**Winter Newsletter 2016**

Welcome to our Winter edition newsletter. We hope you find it an interesting read. We value your comments and suggestions and ask for your continued support, by placing any suggestions in the box marked up in the reception area. We will do our best to address and resolve any concerns or issues you may have relating to our surgery.

**Newspaper Article**

The local Echo ran an article late last year on the CQC inspection at Kent Elms Health Centre. It was not very accurate as it was soley about Dr Krishnan’s Practice, I would like to make it clear that they are **one** of the three practices at this centre.

**Abusive behaviour**

There has been an increase of verbal abuse towards the Reception staff recently, which will not be tolerated. Any patient guilty of abusing a member of staff will be asked to find an alternative Surgery and in certain situations the Police will be called.

**Flu Vaccinations** are now available, please book yours today if you are at risk patient or aged 65 plus.

**A&E Misuse & Referrals.**

Southend Hospital is still on Black Alert. Please only use this service for **Emergencies** only. The Hospital Waiting list currently for referrals can be anything up to 18 weeks. We are **unable** to speed up appointment. Once the Hospital allocate you an appointment it is between you and the Hospital.

**Blood Test**

The Blood Test numbers have changed and there are now 3 lines. Please call: 01702 746509 / 746510 /746511

Please be advised Southend Hospital does not have a walk in facility now, it’s appointment only.

**Prescription updates**

There are certain products on prescription that have now been removed as they can be purchased over the counter. Movelat gel & Childrens Benylin for example are now no longer available on the NHS.

**EPS Prescriptions** will be stopped and issued on a green slip if a blood test or review is due. If the Chemist does not have your prescription please come to Doctors Reception.

**Car Park**

We are considering using a wheel clamping company for people parked in the Doctors area of the car park and for people not using the surgery. This is a private car park and is for our patients visiting the Health Centre. The gates close at 6.30pm (7.30pm on Mon & Thurs) any car still parked after this time will be locked in.

**District Nurses / Domiciliary Phlebotomist**

This service is available for Patients who are **housebound** only. Numerous times we have had complaints that the patient has not been home when the nurse has arrived. This is a total waste of time and resources.

**Back Referrals**

Referrals for Back pain and Physiotherapy are now self referral and assessed over the phone. The number is 01702 385399

**Thank you for taking the time to read our Newsletter, please remember if you have any constructive suggestions, write them down & pop them in the suggestion box provided.** **☺**

**Have a great Christmas and a Happy New Year!**