



# Patient Newsletter.

## Statistics

Please see our statistics below for November 2023

### NOVEMBER 2023 STATISTICS



10114

GP, Nurse Team and Urgent Care Team Appointments



12611

GP, Nurse Team and Urgent Care Team telephone Appointments



1045

Referrals



11037

Phone Hub Calls Received



6680

eConsults submitted



710

Script Hub Calls Received



Average Wait for the Telephone Hub: 12:38



## COVID-19 & Flu Update

This years Annual Covid and Flu uptake has been positive . We admisitered a total of 855 Flu vaccinations and 753 Covid vaccintations .we have recieved positive feedack regarding the organisation of our clinics.would like to thank patients for thier cooperation with process.



## Winter Pressures

Did you know we now have a Winter section on the main page of our website which has lots of useful self help tips and guidance to help us help you in the winter months.

<https://www.beaconmedicalgroup.nhs.uk/winter-hub/>

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# Meet The Team!



Please see some information below on our Urgent Care Team and what they do.

**The Urgent Care Team (UCT)** is a multi-disciplinary team of experienced health care practitioners working at the advanced level. The health professions include Paramedics, Nurses, Paediatric Nurses and Physiotherapists.

All team members have undertaken extra training and development in order to fulfil this role. The aim of the team is to manage urgent on the day conditions in an effective and efficient manner ensuring that patients get contemporary evidenced based treatments as required. Team members have gained experience through previous employments within the Emergency department, military, further education providers, minor injuries, and community crisis teams. We have regular in-house training sessions and the majority of the team are engaged in some form of developmental pathway. We have the ability to prescribe and refer on for acute medical presentations as required. We pride ourselves on being a training practice and often have students from an array of professional backgrounds shadowing our clinics.

## Christmas Colouring Competition

We are running our annual Christmas colouring competition over the next few months. The chosen colouring sheet is attached separately with this letter. This can be printed off and completed by your child and handed into any of our surgeries. Last entries



NAME:

AGE:

CONTACT DETAILS:



## Operational updates

As a practice we are currently reviewing our current avenues of how patients can access the practice and we want to hear your thoughts.

We have created an anonymous survey that we would appreciate if you could take the time to fill out.

[Contact form outline \(office.com\)](#)

You could also have your say through our Patient Participation Group which now runs virtually. If you are interested in joining please email our main email address and we will be in contact! -

## Be part of our focus group

We would be grateful to hear from you if you would like the opportunity to discuss your thoughts around the ways in which patients can contact us. In particular we are taking a closer look at our eConsult offering to see if there are any improvements we can make and would value your opinion. Please complete the form below if you are interested in helping us scan the QR code - closing date is the 05/01/2024