

Central Surgery

First Floor, North Road Primary Care Centre, 183-195
North Road, Westcliff-on-Sea, Essex SS0 7AF
Tel: 01702 342589 Fax: 01702 437015



CENTRAL & THORPE SURGERIES

Dr V K George & Dr N Kumar



Thorpe Surgery

38 Acacia Drive, Thorpe Bay, Essex SS1 3JX
Tel: 01702 588046 Fax: 01702 585821

www.centralandthorpesurgery.co.uk



WELCOME TO CENTRAL & THORPE SURGERIES

Dr V K George BSc MBBS DCH • Dr N Kumar MBBS DCH
• **Dr N Ukata MBBS FRCS & MRCGP**

Central Surgery

First Floor, North Road Primary Care Centre
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Westcliff-on-Sea, Essex SS0 7AF
Tel: 01702 342589

Thorpe Surgery

38 Acacia Drive
Thorpe Bay, Essex SS1 3JX
Tel: 01702 588046

We try to make the surgery a friendly and welcoming place. Our Practice Manager and Staff will help you in every way they can. If you have a problem and you think they may be able to help you, please ask them. They may need to ask you for medical details in order to help you. All information given to them is treated in confidence and they are bound by the same codes of conduct as the Doctors and Nurses.

Please remember that the Receptionists are always working under the instructions of the Doctors. Should you experience any difficulties it is best to discuss them with the Practice Manager or one of the Doctors.

OPENING TIMES

Central Surgery

Monday to Friday 8.30am - 6.30pm
Extended hours Alternate days, Mondays with Thorpe Bay
Surgery extended hours until 7.45pm

Thorpe Surgery

Monday, Tuesday, Thursday and Friday 8.00am - 6.30pm
Wednesday 8.00am - 12 noon

NB Extended hours closing times will alternate between both the surgeries.

SURGERIES

CENTRAL SURGERY & THORPE SURGERY

Consultation times are displayed in your practice reception area.

(Please note these may vary from time to time)

For the latest information click to: www.centralandthorpesurgery.co.uk

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APPOINTMENTS

Doctors', Nurses' and Healthcare Assistants' (HCAs) clinics are by appointment only.

An appointment can be made by telephoning the surgery or calling into the surgery during office hours.

Urgent Appointment

If you have a problem that cannot wait for a routine appointment, please tell the receptionist and you will be included in the next available surgery.

If you cannot keep an appointment please inform us as soon as possible so that it may be offered to others. Normally you may consult any of the Doctors.

In life-threatening emergencies such as severe bleeding, collapse, unconsciousness, severe chest pains and severe breathlessness, telephone 999.

HOW TO REGISTER AS A PATIENT

If you are new to the area and live within our catchment area (please see maps later in booklet) and wish to register as a patient, please ask at reception for a registration form for each household member or hand in your NHS Medical Card. Once you have completed the forms, please hand them in at reception. You will be registered with the surgery and not a specific Doctor (despite one of their names appearing on your new medical card when you receive it). Any Doctor will be pleased to see you, or you may prefer to request a specific Doctor; please ask reception. We will endeavour to accommodate your preferences, but wish to remind you that this may not always be possible.

It is necessary for all new patients wanting to register with the practice to book an appointment for a health screening examination (New Patient Check).

Each appointment is for one patient only. Please make a separate appointment for each member of your family if required.

DOCTORS' CONSULTATION TIMES

(Please note these may sometimes vary)

Central Surgery

Morning Surgeries

Monday, Tuesday, Wednesday, Thursday and Friday 9.00 - 11.10am

Evening Surgeries

Monday, Tuesday, Wednesday, Thursday and Friday 4.00 – 6.00pm

Extended Hours

Thorpe Surgery

Morning Surgeries

Monday

Tuesday 8.40 - 11.10am

Wednesday, Thursday and Friday 9.00am - 11.30am

Evening Surgeries

Every day except Wednesday 4.30 - 6.00pm

Extended Hours

Alternate Mondays at each surgery until 7.45pm

NB There is no consultation on Wednesday evening.

The above times may alter when a Doctor is on annual leave.

PRACTICE NURSE - LAVINIA WALLER

The Nurse is available by appointment. She can help with cervical smears, children's vaccinations, blood pressure checks, health checks, asthma checks, diabetes checks, smoking cessation, diet supervision, foreign holiday injections, travel advice and routine injections.

