

Central Surgery news

Keeping you up to date
on surgery matters

Spring 2018



Have you surfed our website yet, if not you should. Everything you need to know about getting the best from your surgery is just a click away: Visit www.central-surgery.co.uk

We could do better

A health profile published by Public Health England shows that we could do a lot better. The report summary says that the health of the people in Southend-on-Sea is varied compared with the England average. About 22% (7,300) of children live in low income families and life expectancy for men is lower than the England average.

* **Health inequalities** - Life expectancy is 10.3 years lower for men and 9.5 years lower for women in the most deprived areas of Southend

* **Child health** - In Year 6, 16.5% (280) children are classified as obese

* **Adult health** - The rate of alcohol-related harm hospital stays is 555, better than the average for England;

* **The rate of smoking** related deaths is 334, worse than the average for England while rates of sexually transmitted diseases are better than average.

The report says that priorities for Southend are increasing levels of physical activity, improving health and life chances for children and young people as well as reducing smoking rates

For a copy of the full report visit www.healthprofiles.info

Keeping an eye on your health

Healthwatch Southend is an independent organisation that helps people of all ages who need information about health or social care, want to see services improve or raise a concern.

For people who may not know who to contact about a health issue, Healthwatch could be the answer. For information telephone 01702 416320 or email: info@healthwatchsouthend.co.uk

Booking in for your appointment

When you attend the surgery for your appointment there is no need to wait at reception for our receptionists to check you in. You can now check in yourself on our new touch screen.

1. enter the month of your birthday
2. enter the day of your birthday
3. enter the first letter of your surname and you will be marked as arrived automatically. Simple!

Don't go to A&E

CALL 111

Don't go to A&E if it's not a serious emergency.
Call 111 for expert medical advice
www.notalwaysAandE.co.uk

Kingston Clinical Commissioning Group Richmond Clinical Commissioning Group

Programme is ACE

HHealth programme ACEACE lifestyle Southend provide access into a variety of healthy lifestyle programmes available to Southend residents aged 16 or over. Commissioned by Public Health, Southend Borough Council, patients can access services for: 1-to-1 Behaviour

Change and Motivational Support (Health Trainers), Weight management, Physical activity, Falls Prevention, Eating well, Stop Smoking.

The main service number is 0800 022 4524, the website is www.ancelifestyle.org/southend-lifestyle

Parking is a pain

Many of our patients including our more elderly and disabled patients are finding it increasingly difficult to find a parking space outside the surgery as there are frequently cars parked there all day.

We would like to see time conditional parking restriction applied and enforced on all day parking outside the surgery. Southend Council have declined the application giving the reason that this is a public highway.

We are asking our patients to sign our petition to present to the Council to apply again for a restriction on parking outside the surgery so all patients but particularly those most impacted by the lack of any current restrictions including blue badge car owners can park outside the surgery when needed.

The surgery is committed to providing the best service it can to its patients and your support for this petition is much appreciated.

Take a look at our online service

Using our online service means an easier, simpler service for you.

You can:

- * book and cancel appointments
- * order repeat prescriptions
- * View part of your medical records
- * choose a pharmacy of your choice so you can collect your prescriptions without visiting the surgery
- * change your personal details.

Go online and visit www.central-surgery.co.uk to sign-up for online services.

It's very straightforward. We will need to check who you are to make sure you for security. Just like your bank or the post office when you pick up a parcel,

- The steps below explain how this works.
- * Tell us you would like to start using online services.
 - * We will give you a short form to fill in

and sign to confirm you agree with the information on the form which you can download and print.

We confirm the information with you by asking for photo ID, proof of address, a passport or driving licence or a bank or council tax statement. Once ID is confirmed we will then give you a letter with your unique username and password. and online information. . If we don't think it is in your interest to use GP online services, we will discuss our reasons with you. For more information please visit <http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>



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