



BEACON
MEDICAL GROUP

New Patient Booklet

Your guide to
accessing our services

“

At Beacon Medical Group, our aim is to ensure the right service is given to patients, by the right person, at the right time. We have a large number of highly qualified, friendly staff including GPs, Pharmacists, Paramedics, Nurses and Social Prescribers at our sites, as well as disabled access to all of our buildings.

Over the last few years we have worked on improving accessibility to the surgery. This included introducing a new Online Consultation that patients can use to request GP care via our website. We also offer improved access to healthcare, with extended opening hours providing some late evening and weekend pre-booked appointments.

This booklet will introduce you to our practices, staff and services as well as how best to access them. Thank you for choosing Beacon Medical Group.

”



Dr Andrew Mercer
**Managing Partner, Beacon Medical
Group**

ABOUT OUR PRACTICE

Beacon Medical Group was formed in April 2014 when three groups of family doctors agreed to merge to form one single practice.

Each practice had a strong foundation of supporting their local community for decades but wanted to enhance their offer – to provide additional services and to secure a service for many years to come.

OUR CLINICAL TEAM

Our Clinical Team provides excellent expert care to our patients. When you visit us you will be booked with the most appropriate health care professional for your care needs. We have a multi skilled team supporting our GPs to provide the best care to our patients. Our team of paramedics, physios, pharmacists, nurses and other allied professionals are experienced, skilled and qualified professionals who have the skills to assess, diagnose and treat patients health and wellbeing needs.

We are a training practice and regularly host trainee GPs and students.

We accept new patient registrations. To check if you are in our practice area and register please go to:

www.beaconmedicalgroup.nhs.uk/practice-information/new-patient-registration/

OUR SERVICES

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

- NHS health checks
- Contraceptive services/Women's Health Hub
- Vaccinations and immunisations
- Minor surgery and joint injections
- Stop smoking advice and alcohol consumption
- Screening
- Frailty Nurses
- Social Prescribing & Health Coaching service
- Seasonal vaccinations such as flu
- MSK and First contact physiotherapy service
- Dressings

HOW TO ACCESS OUR SERVICES

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

Online: Visit www.beaconmedicalgroup.nhs.uk

By Phone: call your local surgery (details on rear)

NURSE APPOINTMENTS

To book an appointment with a Nurse, please call the surgery.

ORDERING REPEAT PRESCRIPTIONS

The easiest ways to order repeat prescriptions are: using your NHS app or using the GP online system: SystmOnline.

These accounts show you all your repeat medicine and dosage and you can choose the ones you need.

You can also:

- fill out a repeat prescriptions request form
- bring the paper form to the surgery, Monday to Friday from 8:00am to 6.00pm

We do not take repeat prescription requests over the phone or email.

HOME VISITS

The Doctors/Advanced Paramedics carry out home visits when clinically necessary. It is helpful to request visits in the AM by calling the surgery.

A clinician may contact you to obtain more information to ensure the most appropriate care is arranged for you. Home visits are only available for patients who are housebound because of illness or disability.

NON-NHS SERVICES

Our surgeries also provide services which are not covered by the NHS and incur a fee. Non-NHS Services have a 30 day turnaround.

These services include:

- Insurance reports and claim forms
- Private medical reports
- Private sick notes
- Pre-employment and Driving (HGV, PSV, Taxi, etc)
- Completion of certificates/forms/letters
- Vaccination certificates
- Travel vaccinations which are not provided by the NHS
- Non-NHS vaccinations

HOW TO BOOK AN APPOINTMENT

Submit an online consultation

Consult online at a time that is convenient to you!
Complete a simple form using any device by answering questions. Answer at your own pace and we may even be able to save you a trip to the surgery.

Clinical Triage

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

We will contact you

Your request will be reviewed by a clinician who will assign an appointment to you if one is needed, they may be able to deal with your request online.

Otherwise the team will contact you by email or phone within 48 hours to update you on a timescale for your appointment. Appointments are by telephone first , we will call you twice, and if you cannot answer the first time we will text you with a time we will try again. If you need an appointment on the day you will be allocated one.

PATIENT CHARTER

All members of our practice team are dedicated to providing high quality safe care to our patients, we treat our patients as partners in your care. All patients have a named and accountable GP who is responsible for your care, this is your registered GP. You will be assigned a usual GP when you register with the practice, we aim to offer a continuity of care model which means you will normally be booked with your own GP for any non-urgent matters.

Our aim is to be a sustainable practice that thrives on innovation, working with our patients and the community together as a team.

At any encounter with our practice team you will be treated with compassion, dignity and respect and as a partner in your care. Being a partner means you will have responsibilities too.

Your Rights:

- We will register you with a nominated GP. You have a right to request a change in GP and you can request this in writing
- We have a responsibility to provide all patients with safe care
- To access care during practice opening hours— we are committed to providing you with suitable, necessary treatment by appropriately qualified staff
- To be signposted to medical services when the practice is closed
- To receive prescriptions for appropriate medicines
- Be referred for onward care when appropriate
- Accessible facilities
- Be chaperoned during consultations
- Have the right to view your medical records

Patient Responsibilities:

- Treat staff with courtesy and respect
- Use our appointment systems and repeat prescription systems appropriately and responsibly
- Supply information requested by staff
- Attend appointments or give the practice adequate notice if they wish to cancel
- The practice operates a Zero Tolerance policy to abusive and threatening behaviour; in such cases patients will be asked to register with another practice.