Central Surgery

Tuesday 9.15am - 2.15pm

Thursday 11.00am - 4.00pm

Thorpe Surgery

Monday 8.45am - 12.45pm

Friday 8.45am - 12.45pm

HEALTHCARE ASSISTANT - HCA

Healthcare Assistants are available at your practice. They perform blood pressure checks, smoking cessation and new patient checks. For further details regarding this service please speak to the receptionists at your surgery.

Thorpe Surgery

Wednesday AM

Central Surgery

Wednesday PM

COMMUNITY NURSES

The community nurse visits the ill and housebound if necessary.

TELEPHONE ADVICE

If you need some advice from the Doctor, but you cannot attend the surgery, the best time to ring is towards the end of surgery. For urgent advice you may ring during surgery hours. The Nurse may also be contacted during her surgery. Please make sure that the surgery has your up-to-date contact details, ie address, home telephone number and mobile number. We will not be able to contact you if your phone number does not accept calls.

OUT-OF-HOURS SERVICE

A deputising service operates outside normal surgery hours. Please telephone your surgery and you will be given further information. Ring NHS Direct on 111 for helpful advice.

WALK-IN-CENTRE

St Lukes (NHS) Emergency - Pantile Avenue, Southend-on-Sea, Essex SS2 4BD

ADDITIONAL INFORMATION

Details of local primary medical services e.g. Dentists, pharmacies and opticians can be obtained from:

NHS South East Essex Primary Care Trust – Harcourt House,

Harcourt Avenue, Southend-on-Sea, Essex SS2 6HE. Tel: 01702 224600

OFF DUTY COVER

If your Doctor is off duty, including holidays and study leave, another Doctor will be available to cover. This may be one of his Partners or a Deputy Doctor.

Please telephone the surgery for advice if required.

PATHOLOGY RESULTS

If you have had a test done through this surgery, contact the surgery to get the result; please do not wait for the surgery to contact you. To ease congestion please contact us after 11.00am for test results. You should usually allow four working days from the date a test is undertaken before contacting the surgery for the result.

If you are concerned or unclear please consult the Doctor.

LABORATORY SPECIMENS

Specimens are sent to the hospital on Monday to Friday. If you are asked to bring a sample on those days please ensure that we receive it before 12 noon.

COMPLAINTS

Whilst we make every effort to provide you with the highest standard of care we appreciate that you may feel less than satisfied at times. If you have a complaint, in the first instance please discuss it with a member of staff or, if you prefer, the Practice Manager. You may be asked to put your complaint in writing, which we will respond to and investigate.

We would like to inform all our patients that if they need to make a complaint, it will be dealt with without any discrimination from our practice.

COMMENTS/SUGGESTIONS/COMPLIMENTS

Our aim is to provide you with the highest possible standard of care. We welcome any comments about our practice and its services. If you have any suggestions please convey them to a member of staff.

RIGHTS AND RESPONSIBILITIES OF PATIENTS

To attend or cancel appointments which have been booked. Repeat prescriptions should be ordered in good time, at least 48 hours in advance. All personnel should be treated courteously.

VIOLENT OR ABUSIVE BEHAVIOUR

Thankfully this is very rare.

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

The staff in this practice have the right to do their work in an environment free from violent, threatening and abusive behaviour.

If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

HOME VISITS

If you cannot get to your surgery and need a home visit then patients are requested to telephone their surgery telephone number before 11.00am if possible. Please do not ask for a home visit if you are able to attend the surgery. Please give the Receptionist as much information as possible to enable the Doctor to allocate priority to house calls. Visits are for those who are housebound or too ill to go out. Otherwise, please try and come to the surgery.

PARKING

There are car parking facilities at both surgeries.

DISABLED ACCESS

Wheelchair access is available at both surgeries.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number, please inform the Receptionist as soon as possible and complete the appropriate form.

REPEAT PRESCRIPTIONS

No repeat prescription requests over the telephone please - written requests only (this is to avoid any mistakes occurring).

You can order repeats via our online service. Please speak to the receptionist (providing ID) so they can set you up for this.

Requests for repeat prescriptions may be handed in at reception. Please use the white section which is attached to your prescription whenever possible. If you include a stamped, addressed envelope we can send your prescription to you.

You should allow 48 hours before collecting your prescription or you can opt to have your repeat prescription collected by a local chemist.

Patients on repeat prescriptions should normally be seen at least once during the year.

