

Central Surgery



Dr Irlam, Dr Alwan, Dr Odina & Dr Onyeka

27, Southchurch Boulevard

Southend on Sea

SS2 4UB

Tel: 01702 468443

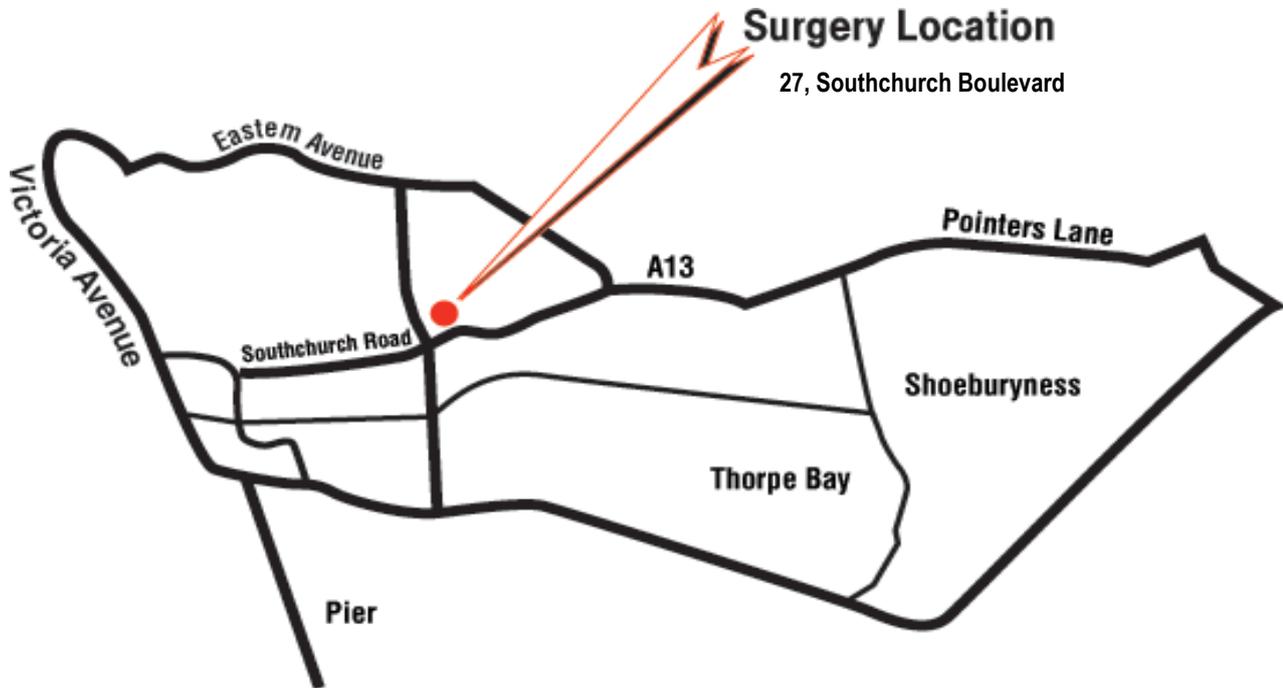
Fax: 01702 603281

www.central-surgery.co.uk

Welcome to the Practice

www.central-surgery.co.uk

Where to Find Us



How to Get to Us

Bus Routes: Central Surgery is in Southchurch Boulevard which is on the Arriva Numbers 1 and 4 and Stephenson Number 14 Bus routes. It is also a short walk away from Hamstel Road which is on the First Number 27 Bus route.

The Local Rail Station is Southend East which is also a short walk from where we are.

Opening Times

Reception is Open:

Monday - Friday : 8:00am - 6:30pm

Evening Clinic:

Day Varies - By Appointment Only : 6:30pm - 8:30pm

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) MRCGP(London) 2010
Dr Uzo Odina	(F)	MBBS(University of Nigeria) DRCOG MRCGP
Dr Ugo Onyeka	(M)	MBBS (Nnamdi University) DRCOG MRCGP

Training Practice

Central Surgery is privileged to be a part of the NHS Doctor Training Programme so will often have a Registrar running a Clinic at the Surgery. The Registrars are fully qualified doctors who have chosen a career in General Practice, after completing some hospital placements. The Registrars spend a total of 18 months training, but not always in the same place. As a result, you may find they spend any time from 6 months to a year at any one practice.