MEET OUR PARTNERS

Beacon Medical Group is jointly owned by GP and clinical Partners who believe in working with our patients and the community together as a team to deliver the right service to patients to the most appropriate person at the right time.

Dr Claire Bruce

BMBS,BSc

Robin Conibere

MPharm,FRPharmS,IP.MAPCPham

Dr Rebecca Evans

MBChB,DipSEM,DRCOG

Dr John Fotheringham

MBBCh,MSc (Sports and Exercise Medicine)

Dr Matthew Funnell

MBChB,MRCGP

Dr Victoria Goddard

MBChB,MRCGP,GPCOG

Dr Stephen Harris

MB,BS,DRCOG,Med Cert Ed (leadership)

Dr Louise Horrocks

MMBCh,DFRSH,DRCOG

Dr Sarah Huddleston

MBChB,MRCGP

Dr Dafydd Jones

NMBS,MA

Dr William Lewis

MBBS,BSc,Msc

Dr Alison McEwing

BMBS,DFFP,DRCOG

Dr Andrew Mercer

MBChB,MRCGP

Dr Alex Newman

MBChb,

Dr Amy Newstead

MB,BCh,DFFP,DRCOG

Dr Victoria Nute

BMBS, BSc Neuroscience, GPWsSI Medicine (LM), Woman's Health (BNMS Advanced Practitioner)

Dr Helen Richmond

MB BCh,DRCOG,DFFP

Simon Robinson

MSc,PdDip,BSc (Hons), Dip,IP,MCPara

Dr Udeka Senaratne-Niland

BSc (Hons), MBBS,DRCOG,DFSRH

Dr Alex Trotman

MBBS

RESEARCH

Beacon Medical Group is proud to be involved in clinical research studies within primary care. We are part of the National Institute for Health Research South West Regional Research Delivery Network.

Its aim is to improve the care for all patients by obtaining evidence for better prevention, diagnosis and treatment of diseases in Primary Care and we are actively involved in recruiting for a number of studies currently taking place.

Beacon has decided to offer research opportunities to its patients because, put simply, evidence shows that patients cared for in a research-active organization have better outcomes.

Many of the research studies we currently offer to patients focus around areas such as disease diagnosis and prevention, management of long-term illnesses such as diabetes and cardiovascular disease, as well as prevention of future ill-health.



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.

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.



CONFIDENTIALITY

All staff at our surgeries have a legal duty to maintain the highest level of confidentiality about patient information.

If you are receiving care from other services we may need to share information to enable us all to work together for your benefit. We only ever pass on information about you if there is a genuine need for it and it's in your best interest.

This means in effect that no medical information will be divulged to a third party such as relatives, insurance companies, solicitors, unless you have given us written permission to do so.

To view our privacy notice please follow the link below:
www.beaconmedicalgroup.nhs.uk/policies/privacy-notice/



FEEDBACK AND COMPLAINTS

Please visit www.beaconmedicalgroup.nhs.uk in the first instance to provide us your feedback.

Our aim is work closely with our patients to design and improve services provided by the surgeries and other health providers. If you would like to join your local patient participation group please visit:

www.beaconmedicalgroup.nhs.uk/patient-participation-group/



We make every effort to give the best possible service to our patients, sometimes things can go wrong which leaves a patient feeling that they have a genuine reason for complaint. Most problems can be sorted out quickly and easily, often at the time they arise. If you are not able to resolve your complaint on the same day and wish to pursue a formal complaint, please write to the Patient Liaison Lead who will deal with your concerns appropriately.

Further information on our complaints procedure is available from reception and on our website.

www.beaconmedicalgroup.nhs.uk/feedback-and-complaints/

You can also contact the commissioner of our service:
Patient Advice and Complaints Team NHS Northern,
Eastern and Western Devon Clinical Commissioning Group
FREEPOST EX184, County Hall, Topsham Road, Exeter,
EX2 4QL Telephone: 01392 267 665 or 0300 123 1672

OUR LOCATIONS

Plympton Health Centre: Mudge Way, Plympton,
Plymouth, PL7 1AD Tel: 01752 346634 / 348884

Ivybridge Medical Practice: Station Road, Ivybridge
Devon, PL21 0AJ Tel: 01752 690777

Chaddlewood Surgery: 28 Bellingham Crescent
Chaddlewood, Plympton. PL7 2QP Tel: 01752 345317

Glenside Medical Centre: Glenside Rise, Plympton,
PL7 4DR Tel: 01752 341340

Highlands Health Centre: Fore Street, Ivybridge,
PL21 9AE Tel: 01752 897111

Wotter Surgery: Rear of Church, Wotter, Plymouth
PL7 5HN Tel: 01752 839312
(Monday and Thursday 08:15-03:00pm)

As a patient you can access help at any of our
surgeries, including extended and weekend opening -
hours by **appointment only**. Please visit
www.beaconmedicalgroup.nhs.uk for more details.

Opening Hours: Monday -Friday 08:00am- 6:00pm
Beacon Medical Group surgeries are closed on bank
holidays. **IN AN EMERGENCY DIAL 999. OUT OF
HOURS CALL 111**