CERTIFICATES - "SICK NOTES"

SC2 forms (Self Certification Forms), which cover your first week off sick are available from Post Offices, workplace or your local benefit office and some job centres. NHS Certificates (Form Med 3) are only available from your Doctor and commence after one week of absence from work. If your employer requires a private certificate, a standard fee will be charged. Hospital wards and outpatients are able to provide routine certificates when you attend hospital or during your stay in hospital.

FEES

Like any professional, your Doctor is entitled to charge a fee for any work that does not fall under the umbrella of the NHS. This includes private health care insurance forms, private sick notes, holiday cancellation forms, HGV medicals, fitness to travel, pre-employment medicals and many others. Fees start at £12 and increase according to the amount of work involved and responsibility taken. Please refer to the list at reception.

CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. Prescriptions and some of the consultation records are run purely on computer. This enables us to analyse various aspects of health care and to produce an annual practice report.

HEALTH PROMOTION

The aim of promoting health is to try to identify risk factors at an early stage and prevent them from causing ill health. For this reason, we ask about drinking and smoking habits and measure your blood pressure and weight from time to time. This is especially wise in people with a family history of heart disease, diabetes or stroke. We also offer advice concerning diabetes, asthma, stress, heart disease. Please book an appointment with the Nurse or Doctor if you require any advice.

CERVICAL SMEARS

It is very important for all women aged over 25 years to have regular cytology screening. Women aged 25-49 years will be screened every three years and women aged 50-64 years will be screened every five years.

BLOOD TESTS

These can be taken at the following centres:

Thorpedene Clinic (by appointment only)

Delaware Road, Shoeburyness
Tel: 01702 422555

Monday -Thursday 9.00 - 11.50am
Friday 9.00 - 11.25am

Warrior House (by appointment only)

Southchurch Road, Southend-on-Sea

Monday - Friday 9.00am - 3.15pm

Southend General Hospital (evening tests by appointment only)

Prittlewell Chase, Westcliff-on-Sea
Tel: 01702 422555

Monday - Friday 9.00am - 4.00pm

IMMUNISATIONS

Children's Immunisation Schedule

The recommended schedule is:-

- 2 Months** Diphtheria, Tetanus, Pertussis (Whooping cough), Polio & Haemophilus influenzae type b (Hib), Pneumococcal Infection (Vaccine given - DtaP/IPV/Hib and Pneumococcal conjugate vaccine (PCV))
- 3 Months** Diphtheria, Tetanus, Pertussis, Polio & Haemophilus Influenzae type b (Hib), Meningitis C (meningococcal Gp. C) (Vaccine given - DtaP/IPV/Hib & MenC)
- 4 Months** Diphtheria, Tetanus, Pertussis, Polio & Haemophilus Influenzae type b (Hib), Meningitis C, Pneumococcal Infection (Vaccine given - DtaP/IPV/Hib, MenC and PCV)
- Around 12 months** Haemophilus influenzae type b (Hib) & Meningitis C (Vaccine given - Hib/MenC)
- Around 13 months** Measles, Mumps and Rubella (German Measles), Pneumococcal Infection (Vaccine given - MMR and PCV)
- 3 years** Pre-school booster (Diphtheria, Tetanus, Pertussis, Polio)
- 4 months to 5 years** and 2nd MMR (Measles, Mumps and Rubella) (Vaccine given - DTPa/IPV/ Hib and MMR)
- 13/18 Years** Booster (Diphtheria, Tetanus and Polio). (Vaccine given - Td/IPV)

Influenza Vaccine

In accordance with Department of Health guidelines, we recommend an influenza vaccination be given for patients aged 65 years or over and patients with asthma, diabetes, chronic heart, lung or kidney disease and residents of nursing and rest homes. The vaccination is available from October; please contact reception to make an appointment.

Pneumonia Vaccine

Everybody aged 65 and over should be immunised to help protect them against pneumococcal infection, which can cause diseases such as pneumonia, septicaemia (blood poisoning) and meningitis.

Most people will only need to have the vaccine once. You may need a second dose if you have certain conditions such as: a damaged spleen or no spleen, or problems with your kidneys. Patients aged under 65 should also be immunised if they are at a higher risk from infection, such as those with other illnesses and medical conditions for example: serious heart conditions, severe breathing problems, severe kidney disease, long-term liver disease.

This vaccine can be administered anytime during the year.

