

practice booklet

Dr Uwe C Hutter • Dr Aidan C Irlam
Dr Tarek H Alwan • Dr Christina Harter

Tel: 01702 468443

27 Southchurch Boulevard
Southend-on-Sea, Essex SS2 4UB

www.central-surgery.co.uk



Welcome to the Practice

The Doctors

Dr Aidan C Irlam (M) BSc(Liverpool) MB ChB(Dundee) 1981 FFARCS MRCGP DCH DRCOG DMJ

Dr Tarek H Alwan (M) MD MSc FRCS(Glasgow) FRCS(Ed)

Dr Christina Harter (F) MBBS (Tubingen) 1986 DRCOG (London)

The Practice Team - Medical

Practice Nurses

Sandie English leads our team, who offer a variety of appointment times and can help with a wide range of health matters including:

- Cervical smears
- Ear syringing
- Travel advice and immunisation
- Diabetic checks
- Blood pressure checks
- General nursing enquiries
- Asthma/COPD checks
- Over 75 health checks
- Childhood immunisations
- Smoking clinic
- Weight clinic

Health Care Assistant

Jackie assists the GPs and practice nurse team in the service and delivery of the care management of the practice population. She offers appointments for blood pressure, new patient check, smoking cessation advice, spirometry, dressings, ECG, venepuncture, peak flow reading, inhaler technique, she also is trained in administering the influenza and pneumococcal vaccine.

Health Visitors

Philomena Sannie-Lampsey

Simone Bishop Health Authority attached

Midwife

Anne Marie Cheeseborough Health Authority attached

District Nurses

A district nursing team is attached to the surgery. Their prime role is to provide a continuation of care in the community at the request of the doctor.

The Practice Team - Administrative

Practice Manager

Christine Lloyd is our practice manager and she will be able to help you with any non-medical aspect of your health and treatment. She will be happy to discuss any suggestions that may help and improve our services to you.

Receptionists And Clerical Staff

Our admin team are here to help you. They may need to ask you for further details when you telephone. This is to ensure that we can assist you as speedily as possible. They are bound by the same rules of confidentiality as doctors and nurses.

Our Practice Charter

The Charter Is An Agreement Between The Practice And Yourselfes

We Are Committed To Provide You With The Best Possible Medical Care

We provide you with a clean, safe environment and suitable access if you have a disability. We treat you with courtesy, dignity and confidentiality. We provide the same treatment and services (including the ability to register with the practice) to any visitor irrespective of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition. We comply with all relevant current legislative requirements. We offer care and treatment but always with your informed consent. If you need to see a doctor urgently, our first available doctor will see you on the same day of your request. We try to reduce the wait for routine appointments. We provide home visits when medically necessary. We advise you about treatment and medications. We refer to consultants for further investigations where medically indicated. We prepare your repeat prescriptions within two working days. We listen to your concerns and deal with your complaints promptly and follow our local Primary Care Trust complaint procedure.

Please Co-Operate With Us In Providing You With The Best Care

Inform us if you change your name, address or telephone number. Treat us with respect and courtesy. Please arrive in good time for your appointment. Ensure that you attend your appointment or cancel it in advance so the appointment can be offered to another patient. Please only request an urgent appointment if you truly need it. Wherever possible please attend the surgery rather than request a home visit. Try to maintain a healthy lifestyle and follow the advice from our clinicians. Please order your repeat prescription in good time using the tear-off slip.

How The Practice Works

The Appointment System

The appointment system operates both for your convenience and to aid the doctor, and should be one patient to one appointment.

Surgery Appointments

Daytime by appointment only

Monday - Friday 8.30 - 11.30am 2.00 - 4.00pm 4.15 - 6.15pm

Evening clinic by appointment only 6.30 - 8.30pm

Reception Hours

Monday - Friday 8.00am - 6.30pm

Routine Appointments

Remember phone lines are very busy in the morning, so when you want to book a non-urgent appointment please try to phone in the afternoon. Do try to give as much notice as possible. Please DO NOT blame the receptionist if the doctor is running late for your appointment, or if she is unable to offer you just what you want. She is operating the system according to the doctors' instructions.

