screening
- Frailty Nurse
- Social Prescribing & Health coaching service
- Annual Flu clinic at designated sites
- Musculoskeletal(Msk)First contact Physiotherapy service

MAKING A COMPLAINT

if you wish to make a formal complaint you should do so either in writing, email or face to face as soon as possible after the event as this helps us to establish what happened more easily. In any event, this should be within 12 months of the incident, or within 12 months of you discovering it. Please provide as as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain on behalf of someone without their written authority. Complaints are dealt with by our patient Liaison and Communication Lead or one of of the management team.

To view our complaints leaflet, please visit:

<https://www.beaconmedicalgroup.nhs.uk/feedback-and-complaints/>

NEW PATIENT LEAFLET

YOUR GUIDE TO ACCESSING SERVICES



BEACON
MEDICAL GROUP



www.beaconmedicalgroup.nhs.uk



Beacon Medical Group



@beaconmedgroup

HOW TO ACCESS OUR SERVICES

Online

you can visit www.beaconmedicalgroup.nhs.uk to complete an Online Consultation

You can speak with your GP/Clinician and ask for them to refer you to the Social Prescribing service, directly from the surgery.

you can self refer on our website for certain conditions

By Phone

Call your local surgery (details on rear)

Mobile or tablet

Download the NHS App to order repeat prescriptions, book appointments and view your medical record.

WHEN YOU ARE VISITING US

When visiting the surgery for your appointment, we want your experience to be a positive one.

car parking, including spaces for patients displaying a valid blue disabled parking badge, is available at our main surgeries. there is also easy access to the surgery for patients with mobility difficulties.

To avoid unnecessary queues, we give you the option of self check-in at our surgeries. With a few clicks, you can tell a member of the team you've arrived.

HOW TO MAKE AN APPOINTMENT WITH US

1. Submit an eConsult

Consult online and complete a simple form using any device by answering questions you would expect in a normal consultation. Answer at your own pace and we may even be able to save you a trip to the surgery.

2. We will call you

When you submit an online consultation it will be triaged by a clinician who will contact you by phone or email or text message who update you or give you a date for your appointment we will call you twice, and if you cannot answer the first time we will text you with a time when we will try again. If you need an appointment on the day you will be allocated one.

3. Care Navigation

When contacting the surgery online or on the phone, you will be asked a series of questions. The information provided allows the practice to triage each patient to the right type of care within an appropriate timescale

OUR LOCATIONS

IVYBRIDGE ☎ 01752 690777
IVYBRIDGE MEDICAL PRACTICE
STATION ROAD
IVYBRIDGE
DEVON
PL21 0AJ

HIGHLANDS ☎ 01752 897111
HIGHLANDS HEALTH CENTRE
FORE STREET
IVYBRIDGE
PL21 9AE

PLYMPTON ☎ 01752 346634
PLYMPTON HEALTH CENTRE
MUDGE WAY
PLYMPTON
PLYMOUTH
PL7 1AD

WOTTER ☎ 01752 839312
WOTTER SURGERY
REAR OF CHURCH
WOTTER
PLYMOUTH
PL7 5HN

GLENSIDE ☎ 01752 341340
GLENSIDE SURGERY
GLENSIDE RISE
PLYMOUTH
PL7 4DR

CHADDLEWOOD ☎ 01752 345317
CHADDLEWOOD SURGERY
128 BELLINGHAM CRESCENT
CHADDLEWOOD
PLYMPTON
PL7 2QP