

Central Surgery news

Keeping you up to date on
health and surgery matters

Summer 2018

Open door health
event 'Living healthily'
15 September 2018
11am to 1pm
Bellevue Church Hall,
484 Southchurch Road,
Southend-on-Sea,
SS1 2QA

Watching out for your health

Healthwatch Southend is an independent organisation that provides information about health, social care and service improvements. 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@healthwatchesouthend.co.uk

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

Just go online and visit www.central-surgery.co.uk for more information.

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 user-

name 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>.

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!

**Advertise your business through
our surgery publications and
website. For information please
call 0800 6121516**

Programme is ACE

Health programme ACE 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 surgery patients to sign our petition to help persuade the Council to put in place a restriction on parking outside the surgery. This will enable patients, particularly those most impacted by the current lack of any restrictions, including blue badge holders, to park outside the surgery when visiting.

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

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**



Not sure if you need A&E?

Call 111 for medical advice, assessment and direction to the best medical treatment for you.

www.nhs.uk/111

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