



The Central Healthcare Centre Newsletter

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www.centralhealthcarecentre.co.uk

Message from the Chair:

Christmas can be a lonely time for some people. So please spare a thought for those without family and friends to help them. An act of kindness can make a big difference to a housebound person. Those on medication need to plan ahead so they have enough to tide them over the festive period. Please find below a list of surgery opening times. The PPG wish you all a happy Christmas and a prosperous new year.

Tina Cleveland (Chairperson PPG)



We would like to thank Morrisons for donating a £10 voucher for a patient and a hamper for a member of staff in our Nominate-A-Star scheme. So please keep posting in the box on the PPG table if you would like to reward a special member of staff or make a suggestion. The winner for this Newsletter is:-

Patient:

Clinician/ staff member:

This surgery operates a Zero tolerance procedure. Please don't abuse the staff.

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.

Parking

For the safety of pedestrians, disabled members of the community and other road users, would patients please refrain from parking on the pavements and on the painted white lines.

The NHS has issued an appeal to young women to take up the invitation of a cervical cancer test as new figures published show a fall in the number of 25 to 29-year-old women being tested. Recent statistics show a drop in the number of women of all ages being screened cervical screening, but worryingly only 62% of younger women took up the invitation for a test in 2016. Public Health England is urging all eligible women (aged 25 to 64) who are invited for "smear test" to take the test. As a result of screening, deaths from cervical cancer have decreased by 72% since the NHS was founded.

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

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

DNA (Do Not Attend) Results Very disappointing for 2017



Here are some of the people who work tirelessly for you!



Please keep the smile on their faces and cancel unwanted appointments

- Each missed appointment costs £42.91
- Over half the lost appointments were for Nurses
- 237 females didn't attend as opposed to 167 males
- A quarter of all DNA's were made by 21-30 year olds and 41-50 year olds

TEL: 01493 414141 TO CANCEL

Month	2016	2017	Cost for 2016	
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	239	294	£12909.54	Up 19%
September	322	414	£18178.74	Up 29%
October	314	404	£17739.64	Up 29%
Total	2452	3267	£143453.97	



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Surgery opening times during Christmas 2018

Sunday 24 th December	CLOSED
Monday 25 th December	CLOSED
Tuesday 26 th December	CLOSED
Wednesday 27 th December	Normal Surgery Times
Thursday 28 th December	Normal Surgery Times
Friday 29 th December	Normal Surgery Times
Saturday 30 th December	CLOSED
Sunday 31 st December	CLOSED
Monday 1 st January 2018	CLOSED
Tuesday 2 nd January 2018	Normal Surgery Times
Wednesday 3 rd January 2018	Normal Surgery Times

If you require medical assistance whilst the surgery is closed please contact

**NHS 111 for non-emergency
999 for medical emergency**



carers RIGHTS DAY

ARE YOU A CARER?

Who cares about you?

WE DO!

Contact Reception to fill in a
Carer registration form

You're entitled to a free flu vaccination
and a free yearly check-up, so make an
appointment at the same time.

What are you waiting for?

Looking after someone? Know your rights

#CarersRightsDay

If you have family
that loves you, a few
good friends, food on
your table and a
roof over your head.
*You are richer than
you think.*

— Unknown

Positive Outlooks Blog ©



**Means Accident & Emergency
NOT Anything & Everything**

0808 808 7777

@carersuk

/carersuk

carersuk.org/rights