

The Beaches Medical Centre

Newsletter

Summer 2020

Contacting the practice – no more waiting on the phone!

The easiest way to contact the Practice is via the new and improved surgery website:

<https://thebeachesmedicalcentre.co.uk>

You can use the website 24 hours a day, 7 days a week. We will deal with your enquiry in normal working hours (Monday to Friday 8.00am – 6.30pm)

You can use the website to:

- Request an appointment with a relevant healthcare professional
- Request a sick note
- Request online access to your medical records
- Ask reception a question
- Order repeat prescriptions
- Complete online health reviews and assessments
- Access self-care advice
- And much more!

Introduction

This Newsletter is written on behalf of both the Practice and the PPG (Patient Participation Group). The PPG is a volunteer group of patients who work with the Practice to represent the views of the whole patient population. Any patient registered at the Beaches Medical Centre is welcome to join the PPG. If you wish to join the PPG, please use the link below to register your details. Alternatively contact the Practice and ask a receptionist to take your details.

<https://thebeachesmedicalcentre.co.uk/navigator/patient-participation-group-registration/>

Practice Update

There have been a number of changes at The Beaches Medical Centre over the past 7 or 8 months. The Practice was re-inspected by the CQC in October 2019 and received a rating of “Requires Improvement”.

The Practice recognises that changes are required and is committed to implementing the required actions to bring the practice up to a CQC rating of at least “good”. We will use feedback from the patient survey and from our CQC inspection report to focus on the areas where improvement is most needed.

COVID-19

COVID-19 has had a huge impact on the way the Practice operates and will continue to do so for some time;

- Patients with any symptoms of COVID-19 (High temperature, continuous cough, loss of sense of taste or smell) will not be allowed into the surgery.
- All patients attending the surgery are required to wear a face covering.
- The range of services we currently operate is restricted in-line with national guidance.
- Most appointments will continue to be via the telephone or via video

We will continue to treat all of our patients in the best way we can and are grateful for the ongoing support we have been shown.

Hopton Branch

In response to COVID-19, we took the decision to temporarily close the Hopton Branch. We are delighted to be able to confirm that we will have now re-opened on Tuesdays and Thursdays.

Our Vision

As part of our improvement, we have thought about what we want our Practice to be like. We have developed the following vision statement

We have a vision for the Beaches Medical Centre to be a well led, pro-active, respectful and patient focused organisation. We want our Practice to have a unique identity and for it to be at the heart of the community. We commit to providing clear communication to staff, patients and wider stakeholders. We will utilise our resources in the most effective and efficient manner to maximise the resource available for the delivery of patient care. We will be mindful of the environment, developing and delivering our services in as sustainable way as is practicable.

For our patients, we aim to provide high quality care in a safe, caring, open and honest, friendly and welcoming environment which is easy and convenient to access. We wish to deliver our services through a stable workforce, where continuity of care is maintained. We aim to deliver consistently good health outcomes through a well-trained and motivated workforce.

For our staff, we aim to develop and maintain a flexible and resilient organisation which they can be proud to work for. We wish to develop, in partnership with them, a working environment where our staff enjoy being at work. We will deliver high quality training to current and future staff, allowing them the opportunity to develop. We will support our teams to be cohesive and supportive of each other, ensuring opportunities for continuous improvement are part of our structure and culture.

Let Us Know How We Are Doing

We want to hear your views to help us improve further:

Please do complete the Friends and Family test via the link below

<https://thebeachesmedicalcentre.co.uk/nhs-friends-and-family-test/>

We will be undertaking a patient survey over the coming months – if you are randomly selected, we would be grateful if you felt able to respond. This will allow us to see if the improvements we have made already are making a difference, or to amend our services if required.

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Staffing Update

The Beaches has historically been very reliant on the services of locum GP's. We are extremely grateful for their valuable contributions. We are now in a position to have recruited additional permanent members to our team.

We were joined by Dr Magkrachi and Dr Sulaiman earlier in the year and are now pleased to welcome Dr Adeniji and Dr Olokodana who joined us in August.

We have also recruited an additional ANP (Advanced Nurse Practitioner) and two additional HCA's (Healthcare Assistants), all of who will be joining us throughout August and September.

We look forward to welcoming our new colleagues and hope that their appointment will further improve your

A Note From Your PPG

The PPG has undergone significant change. The previous Chair, Tina Cleveland decided to step down alongside a number of former members. The new PPG and the Practice are extremely grateful for all of their efforts and commitment.

A Thank You

The PPG and the partners at the Practice would like to pass on their thanks to patients who have been understanding throughout a period of huge change and uncertainty. They would also like to pass on their thanks to all of their colleagues, past and present in the Practice for their continued dedication and hard work.