

# The Central Healthcare Centre Newsletter

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[www.centralhealthcarecentre.co.uk](http://www.centralhealthcarecentre.co.uk)

## Message from the Chair:

**W**elcome to 2017. What comes with a New Year comes hope and excitement for the coming year. This year we are focusing on getting as many people to sign up online to access appointments, order prescriptions, obtain test results and even view aspects of your medical records as we can. This makes your life easier and also takes the pressure off the surgery. All your information from the comfort of your home without lifting a phone handset. Our emphasis is also on trying to change attitudes towards Advanced Nurse Practitioners, who play a vital role in easing the workload of the GP.

Tina Cleveland (Chairperson PPG)



## Have you registered online?

Once registered you can book GP appointments, order prescriptions, check test results, change personal details and view parts of your GP medical records. Speak to Reception today to get your log in details.

We would like to thank Morrisons for donating a 2 x £10 voucher each to support our Nominate-A-Star scheme so keep posting in the box on the PPG table if you would like to reward a special member of staff or make a suggestion. There is £10 voucher for the nominee and £10 voucher for the member of staff who receives the most nominations.

The winner for this Newsletter is:-

Patient: **Mrs W. Woodcock**  
who nominated: **Marie Edwards**

It is with great sadness that I have to inform you that Sue Meecham has passed away. Sue has been a valued member of the PPG for many years and I know that she will be greatly missed. Our thoughts and prayers go out to her family.

## Sign In Screen

We would just like to thank all patients for their co-operation in using the Sign-In screen to register arrival. The PPG has been in attendance to help those unfamiliar with using the screen and it has worked well.

If you have a disability that prevents you using the screen, then you will still be able to go to Reception.

**Please be advised:  
From 3rd April 2017  
prescription requests will take  
3 working days to process.  
Thank you**

**PLEASE NOTE  
APPOINTMENT PHONE LINES OPEN AT 8:00AM  
HOWEVER, THIS IS OUR BUSIEST TIME SO PLEASE AVOID  
PHONING THEN, IF AT ALL POSSIBLE**

CHECK OUT OUR FACEBOOK PAGE Contact us with questions or suggestions  
<https://www.facebook.com/centralhealthcarecentrepvg> or email on [chcppg@gmail.com](mailto:chcppg@gmail.com)

# Clinicians in the Surgery

Clinician	Days Available
Dr M Magson	Mon, Tues, Wed, Thurs, Fri am
Dr M Moghaddas	Mon, Tues, Wed am, Thurs and Fri
Dr B Dela-Jaworska	Mon, Wed, Thurs, Fri
Dr Mohamed	Mon, Tues, Wed, Fri
Dr A Prabhu	Tues
Dr H Burger	Mon, Tues, Thurs
Dr C Popa	Mon, Tues, Thurs, Fri
Alison Cannon ANP	All week
Tony Charity - ANP	All week
Esther Czykieta - ANP	All week
Ali Wing -ANP	Mon, Tues, Thurs am and Friday all day
Julie Rugg - NP	All week
Bev Stainsby - ANP	Thurs and Fri
Richard Morford - Physiotherapist	Monday am
Dr J Chapman – Paediatrician	Alternate Thurs am

## Parking

Could we kindly ask that patients do not park over any dropped kerbs on Sussex Road so to leave clear for disabled access.

We would like to remind you that parking is available at the Tramway pub all day for £1 (payable at the bar)

Many thanks

## DNA (Do Not Attend) Results

Disappointing results for January & February

Month	2016	2017	Cost for 2017	
January	207	265	£11636	Up 28%
February	270	295	£12953	Up 9%
Total	477	560	£24589	

## Questions and Answers

### 1) Please improve the intercom

This is already in the pipeline but we are awaiting an IT specialist to install the television brought over from Family Healthcare Centre, which will then display names.

### 2) Wheelchairs near the door please

There are 2 wheelchairs available at the practice for use by the patients. Unfortunately we are unable to keep these by the door for security purposes.

### 3) A play area with book and toys for all ages

Due to Infection Control we have to be careful what we have in the surgery but colouring items are available from our PPG table. Please return these when finished. We encourage all parents/guardians to bring something with them to entertain children while they are waiting.

### 4) Music in the Waiting Room

To have music we have to obtain a special license which is quite costly and we would need to purchase special equipment to work with the tannoy system, unfortunately the practice does not have any funds to support this.

### 5) Drinks in Waiting Room

Water is available in the Reception area, please ask a member of staff for a cup.

### 6) Be Seen within a reasonable amount of time

Doctors and Clinicians have 10 minute appointments but with all the best will in the world it is not always possible to deal with every case within this time frame. Sometimes emergencies happen, which means delays. If we could just re-iterate, **one problem – one appointment**, then this would help alleviate appointments exceeding the time.



Here's a little hug for you  
To make you smile when you feel blue  
To make you happy if you're sad.  
To let you know ..life ain't so bad!



Now I've given a hug to you,  
Somehow, I feel better too!  
Hugs are better when you share,  
So pass one on and show you care!

**Share A Hug Today!**