The Practice Team - Medical

Practice Nurses:

Sadie Deprez RGN
Kay Lawrance RGN

Our Team offers a wide variety of appointment times and can help with a wide range of health matters including:

- Cervical Smears
- Travel advice and Immunisation
- Blood Pressure Checks
- Asthma/COPD Checks
- Childhood Immunisations
- Diabetic Checks
- General Nursing Enquiries
- Over 75 Health Checks
- Weight Clinic
- Smoking Clinic

Jackie Hammond - Associate Practitioner (AP)

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 Checks, New Patient Medicals, Smoking Cessation Advice, Spirometry, ECGs, Dressings, Venepuncture,

Peak Flow Reading and Inhaler Technique. She is also trained in administering the Influenza and Pneumococcal Vaccines.

Health Visitors

Danielle Goodger

Health Authority attached

Midwife

Midwife Hannah Lawrence-Smith

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 you may have to 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 quickly as possible. They are bound by the same rules of confidentiality as the doctors and nurses.

Our Appointment System

Consultation Times

Monday - Friday	8:30am - 11:30am
	2:30pm - 4:00pm
	4:15pm - 6:15pm
Evening Clinic Only	6:30pm - 8:30pm

Evening Clinic

Day Varies - By Appointment only 6:30pm - 8:30pm. Twice a week.

How to Contact Us

Central Surgery
27, Southchurch Boulevard
Southend-On-Sea
Essex
SS2 4UB

Tel: 01702 468443

Fax: 01702 603281

Email: admin.mailboxf81086@nhs.net

If you have any suggestions, comments or queries, please contact the Practice Manager, Christine Lloyd, using any of the methods above. Do not use emails to book your appointments or ask about any medical problems.

How to Make an Appointment

The Appointment System

The Appointment System operates both for your convenience and to aid the Doctor, and should be one patient to one appointment. If you wish to discuss two problems with the doctor please book a double appointment.

Routine Appointments

Remember phones are very busy in the morning so when you want to book a routine appointment, please try to phone in the afternoon. Please 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 the time you would like. She is operating the system according to the doctors' instructions. Remember she is trying to do a 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.

Our receptionists can also provide you with a username and password should you wish to book appointments online.

www.central-surgery.co.uk

Urgent Appointments

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

Appointments Online

This feature allows our patient to book their appointments online. Please request, in person, a username and password from our receptionist team to enable you to access this. Please keep your password secure as it is confidential. Please note nurse appointments are not bookable online. If your appointment is related to an on-going problem or test result, please book with the doctor who initially dealt with it.

Telephone Advice

There are often times when a little advice from a doctor or nurse about a health problem or medication is all that is needed. Please book a telephone consultation by calling 01702 468443.

Home Visits

Please make every effort to attend the Surgery if at all possible. If you cannot do this, please phone between 8:00am 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 surgery during the time it takes to do one home visit. 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.

Out of Hours

When the Surgery is Closed

For **emergencies** please phone the NHS 111 Service. You can speak in confidence to a Healthcare Professional for advice on a current health problem or obtain information on any NHS Service.

The number is **111**.

Our Practice Charter

The Charter Is an Agreement between the Practice and Yourselves
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.

Practice Information

Test Results

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 after 11:00am and give time for the results to be returned to us. This can be any time up to about 10 days.

Sick Certificates

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

How to Register with the Practice

If you wish to join our practice, please contact our receptionists' team to complete a questionnaire. You will be offered an appointment with our Associate Practitioner, Jackie, for a New Patient Medical Check. Once you have attended this appointment, we will register you with a doctor. If you do not attend for your new patient medical check, you will not be registered. Please bring you medical card to the Surgery. The practice does not discriminate on the grounds of race, gender, social class, religion, sexual orientation, appearance, disability or medical condition. Our practice policy allows patients to choose whichever doctor they wish to see. For continuity of care, please try to see the same doctor for a particular problem. Your rights and responsibilities are set out in our Practice Charter. 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 premises.