Remember she is trying to do a very difficult and demanding job and is often working under extreme pressure. If you cannot attend for your appointment please let us know as soon as possible so that the cancellation may be offered to another patient whose need may be urgent.

Book Your Appointments Online

You can book your appointments online through our surgery website, www.central-surgery.co.uk. Please ask our reception team for a username and password.

Urgent Appointments

If you feel your problem is urgent and cannot wait for a routine appointment you will be seen the same day. However, if the doctor considers the problem can wait he may ask you to make a routine appointment.

When The Surgery Is Closed

For emergencies please phone the usual surgery number 01702 468443. A deputising service takes over the care of our patients during this time and you will be transferred automatically. Please bear in mind that this provision has to be paid for from NHS resources and is not an extension of normal surgery service. It is for emergencies only.

Telephone Advice

There are often times when a little advice from a doctor or a nurse about a health problem or medication is all that is needed. Please telephone either before or at the end of surgery times for this information.

NHS Direct

If you need advice out of surgery hours this is available from NHS Direct. You can speak in confidence to a qualified nurse for advice on a current health problem or obtain information on any NHS service. The number is 0845 4647.

Home Visits

Please make every effort to attend the surgery if at all possible. If you cannot do this, please telephone between 8.00 and 10.30am to request the doctor to call. Calls after this time will be dealt with by the duty doctor on a priority basis.

Remember the doctor can see approximately five patients in the surgery during the time it takes to do one home visit, and it is at the doctor's discretion as to whether a home visit is deemed necessary. Transport problems are not an acceptable reason for requesting a home visit.

Prescriptions

Repeat prescriptions may be ordered by written request for collection later. Please allow 48 hours (two working days) notice. If you need your prescription before the weekend, we need the request by Wednesday. Requests left during the weekend will normally be ready on Tuesday, after 3.00pm. Please do not make your request by telephone and **do not wait until you have run out of your medication before ordering more.**

Patients may post their requests to us, together with a stamped addressed envelope. Periodically your doctor may ask you to attend in person to check your condition and medication. Please do not ask the doctor for a repeat prescription for another member of your family during your appointment.

You can request your prescriptions online through our website www.central-surgery.co.uk

Certificates

A self-certificate covers you for the first seven days of any illness. It is a statutory requirement for employers to accept this, so if a private certificate is requested to cover the same period a fee will be charged.

Medical Students

Sometimes there will be a medical student working alongside the doctor. You will be told of this when you make your appointment and given the opportunity to say whether or not you wish the medical student to be present during your consultation.

For the latest information click to: www.central-surgery.co.uk

Chaperones

For certain examinations the doctor will request a chaperone to be present during your examination by the doctor. If you are unhappy with this you will need to speak to the practice manager.

Access

The main surgery entrance has access for wheelchairs. There are no steps to any of the consulting or treatment rooms.

New Patients

All new patients over five years of age who register with the practice attend a 10-minute medical examination. Your previous records will not arrive for some time, so this is also an opportunity to discuss your medical history and medication.

Change Of Details

If you change your name, address or telephone number please ensure you update your records with us, in case we need to contact you. If you move outside the practice area you will need to register with a new practice in the area you have moved to.

Fees For Non-NHS Services

Certain services provided are not covered by the NHS and you may be asked to pay a fee. Some examples are:

Pre-Employment Medicals	Insurance Medicals
Private Medicals eg HGV	Fitness to Drive Medicals
Private Certificates	

A schedule of fees is displayed in the waiting area.

Confidentiality

The NHS is committed to the delivery of a first class confidential service. This means ensuring that all patients' information is processed fairly, lawfully, and as transparently as possible so that the public:

- understand the reasons for processing personal information
- give their consent for the disclosure and use of their personal information
- gain trust in the way the NHS handles information
- understand their rights to access information held about them.

