



# The Beaches Medical Centre Newsletter

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# T

## Message from the Chair:

he summer is nearly over and our thoughts turn to the flu vaccination. Be prepared and get yours. The surgery is now taking bookings for Saturdays and during the week. See below for dates.



Tina Cleveland (Chairperson PPG)

### Staff Updates

Three full time Receptionists are leaving for Maternity leave. One Receptionist is returning on a part-time basis following Maternity Leave. One full-time Phlebotomist has been recruited. Winnie, the Clinical Pharmacist has left and the surgery is actively seeking a replacement. Dawn Barnham has agreed to take on the role of Operations Administrator.



### Dates for your diary

McMillan Coffee Morning takes place on **Friday 27<sup>th</sup> September**. We will be holding our coffee morning at Sussex Road, please put this in your diary. Last year we raised £202.20 so let's beat that this year.

**Come and have a chat with us**



### Flu Clinic

The following dates are available for flu clinic appointments:-

September 21<sup>st</sup>, 28<sup>th</sup>

October 5<sup>th</sup>, 12<sup>th</sup>, 19<sup>th</sup>, 26<sup>th</sup>

Appointments can also be made for during the week

### Telephone system

A new telephone system has been installed. This means there is now just one phone number for all three sites.

**01493 414141**

The new system means that you will automatically go into a numbered queue so you will know how soon before the phone will be answered.

We would just like to remind you that all calls are monitored and abuse will not be tolerated.

### Here are a few phone system statistics

On Wednesday @ 9:30am the queue was 5 minutes and 33 seconds, by midday it was 30 seconds. By midday the surgery had received and answered 221 calls

### Phlebotomy

Appointments are now available for Phlebotomy during lunch-time hours for those who find it difficult to attend during the working day.

### Need an appointment? Have you registered online?

Once registered you can book clinician/GP appointments, order prescriptions, check test results, change personal details and view parts of your GP medical records. Speak to Reception today to get your log in details.

CHECK OUT OUR FACEBOOK PAGE Contact us with questions or suggestions

<https://www.facebook.com/thebeachesmedicalcentre> or email on [beachesmc.ppg@gmail.com](mailto:beachesmc.ppg@gmail.com)

## DNA (Do Not Attend) Results



I need to see the  
Doctor today but  
can't get an  
appointment.

## DNA's down!

Over 70 hours lost to Do Not Attends this month alone

What would you do if you lost 70 hours in a month?

That's over an hour a day

Please call 01493 414141 to cancel

- 57% of Do Not Attends are female
- More 21-30 year olds Do Not Attend followed by 51-60 year olds
- Each appointment costs approximately £43.91

Month	Did Not Attend	Total
January	432	£18,969.12
February	437	£19,188.67
March	427	£18,749.57
April	407	£17,871.37
May	435	£19,100.85
June	437	£19,188.67
July	502	£22,042.82
August	419	£18,398.29
<b>Total</b>	<b>3496</b>	<b>£153,509.36</b>

## TAP 2 TAG

Do you have a long term condition?  
Does your family want peace of mind that  
you're OK?

The device come with a special chip inside it. A paramedic or first responder simply taps their NFC enabled phone against the device and your medical information appears. There are no apps to download, the information simply appears on their phone's browser.



We have teamed up with the founder of Tap2Tag, Chris Ford, who has kindly donated some of these to give to our patients, free of charge., they are worth £19.99 each.

Do you have a long-term condition that you would benefit from one of these? If so, email with the header Tap2Tag to [tina.cleveland@ntlworld.com](mailto:tina.cleveland@ntlworld.com) to be considered. All we ask is for your feedback once received.

There is no fee and no subscription

We would like to thank Morrisons for donating a £10 voucher to The Beaches Medical Centre for a patient and a £10 voucher for a member of staff in our Nominate-A-Star scheme. So please post in the box on the PPG table if you would like to reward a special member of staff or make a suggestion. The winner for the last Newsletter was:-

**Patient: Holly Smith**

**Clinician/staff member: Alison Wing**

**Suggestion: N/A**

**You can now nominate staff across all three sites. Please find the box in your surgery and start nominating/suggesting.**

**Only forms with contact details and who have nominated or suggested can be entered into the draw.**

## Patient Survey 2019

We were really pleased with the outcome of the 2019 Patient Survey, it proves the surgery is making good progress. Here are a few of the results.

92% of patients say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

(This is above the national average of 86%

43% find it easy to get through to this GP practice by phone

86% find the receptionists at this practice helpful  
41% describe their experience of making an appointment as good

## Surgery reaction to Survey (above)

Dawn Reeve (Practice Manager) said she was very pleased with the survey and that the staff have worked really hard to improve the score over the past year. They have listened to patients comments and as a result a new phone system has been installed along with additional Phlebotomy appointments during lunchtime.

## **Need an appointment? Have you registered online?**

Once registered you can book clinician/GP appointments, order prescriptions, check test results, change personal details and view parts of your GP medical records. Speak to Reception today to get your log in details.

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