Please consult your Doctor or Practice Nurse if you have any queries, or pick up a leaflet in reception. www.immunisation.nhs.uk/pneumococcal

SELF TREATMENTS OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a Doctor. Your Pharmacist may be able to offer advice.

Antibiotics

Firstly, a note on these commonly prescribed and powerful medicines. They only work on bacteria and are without effect on viruses. Unfortunately, this means that the common infections like coughs, colds, flu etc, will not be helped by them at all. The correct treatment is by the simple remedies outlined further on and we only use antibiotics when they fail and we suspect there is a secondary bacterial infection. Overuse of antibiotics may lead to them not working in future and more complications like thrush, skin rashes etc.

Back Pain

It is advisable to consult your Doctor if back pain persists for more than a few days. Initially be sensible and take things easy. It may be necessary to rest horizontally to take weight off the back. Take paracetamol or aspirin; this will relieve the pain and also help to relieve inflammation. If matters do not improve, your Doctor may well prescribe stronger drugs, heat treatment, gentle exercise or further measures.

Burns

Apply large quantities of cold water to the affected area immediately and maintain this until the pain subsides. This may take as long as 15 to 20 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four to five inches in diameter, or if the skin is broken, consult your doctor or casualty department of your local hospital. In severe burns the best temporary dressing is cling-film.

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days, further patches will appear and the earlier ones will turn 'crusty' and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths and antihistamines may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school when no new spots or blisters have appeared for two days.

Colds And Sinus Pains

Take plenty of fluids plus paracetamol or, if over 16 years old, aspirin. Inhalations with steam and Karvol/Menthol crystals/Olbac oil etc can help clear the passages. If they are blocked you could use a decongestant available at the chemist. You should be on the mend after seven days and usually better by two weeks and we would want to see you if you are getting worse instead of better by then.

Coughs

Dry coughs usually cure themselves and can be eased by medicine from the chemist. Children with colds often cough at night and propping them up with a pillow may ease this.

Decongestant measures may help.

If you bring up coloured phlegm, you may need to consult the Doctor.

Diarrhoea And Vomiting

Diarrhoea and vomiting are usually caused by a viral infection or a sudden change of diet or food poisoning. The best treatment is to rest, avoid solids and drink clear fluids. Your local Pharmacist will be able to help you with special salt/sugar powder to replace the loss of fluid, salt and sugar from the body. Young children and babies need careful attention and advice should be sought from your Doctor.

Earache

This can often be helped by paracetamol and measures to decongest (including steam and inhalations like Karvol). Children with persistent earache should see a Doctor the next day.

Flu

THERE IS NO MAGIC CURE FOR INFLUENZA

A viral illness, this is common in winter. High temperatures, aching muscles and fatigue can last several days. Rest, plenty of clear fluids and regular aspirin or paracetamol are usually all that is needed.

Vulnerable patients such as those with chest and heart problems, diabetes or kidney problems can be protected against the more severe forms of influenza by means of simple annual vaccination, in the surgery starting early October. Ask at reception if you would like to be immunised.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four to five days from that date.

The main danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be in the early stages of pregnancy can contact their Doctor.

Immunisation can prevent this disease.

Head Lice

These creatures often prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion should be obtained from the Pharmacist without prescription, or use hair conditioner and comb thoroughly with a nit comb every two days.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight to ten days after that date. It sometimes causes dangerous complications and does not respond to antibiotics.

Immunisation can prevent this disease.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Tetanus boosters should be given every five to ten years. Our Practice Nurse will do this in the normal Nurses' clinic.

Mumps

The symptoms are swelling of the glands in front of one ear, often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your Doctor.

Vaccination against measles, mumps and rubella (MMR) is offered to children and susceptible adults.

Nosebleeds

Sit on a chair, leaning forward with your mouth open and pinch your nose just below the bone for approximately 30 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist consult your Doctor.

Sore Throats

These are mainly caused by viruses and DO NOT require antibiotics. They may take a day or two to develop and are at their worst around the second and third day, after which they should begin to settle. If they are not showing signs of easing within five days then consult the Doctor.

If over 16, gargle with soluble aspirin before swallowing. Repeat this at four to six hourly intervals, otherwise take paracetamol, drink plenty and use lozenges/boiled sweets if they help.

Sprains

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Firmly apply a crepe bandage and take your usual painkillers. Avoid straining the joint but gently move it to prevent it 'seizing up'. Keep it elevated when sitting.

