

# The Central Healthcare Centre Newsletter

Sussex Road, Gorleston, Great Yarmouth, Norfolk, NR31 6QB

☎ 01493 414141

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

## Message from the Chair:

# W

ith Winter fast approaching it's time to think about your flu vaccinations, please find below a list of dates to book. Carers also need to book their appointments. Over the coming months we have a number of projects we are working on. You will soon see boards going up in the surgery with photos of all the staff at Central Healthcare Centre to make it easier for you to identify members of staff.

We are also organising a patient event which we hope to be able to give you more details about very soon which will explain the changing face of the NHS with some key speakers. We hope you will attend. Details will be posted on the surgery's website, our Facebook page (details at the bottom of the page) and also in the media and in the surgery. Can I just remind you that you can cancel your appointment up to ½ an hour before you are due to attend, so don't be afraid to pick up that phone and cancel.

Tina Cleveland (Chairperson PPG)



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: **Karen Simmonds**

Sadly no clinician was nominated so an extra draw will be made at Christmas

Register at Reception if you are a Carer or know anyone who is. As a carer you can have a health check up once a year to keep you in tip top condition.

### 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.

### Flu clinics are available for the following Saturdays:-

They are:

23rd September

7th October

14th October

Please phone 01493 414141 to book your flu vaccination

### 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 [hcppg@gmail.com](mailto:hcppg@gmail.com)

## DNA (Do Not Attend) Results Very disappointing for 2017



I need to see the  
Doctor today but  
can't get an  
appointment.

### DNA's up for the eighth time this year!

Over 49 hours lost to Do Not Attends this month alone

What would you do if you lost 49 hours in a month?

That's over an hour a day

Please call 01493 414141 to cancel

- 60% of Do Not Attends are female
- More 21-30 year olds Do Not Attend followed by 81+ year olds
- Each appointment costs £43.91

Month	2016	2017	Cost for 2017	
January	207	265	£11636.15	Up 28%
February	270	295	£12953.45	Up 9%
March	307	338	£14841.58	Up 10%
April	267	265	£11636.15	Down 1%
May	255	364	£15983.24	Up 43%
June	331	322	£14139.02	Up 3%
July	254	306	£13436.46	Up 20%
August	294	239	£10494.49	Up 19%
<b>Total</b>	<b>2185</b>	<b>2394</b>	<b>£105120.54</b>	

## The NHS Summary Care Record

Unless you have specifically opted out, you are one of the 55,000,000 people in the United Kingdom who has an NHS Summary Care record. This is a nationally accessible medical record which contains information on your current medications (anything you have been prescribed in the last 6 months), any adverse reactions you may have had to any medication and any allergies that you suffer from. This information is available for use by appropriate individuals should you need medical care away from your GP Surgery. Approximately 3,200,000 of these records were accessed last year and the number is increasing all the time. It is now possible to Enrich the data stored on this national record with things like diagnoses, procedures, care preferences and immunisations so that more information about you is available to individuals treating you in hospital or in the out of hours service or to paramedics should you be unfortunate enough to have to make use of the ambulance service. This Enhanced Summary Care Record will not contain any sensitive information unless you specifically request for it to be included and is only available to Individuals with the necessary permission codes on their NHS Smart Cards who are directly involved in your care. These individuals also need to obtain your permission to access it. All access of Summary Care Records is audited so if you are concerned about who may have looked at your information, you can request a report from the privacy officer at your GP Surgery on what use has been made of it.

Having an Enhanced Summary Care Record will lead to you receiving safer, more effective care and will contribute to you having a more positive experience when undergoing treatment. If you would like to take advantage of this service, then please ask the receptionists or GP at your medical practice.

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

**Please note it is the responsibility of  
the patient to phone for test results,  
why not sign up online to easily  
access your results?**



Supporting our patients

### PLEASE HELP!

As you may be aware this last year has proved quite challenging with the merger of the two surgeries, Central Surgery and Family Healthcare Centre.

Following the merger, CQC have carried out an inspection and although they recognised many positive aspects of the Practice they have given the Practice an overall rating of inadequate. We would however like to reassure you that the Practice have been actively addressing all the concerns raised by CQC.

As a PPG, all we can ask is that you give the surgery your patience, understanding and consideration whilst they administer the improvements required. A lot has already been put in place to address the issues and as we look to the future the surgery hopes to deliver a service to be proud of.

We thank you in advance and hope you will all continue to give the staff the consideration and respect they deserve.

THANK YOU

Tina Cleveland

Central Healthcare Centre

Chair of Patient Participation Group  
(PPG)

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