Patients entrust us with, or allow us to gather, sensitive information relating to their health and other matters as part of their seeking treatment. They do so in confidence and they have the legitimate expectation that staff will respect their privacy and act appropriately. We keep all patients' paper and electronic records confidential. Information that can identify individual patients must not be used or disclosed for purposes other than healthcare without the individual's explicit consent, some other legal basis, or where there is a robust public interest or legal justification to do so. In contrast, anonymised information is not confidential and may be used with relatively few constraints.

All data is covered by the Data Protection Act 1998 of which this practice is registered.

http://www.opsi.gov.uk/Acts/Acts1998/ukpga_19980029_en_1

For the latest information click to: www.central-surgery.co.uk

Confidentiality, Computer And Test Results

All patients' records on file or computer are confidential. In order to maintain confidentiality, laboratory and X-ray results will only be given to patients themselves or to parents of minors if appropriate. Please enquire for results between 11.00am and 4.30pm, and allow us time to receive the report from the hospital.

All data is covered by the Data Protection Act of which we are registered.

Complaints Procedure

If you are dissatisfied with any aspect of the service we provide, please consult our practice manager who will discuss our complaints procedure with you. This meets national criteria and accords with NHS guidelines. Details of the procedure are given in our practice complaints leaflet, available from reception. Our aim is to give you a good/high standard of service and we try to deal swiftly with any problems that occur.

You have the right to leave our list and register with another practice.

We also have the right to have patients removed from our list. In general we will only exercise this right in the case of patients who repeatedly and persistently ignore their own responsibilities to us and other patients. Patients who are violent or seriously abusive towards any of the practice staff will be removed from our list immediately.

You can also contact the Patient Advice and Liaison service (PALS), which provides independent advice and support to patients, their families and carers, telephone: 01702 224629. Leaflets are available from reception or visit www.see.nhs.uk

Suggestions

We welcome any suggestions for improving our service. If you have any ideas, please feel free to talk or write to the practice manager. You can place your suggestions in our letter box in the lobby.

Patients Participation Group

We run a patient participation group and organise regular meetings between patients, clinicians, practice manager, and practice staff. The group is about sharing ideas to improve our services. If you would like to be involved, please contact our practice manager.

Access To Health Records

Patients have a right of access to their health records under the Data Protection Act 1988. Any request for access to health records must be made in writing, with the patient's signature, to the practice, for GP records or the Records Manager at the hospital, for your hospital records.

Under the Data Protection Act 1988 (Fees and Miscellaneous Provisions) Regulations 2001, you may be charged to view your health records or to be provided with a copy of them. Please ask our reception team for further information. http://www.dh.gov.uk/Managaingyourorganisation/Informationpolicy/Patientconfidentialityandcaldicottguardians/DH_4084411

Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

For the latest information click to: www.central-surgery.co.uk

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Services To The Patient

Antenatal Clinic

With doctor and midwife, by appointment.

Child Health

Clinic: Please contact the health visitors team on 01702 578800 to locate your nearest baby clinic.

Child Health Surveillance: examinations carried out by doctors, by appointment.

Asthma/COPD, Diabetic And CHD Clinics

We offer our asthmatic/COPD, diabetic and CHD patients regular advice and health checks with the practice nurse. Please enquire at reception.

Childhood Vaccinations And Immunisations

By appointment, variety of days and times available. The childhood vaccinations are given at standard intervals and you can expect your child's name to be called up on the computer at the right time. It is very important that your child has these vaccinations. There are only a very few reasons for not giving them.

If you are concerned that your child is unwell, please bring them to the surgery so that the nurse or doctor may assess whether or not they should have the vaccination.

It is important that your children are fully immunised.