Stomach-aches

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion or heartburn, antacids may help - please ask your Pharmacist. If the pain lasts longer than a few hours, or increases in intensity, you should consult your Doctor. If the pain is also felt on the back, throat, shoulder or arms please consult your Doctor.

Sunburn

Prevention is better than cure! Use a high factor lotion.

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun. Use a sun cream with a suitable filter factor and wear a hat. SUN CAN DAMAGE YOUR SKIN.

Vaccination Reactions

These are normal reactions after immunisations against any illness, and will occur in adults and children alike. They can take two forms:

- 1) Pain, redness and swelling at the site of injection. This can be reduced by application of an ice pack (eg a half pound bag of frozen peas wrapped in a tea towel).
- 2) A cold-like illness which can occur up to 10 days after the vaccination is given. Treatment is as for colds.

What To Do If Your Child Has A Temperature

Give the usual dose of paracetamol, ie Calpol or Disprol, according to the age as per instructions on the bottle. Under three months of age give 2.5mls.

Do not give more than the recommended number of doses.

Give the child plenty of fluids. If the child is vomiting, give sips of water every few minutes. Large amounts irregularly are more likely to be vomited. Special sachets of salt and glucose are available from the Pharmacist if the child has diarrhoea and vomiting. Sponge the child with tepid (lukewarm) water. Allow the water to remain on the child's body to dry naturally.

As the water evaporates it helps the temperature to be lowered. If the child shivers, the water may be too cold or the child exposed for too long. Wrap the child in a lightweight sheet or towel until the shivering stops. If the child is still hot, repeat the sponging process. Alternatively, if you have a fan, use this to help lower the temperature. The temperature should respond within an hour of treatment. If it continues to rise, contact the surgery. A prolonged high fever without respite can be serious. If it comes down between doses of paracetamol, it is responding to treatment. Put only light clothing on the child or even keep the child naked apart from a nappy or underwear. This is quite sufficient in a warm room.

WHAT TO DO IN TIME OF BEREAVEMENT

What To Do If Someone Dies

It is a legal requirement for a Doctor to confirm that someone has passed away. There is no need to move the patient. If a Doctor has recently seen the patient, a death certificate can normally be issued. However, in the event of unexpected death, the Doctor will need to notify the Coroner. Deaths should normally be registered within five days, unless the Coroner is investigating the circumstances surrounding the death. A death should be registered in the district where it occurred.

If Death Occurs At Home

- 1) Telephone the Doctor. They will visit to confirm death has taken place.
- 2) Contact the Funeral Director to inform them that their services will be required.
- 3) Collect the death certificate from the surgery (you will be told when this will be available for collection). This will not be possible if it is necessary to involve the Coroner.

If Death Occurs In Hospital

- 1) Contact the Funeral Directors to inform them that their services will be required.
- 2) Collect the death certificate from the hospital.

Then -

- 1) To register, make an appointment at the Register Office of the district where the death occurred, either in person or by phone.
- 2) You must bring with you a medical certificate of cause of death issued by the Doctor who was treating the deceased. If possible, you should also bring the deceased's birth certificate, marriage certificate and medical card.

The Funeral Director will advise you what to do if the Coroner has been informed of the death.

A Registrar will interview you in private, and ask questions about the person who has died. You will need to know the following information:

- * the date and place of death
 - * the full name and surname and, if the deceased was a married woman, the surname/ family name used before marriage
 - * the date and place of birth
 - * the occupation and, if the deceased was a married woman or widow, the full name and occupation of her husband
 - * the usual address
 - * if the deceased was married, the date of birth of the surviving widow or widower
 - * whether the deceased received a pension or allowance from public funds
- 3) You will be given a document to enable you to make the funeral arrangements. If the death was referred to the Coroner, there may be other procedures. You will also be given a form for Social Security purposes. Both of these documents are free of charge.

TRAVEL ADVICE

Our Practice Nurses will be pleased to give advice to those patients going abroad. Please allow adequate time in order for the vaccine(s) to be effective. Certain vaccines are chargeable - please ask at the time of booking.

Before You Go

Well before travelling abroad, check with your Travel Agent or the Tourist Office/Embassy of the country you intend to visit on any special precautions you may need to take. At least two months before departure discuss any vaccination requirements with the practice nurse. Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets etc; ask at the pharmacy.