Repeat Prescriptions

Repeat Prescriptions may be ordered online or by written request for collection later. Please allow 48 hours' notice. If you need your prescription for the weekend, then we need the request by Wednesday. Requests left during the weekend will normally be ready on Tuesday, after 3:00pm. Please do not make a request by telephone to avoid mistakes 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 for return delivery. Requests can also be faxed to the practice confidential safe haven fax number **01702 603281**. 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 consultation.

How to Change your 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.

Confidentiality

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

- Understand the reasons for processing personal information
- Give 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 them seeking treatment. They do so in confidence and they have the legitimate expectation that the staff will respect their privacy and act appropriately. We keep all patients electronic and paper 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, anonymous 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.

www.legislation.gov.uk/ukpga/1998/29/contents

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

contact the Patient Advice and Liaison Service (PALS) that provides independent advice and support to patients, their families and carers. Leaflets are available from reception.

NHS Patient Liaison: 03003112233 or visit www.southendccg.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. There is a letter box in the lobby to place your comments or email us:

admin.mailboxf81086@nhs.net

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 intend to routinely make available. The scheme is available from reception.

Access to Health Records

Patients have the right of access to their health records under the Data Protection Act 1998; 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 1998 (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 at reception for more information.

Other Information

Medical Students

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

Chaperones

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

Fees for Non-NHS Services

Certain services provided are not covered by the NHS. Some examples are:

- Pre-Employment Medicals
- Private Medicals e.g. HGV
- Private Certificates
- Insurance Medicals
- Fitness to drive Medicals

A list of fees is displayed in the waiting area

Patient Participation Group

We run a Patient Participation Group and organise regular meetings between patients, clinicians, the 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. If you are interested but do not have time to attend our meetings, you could become part of our Virtual Patient Participation Group via emails. We inform you of new, changing practice or local services, send you satisfaction surveys and ask for your comments.

admin.mailboxf81086@nhs.net

Services to the Patient

Details of Primary medical Services can be obtained from:

NHS England
Phoenix Court
Christopher Martin Road
Basildon SS14 3HG
Tel: 01268 705000

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 only.

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 by our local Child Health Department at the right time. It is 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 a doctor or nurse can assess whether or not they should have the vaccination. For more details, visit:

<http://www.nhs.uk/Conditions/vaccinations/Pages/vaccination-schedule-age-checklist.aspx>

It is important that your children are fully immunised. Here's a checklist of the vaccines that are offered to everyone in the UK for free on the NHS, and the ideal age for which you should have them. The recommended schedule is:

Babies 2 months:

- 5-in-1 (DTaP/IPV/Hib). This single jab contains vaccines to protect against five separate diseases - diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib, a bacterial infection that can cause severe pneumonia or meningitis in young children).
- Pneumococcal infection first dose
- Rotavirus 1st dose (protects against gastroenteritis)

Babies 3 months:

- 5-in-1, second dose (DTaP/IPV/Hib)
- Meningitis C
- Rotavirus 2nd dose

Babies 4 months:

- 5-in-1, third dose (DTaP/IPV/Hib)
- Pneumococcal infection, second dose

Babies between 12 and 13 months:

- Hib/Men C booster. Given as a single jab containing meningitis C, third dose and Hib, fourth dose.
- MMR (measles, mumps and rubella), given as a single jab
- Pneumococcal infection, third dose

Toddlers 3 years and 4 months, or soon after:

- MMR second jab
- 4-in-1 pre-school booster (DtaP/IPV). Given as a single jab containing vaccines against diphtheria, tetanus, pertussis and polio.

Teenagers around 12-13 years:

- HPV vaccine, which protects against cervical cancer (girls only): three jabs given within six months

Teenagers around 13-18 years:

- 3-in-1 teenage booster (Td/IPV). Given as a single jab which contains vaccines against diphtheria, tetanus and polio
- Menc C to be advised

Ante Natal Clinic

With Midwife, by appointment only. Service held at Hamstel Children and Family Centre which is at the side of Hamstel Infant and Nursery School.