The recommended schedule is:

2 months	1st Diphtheria/Whooping Cough/Tetanus/HIB, Polio and PCV
3 months	2nd Diphtheria/Whooping Cough/Tetanus/HIB, Polio and Meningitis C
4 months	3rd Diphtheria/Whooping Cough/Tetanus/HIB, Polio and PCV
12 months	HIB, Meningitis C
13 - 15 months	Measles/Mumps/Rubella (MMR) and PCV
4 - 5 years	Diphtheria booster, Tetanus booster, Whooping Cough, Polio booster, Measles/HIB/Mumps
16 - 19 years	Tetanus and Diphtheria booster, Polio booster, Meningitis C if necessary.

The Health Authority will notify parents of pre-school children when their immunisations are due. Please telephone reception to make an appointment.

Influenza Vaccination

In the autumn every year, we offer flu vaccination to our patients. This is strongly recommended for high-risk patients, eg those with a heart or chest disease, diabetics, patients over 65 or those who care for a sick parent or child at home; please contact reception for further information.

For the latest information click to: www.central-surgery.co.uk

Cervical Smears

The practice nurse will take a smear at any clinic. Please ask at reception. Cancer of the cervix can be prevented and all female patients are advised to have regular smear tests. These are important because they can detect early signs of the disease, which is easily treated.

Travel Vaccinations

Our practice nurses offer a travel advice and vaccination service to all patients who are travelling abroad on holiday or business. Many vaccinations are available on the NHS. A charge is payable for any vaccinations not covered by the NHS.

Please make an appointment at least eight weeks before your holiday to ensure adequate cover.

Family Planning

A full service is available, including coils, caps and the contraceptive pill. Please make an appointment with the doctor.

Weight Loss Clinic

If you have a commitment to losing weight, we can offer help and treatment in our weight loss clinic. Please enquire at reception.

Practice-based Commissioning

Practice-based commissioning continues to play a vital role in health reform. It puts clinicians at the heart of PCT commissioning and allows groups of family doctors and community clinicians to develop better services for their local communities.

Our practice-based commissioning group called FORTIS includes 11 local surgeries across Leigh, Westcliff, Southchurch and Wakering. It offers local outpatient services such as endoscopy, physiotherapy, urology and ear, nose and throat. Gynaecology and heart problem services will soon be available.

When your doctor feels that you will need to see a consultant, you will be referred by Choose and Book but you will have a choice to attend an NHS consultant-led clinic in a private setting with easy access and trouble free parking. Most of the clinics are held at the OneDay Medical Centre.

These services are popular with patients because it has resulted in reducing the waiting time to see a consultant to less than four weeks. Please visit www.fortishealthcareuk.com

Self Treatment Of Common Illnesses

Back Pain

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

Burns And Scalds

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

Coughs, Colds And Sore Throats

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

Diarrhoea And Vomiting

Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat/ Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

Earache

Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

Head Lice

Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

Threadworms

All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

Head Injuries/Concussion

Most bumps on the head cause no damage. A slight headache can be helped with paracetamol. If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

Insect Bites/Stings

Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

Nosebleeds

Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A & E.

Sprains

R.I.C.E. - Rest, ice, compression, elevation. A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

Useful Contact Telephone Numbers

Police Southend.....	01702 431212
Southend Council.....	01702 215000
Social Services.....	01702 215000
NSPCC.....	01375 855210
Relate - Family mediation.....	08452 709401
D.O.V.E./Southend Women's Aid Group (Domestic Violence).....	01702 302333
Bereavement Counselling.....	01702 710683
Samaritans.....	08457 90900
Citizens Advice Bureau.....	01702 610610
Funeral Services - Guivers.....	01702 467426
NHS Local Patient Liaison.....	01702 224629
NHS Direct.....	0845 4647
Out Of Hours.....	0845 850 2783
Southend University Hospital.....	01702 435555
GU Clinic Male.....	01702 385120
GU Clinic Female.....	01702 385121
Blood Clinic.....	01702 422555
Family Planning Clinic.....	01702 577000
Health Visitors.....	01702 578800
Midwives.....	01702 221200
Wheelchair Services.....	01702 442145
CDAS (Community Drug and Alcohol Service).....	01702 440400
Drug and Alcohol Abuse.....	01375 375361
Bansals Pharmacy, Thorpe Bay.....	01702 587500
Boots Pharmacy, High Street.....	01702 332663
Boots Pharmacy, Southchurch.....	01702 466585
Boots, The Royals.....	01702 464458
Howell & Harrison Pharmacy, Thorpe Bay.....	01702 582658
Howell & Harrison Pharmacy, Woodgrange Drive.....	01702 468721
Lloyds Waitrose Pharmacy.....	01702 603403
Queensway Pharmacy.....	01702 614666
Rays Pharmacy.....	01702 466247
Southchurch Pharmacy.....	01702 467452
Vinods Pharmacy.....	01702 466731