When Abroad

Check on the quality of the drinking water. If in doubt, either drink only bottled water or use water purification tablets. Avoid iced drinks as these may well have been made from suspect water. Raw vegetables, salads and fresh fruits should be carefully washed in clean water. If in doubt stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure. Children in particular should be closely monitored in this respect.

In hot climates, drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

For the latest information click to: www.centralandthorpesurgery.co.uk

On Your Return

If you fall ill, don't forget to tell your Doctor that you have travelled abroad. If you have received treatment abroad, tell your own Doctor on return.

When donating blood, tell the transfusion staff which countries you have visited.

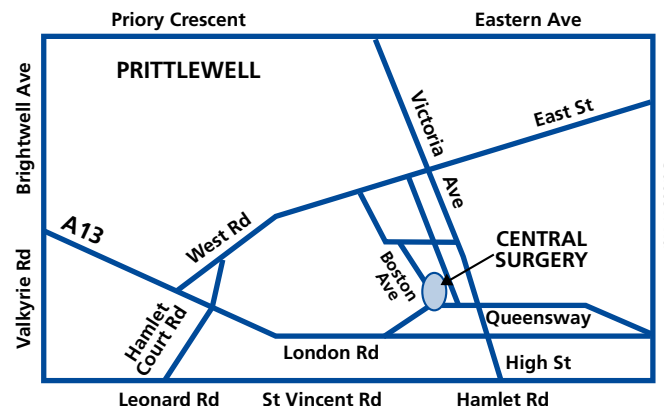
PRACTICE POLICY

The Policy of the Practice is that all members of the population have equitable access to all services and treatment offered.

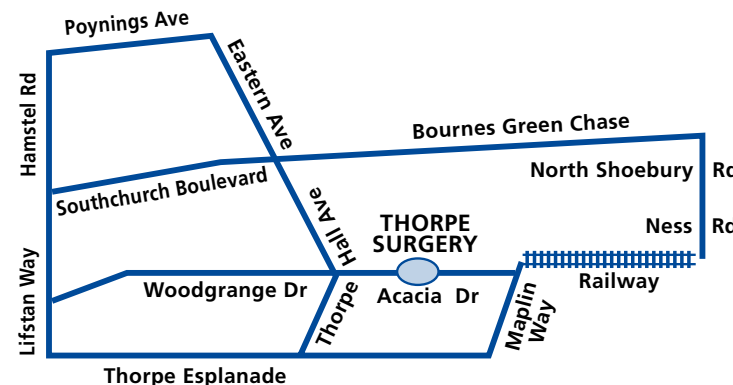
This is offered on a fair and unbiased basis regardless of race, gender, social class, age, religion, sexual orientation or appearance, disability or medical condition.

PRACTICE AREAS

Central Surgery area is bounded by Priory Crescent, Eastern Avenue, Sutton Road, Queensway, Whitgate Road, Hamlet Road, St Vincent Road, Leonard Road, Valkyrie Road and Brightwell Avenue.



Thorpe Surgery area is bounded by Lifstan Way, Hamstel Road, Poynings Avenue, Boyden Close, Eastern Avenue, Bournes Green Chase, North Shoebury Road, Ness Road, Railway Line, Maplin Way and Thorpe Esplanade.



USEFUL TELEPHONE NUMBERS

(prefix 01702 unless stated otherwise)

NHS South East Essex Primary Care Trust	0300 311 2233
Southend Hospital	435555
Basildon Hospital	01268 533911
Runwell Hospital	01268 735555
Thorpedene Clinic	578800
Wellesley Hospital	462944
Drug and Alcohol Services	440551
Health Authority Clacton	0300 303 5678
NHS Direct	0845 4647
Social Services (Southend)	215000
Local Mental Health Team	440420
Citizens Advice Bureau (Southend)	610610
RELATE (Marriage Counselling)	342901
Samaritans	333999
AIDS Helpline	391750
Age Concern	462860
ChildLine	0800 1111
National Childbirth Trust	01268 420816
Southend-on-Sea Borough Council	215000
Coroner's Office	01245 452554
Patient Advice and Liaison Service (PALS)	226159
Fairhavens	344879
M.S. Society of Great Britain	0808 800 8000
Smoking - National Helpline	0800 169 0169
Southend Smoking Cessation Service	212000
Stroke Association	020 7566 0300
Respite Service	534631
Parkinson's Disease Society	0808 800 0303
Alzheimer's Society	0845 3000 336