Disease Management

Asthma, Chronic Obstructive Pulmonary Disease (COPD), Diabetes, Hypertension and Chronic Heart Disease (CHD) Clinics

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

Influenza Vaccine

Every autumn, we offer flu vaccinations to our patients. This is strongly recommended for high-risk patients, for example, those with a heart or chest disease, diabetics, low immune system, over 65s or those who care for a sick parent or child at home. Please contact reception for more information.

Cervical Smears

The Practice Nurses 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 as they can detect early signs of the disease, which is easily treated. The smear test is carried out for 25-49 year olds every 3 years and 49-65 year olds every 5 years.

Travel Vaccinations

Our practice nurses offer a travel advice and 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 not 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.

Smoking Cessation Clinic

Our Nurses and Associate Practitioner can assist you with trying to give up smoking.

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.

Choose and Book

If you and your GP decide that you need to see a specialist for further treatment, you can now choose where to have your treatment from a list of hospitals or local clinics, providing the speciality is available. For more details on choose and book, visit:

<http://www.chooseandbook.nhs.uk>

Practice Based Commissioning

Practice Based Commissioning continues to play a vital role in health reform. It puts clinicians at the heart of Commissioning and allows groups of family doctors and community clinicians to develop better services for their local communities. Our Practice Based Commissioning Group, called **Southend Clinical Commissioning Group**, includes local surgeries across Leigh, Westcliff, Southchurch, Thorpe Bay and Wakering. When your doctor feels that you need to see a consultant, you will still be referred via choose and book, but you will have a choice to attend an NHS consultant lead clinic in a private setting with easy access and trouble free parking.

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 a 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 cool (**not cold**) water to the burn as soon as possible and maintain 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 doctor or a nurse.

Coughs, Colds and Sore Throats

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

Diarrhoea and Vomiting

This is normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluid, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehydrat/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 help 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 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 may, 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 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 (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 movement and exercise over a few days is recommended.

Shortness of Breath/Chest Pain

If you feel short of breath or are experiencing chest pains, you should contact 999 immediately.

Signs of Stroke - F.A.S.T.

If someone you know is experiencing any one of the following signs you must call 999.

Face - Has their face fallen on one side? Can they smile?

Arms - Can they raise both arms and keep them there?

Speech - Is their speech slurred?

Time to call 999 - If you see any one of these single signs

When Stroke strikes act F.A.S.T.

Our Website and Email Address

You can access our website through www.central-surgery.co.uk. Our website contains all the information that is in this leaflet. Through the website, you can also book appointments and request your repeat prescriptions. To access this service you must have a **username** and **password**. These can be obtained from reception.

Our Email address is admin.mailboxf81086@nhs.net. This is the email address used with our Virtual Patients Participation Group, so will be used to send regular updates about the practice, including surveys and chances for you to offer your feedback on occasion. Please note that this email address should **not** be used for clinical queries. To opt in to our email service, please ask at reception.

Useful Websites and Helplines

Allergy UK

Helpline: 01322 619864

Website: www.allergyuk.org

Anaphylaxis Campaign

Helpline: 01252 542029

Website: www.anaphylaxis.org.uk

MedicAlert

Helpline: 0800 581420

Website: www.medicalert.co.uk

Useful Contact Telephone Numbers

Police Southend	101
Southend Council and Social Services	01702 215000
NSPCC	01375 855210

Relate - Family Mediation	08452 709401
D.O.V.E. (Domestic Violence)	01702 302333
Bereavement Counselling	01702 710683
Samaritans	0845 790900
Citizens Advice Bureau	01702 610610
Funeral Services - Guivers	01245 506806
NHS Local Patient Liaison	03003 112233
NHS 111 (Out of Hours)	111
Southend 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 (Self-Referral 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 Pharmacy, The Royals	01702 464485
Howells and Harrison, Thorpe Bay	01702 582658
Howells and Harrison, Woodgrange Drive	01702 468721
Lloyds Pharmacy, Waitrose	01702 603403
Rays Pharmacy	01702 466247

Southchurch Pharmacy	01702 467452
Vinods Pharmacy	01702 466731
NHS St Luke's Walk-In Centre	01702 611505
Southend CCG	01702 314299