For the latest information click to: www.central-surgery.co.uk

DAUGHTERS

For people with dementia

A New Service Provided By An Established Company



- Already trusted by Health and Social Services
- Caring staff who will care for people with dementia in their own homes
- Staff who will care for people with as much sensitivity as they would their own parents
 - Utmost respect paid for the elderly and their dignity
- Flexible programmes centred on the needs of the whole family
 - High standards monitored meticulously
- Staff trained and experienced in dementia care and supported by a strong management team
 - Excellent liaison with NHS community teams
 - Fastidious attention to physical care by qualified nurses
 - Guidance and advice can be provided on funding issues

For an assessment and advice,

please contact Jenny Sayer or Roxanne Finch on 01702 344744

CFP Community Services, 21 Imperial Avenue, Westcliff-on-sea, Essex SS0 8NE

A Specialist Home Care service for people with dementia

Dementia is on the increase and the decision to move a family member into a care home is often painful and unnecessary but finding the time to care for a loved one who is becoming confused is increasingly difficult.

In effect, Daughters fills the shoes of an adult who can take responsibility for someone who has dementia. We take over the coordination of their needs, liaise with the multidisciplinary team and take over as much of the care as is desired. This can be flexible and ranges from a couple of hours to relieve a carer to full-time care in a person's own home.

As far as is humanly possible we respect the needs of the individual. We will work always with the supervision of a qualified nurse and with the person's memory to enable them to retain as much of their knowledge as possible.

Needless to say, safety is of utmost importance. Our staff are trained to ensure that individuals are guided away from risk and expert training is provided for all our staff on the effects of dementia and the special care needs. Our care is closely monitored by managers who take pride in hands-on guidance for their staff.

“Daughters “ is a subsidiary of CFP which has been looking after people in their homes since 1996. This company is registered with the Care Quality Commission and receives an Excellent star rating on its inspection report.

For further details or to book an assessment please call Jenny Sayer 01702 344744.

To advertise your business in our booklet call 0800 612 1516



Your reliable childcare solution is closer than you think!

- * Family-run with experienced staff
- * Open from 7am all year round
- * Babies, toddlers and pre-school
- * Full and part time places available
- * Healthy home-cooked food
- * Key workers and daily reports



The Old School
400 Little Wakering Road Barling Magna SS3 OLN

01702 217589 or 216642

www.cottonsocks.co.uk

Cotton Socks Day Nursery and Pre-School

Are you thinking of childcare or pre-school for the first time or looking for a change? Cotton Socks is widely recognised as a quality childcare provider with a good local reputation.

We are only a few minutes away from Thorpe Bay in a picturesque rural setting with large outside play areas and off-street parking. We are open from 7am all year round and offer a variety of sessions tailored to each of our little customers' needs.

We offer sessions from two half days or one full day per week which many of our customers find useful for their child's socialisation or to gain some personal "me" time.

Why not have a look at our great website and find out more www.cottonsocks.co.uk or you can call us on 01702 217589 or 216642 and arrange a visit or drop in. We look forward to hearing from you!

To feature your business in our booklet call 0800 612 1516

VERINA WEAVER ALCM Piano & Theory Teacher

Fully qualified with the experience to get you to any level of piano proficiency you want!

- All standards and ages taught
- Exam preparation or just for fun
- Tuition in your own home or mine

Telephone: 07919 043190

7 Boundary Way
The Garrison SS3 9QF

www.verinaweaverpiano.co.uk

Smile With Style!

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance.

Speak to your dentist who will be delighted to advise you on what is available, and the costs involved, to give you a smile to be proud of.

Advertising Feature

Whether you are a complete beginner or wanting to brush up old skills, I can help you to learn to play the piano. I am a very experienced teacher with loads of patience and, whether you want to learn for examinations or just for pleasure, I can provide you with tailor-made tuition. Fully CRB-checked, I will come and teach in your home (provided you have a suitable instrument) or you can come to my home in Shoebury.

A sensible age for children to start learning is from around five years old. A good guide is whether they are able to read independently, as learning to play the piano is like learning a language. There is no maximum age for adults - just a willingness to learn and practise! Exam preparation is available from the Preparatory Test right up to Grade 8 in Piano and Grade 5 (GCSE standard) in Theory (Associated Board).

Please phone Verina Weaver on 07919 043190 to discuss prices and availability. Lessons can be billed monthly, half termly or termly (special discounts apply for termly payments in advance).

Advertising Feature

N G FRASER & Associates

DENTAL PRACTICE



NEW PATIENTS WELCOME

Comprehensive NHS treatment including:

- Crowns
- Root canal treatment
- Dentures
- Hygienist appointments



For a consultation please call

0844 576 9669

340 London Road
Westcliff-on-Sea SS0 7JJ

To feature your business in our booklet call 0800 612 1516

Advertising Feature

If **YOU** are reading this,
then so could patients
looking for your kind
of service.



To place an advertising feature
in our practice booklets
and book a daily reminder
of your service on our
appointment cards and website
simply phone Jenny Mellenchip
now on 0800 612 1516

Notes

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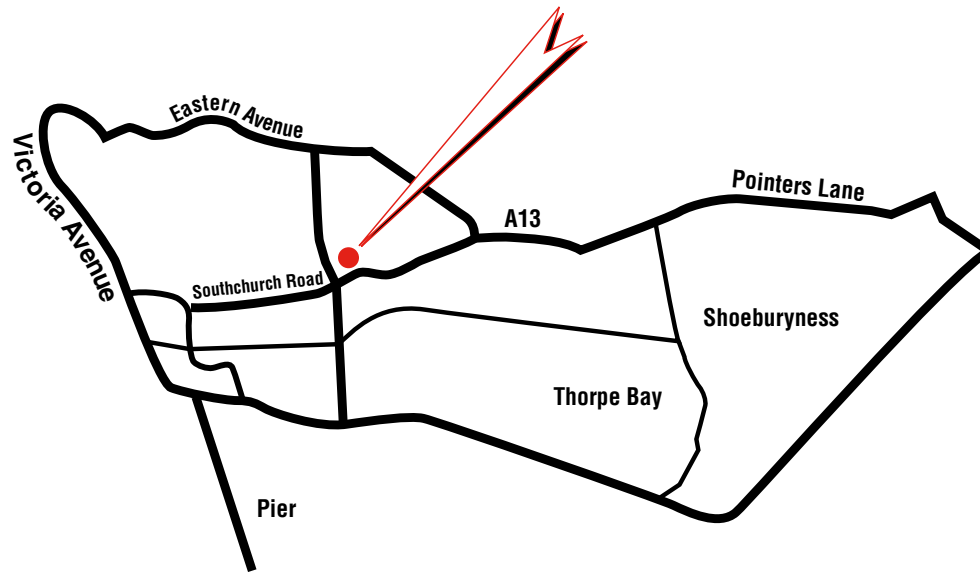
for Drs Irlam, Alwan & Harter of Southend-on-Sea

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Practice Area



How To Get To Us

Bus routes: Central Surgery is in Southchurch Boulevard which is on the Arriva number one and four, and Stephenson number 14 bus routes. It is also a short walk away from Hamstel Road which is on the First 26, 27 bus route. The local railway station is Southend East station.