

uildowns
group ○
practice



PATIENT INFORMATION BOOKLET

for the

Guildowns Group Practice
01483 409309

www.guildowns.nhs.uk

The Oaks Surgery

Applegarth Avenue
Guildford GU2 8LZ

Wodeland Surgery

91/93 Wodeland Avenue
Guildford GU2 4YP

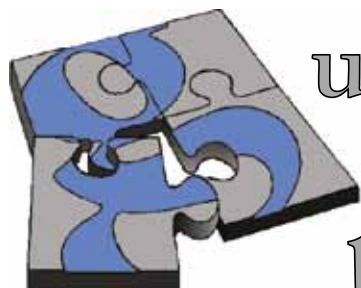
The Surgery

2 Stoughton Road
Guildford GU1 1LL

Health Centre

University of Surrey
Guildford GU2 7XH

WELCOME TO



guildowns group practice

Comprehensive information and details of our services are available at
www.guildowns.nhs.uk

Guildowns Group Practice provides medical care for around 16,000 patients from three town surgeries and some 8,000 students at the University Health Centre on campus.

Each site functions independently with its own set of doctors, nurses and receptionists, although expertise and certain facilities are shared.

Guildowns operates a practice wide appointment system to make it easier for you to be seen more quickly. Whilst you will normally attend your regular surgery, you may be offered appointments at one of our other sites to ensure speed of access. We are also offering more specialised services at some of our sites which are available to all Guildowns patients.

Our aim is to provide the highest standard of health care with courtesy, friendliness and efficiency.

THE DOCTORS

Dr Oliver Franks 1981 MB ChB DCH
GMC 2627922

Dr Colin Oh 1988 MB BS DRCOG FPcert BMAS
GMC 3292547

Dr Ann Hennell 1982 MB ChB DRCOG MRCGP FPcert
GMC 2621940

Dr Helen Barnes 2003 MB ChB DRCOG MRCGP DCH
GMC 4098751

Dr Virginia Knight 2000 MB BS DRCOG DFFP MRCGP
GMC 4724034

Dr Abi Hosangady 2000 MRCGP MB BS 2002 BSc
GMC 6053253

Dr Viet Pham 2007 MB BS BSc MRCGP
GMC 6164394

Dr Mike Baker 2008 BM MRCGP
GMC 6167245

Dr Rani Shenoy 1996 MB BSc MRCGP
GMC 5200898

Dr Nicole Muller 1989 MB ChB
GMC 3435070

Dr Rohini Singam 2003 MB BS BSc MRCGP DRCOG DFFP
GMC 6075340

Dr Emma Sattelle 1995 MB BS MRCGP DCH DFFP
GMC 4206745

Dr Therese Ferrero MD CIDC GMC 4001940

Dr Sneha Lupini 2008 MBBS, MRCGP DRCOG Diploma
Clin Opthh GMC 7021069

Dr Ros Lloyd 2009 MA MB BChir MRCP GMC 7045801



It's sometimes harder to get a new job than you think.

We provide personal and effective support with

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We make it a whole lot easier.

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peter@careersupportservices.co.uk
<http://www.careersupportservices.co.uk>

A Healthy Career

You trust others to help you manage your health and wealth, but what about your work?

The challenges of choosing the best career, getting the right job or just making a success of your career are always present. For many, the world of work where all jobs seem temporary demands that you might need to change your job far more often than ever before.

Increasingly, studies show that a large proportion of people are unhappy or feel unduly pressured at work, that's if they can find a job in the first place. It is hardly surprising that levels of stress-related illness and depression connected with work or unemployment continue to rise. Finding work that meets your needs is vitally important if you are to avoid stress and remain healthy.

The dramatic shift in the job market in recent years means that competition for the best jobs is greater than ever before. You really need to stand out and be seen as the best candidate: it's not about luck you need to be well prepared.

Today, many successful people have realised that they need professional support in their careers. Companies providing career support services assist by creating an outstanding CV or helping with interview preparation and they can also help you find jobs in ways you might not have considered. Trusting a professional to help you manage your career is a very healthy choice.

ADVERTISING FEATURE

TEACHING AND TRAINING AT GUILDOWNS

Guildowns is pleased to be involved in the ongoing medical education of doctors and nurses at all grades.

We take medical students from St George's and Southampton. If you do not wish a student to be present at your consultation please let staff know.

We also participate in the training of new doctors as part of the NHS Foundation Programme.

This practice is accredited to train those doctors wishing to be General Practitioners.

These are some points for your information:

- 1) Those doctors training to become GPs are called GP registrars. They are employed by one of the doctors here, who will be their trainer.
- 2) The GP registrar is a fully qualified doctor who is likely to have a lot of experience of hospital medicine.
- 3) Sometimes other doctors are also trained and supported in the practice.
- 4) If you are seeing this doctor you can expect to receive the quality of service you would from your own GP. If you have any concerns please mention this to a member of staff.
- 5) In order for the GP registrars to successfully complete their training they need to be assessed on their consulting skills. This is done by the appointed assessors viewing a video of the registrar's consultations. You may be asked for your permission to have your consultation recorded in this way. If you agree, you will need to give your written permission and there is a consent form available at the desk, which you will be offered. If the doctor appears to be recording your consultation and you have not signed a consent form, then you should indicate this to him or her immediately. The recording will be used for educational purposes only. Further information about this process and the confidentiality of it, can be obtained from the reception staff.
- 6) To ensure that the practice continues to meet the standards for training in the KSS Deanery, both it and the doctors will be subject to regular inspection visits (normally every three years). At this inspection another doctor will assess the quality of the patient records. If you do not want your own record to be available for inspection then please inform the practice of your wishes, and they will be respected. Please ask any member of the reception staff for further information if you need it.

GROUP DIRECTOR

Stanford Jeffrey

T G WILLISCROFT PLUMBING AND HEATING

ALL ASPECTS OF PLUMBING & HEATING

- Boiler changes & upgrades
- Unvented hot water cylinders
- Cold water storage tanks
- Emersion heaters
- Bathrooms



Your local Plumbing and Heating Engineer

Putting up a couple of shelves is one thing, but trying a bit of DIY on your plumbing or heating system can not only be dangerous and expensive, but could also drop you in hot water with the law!

Many people are happy to do minor jobs like changing a tap washer but for anything else you are best to leave it in the hands of the professionals. DIY interference with plumbing and heating systems can result in serious damage, expensive repair bills and potential health hazards.

Don't take the risk of endangering your property, your own or your family's health or risk breaking the law. For your plumbing and heating problems always call the expert services of your local professional plumbing and heating engineer. To deal with your gas boiler they will need to be Gas Safe registered (formerly Corgi).

From a new outside tap to a new bathroom or full central heating system, talk to the experts who will give you sound advice based on many years' experience.

ADVERTISING FEATURE

Tel 01483 502546 or 07754 535211

Let our practice publications promote your business for you!

To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards

simply phone
Jenny Mellenchip
now on
0800 612 1516



PRACTICE CLINICAL STAFF

Practice Nurses

Practice nurses are attached to each site. They are able to advise on a wide range of health concerns as well as providing traditional nursing services. They should be the first port of call for routine childhood immunisations, minor injuries and ailments, dressings, suture removal, and dietary advice. Dedicated diabetic, asthma and warfarin monitoring and travel clinics are led by the nurses.

Phlebotomist (Blood Taking Service)

Unless urgent to a specific day, blood tests are no longer taken by the practice nurse. We have a regular 'blood-taking' service at each surgery on specific days of the week. You may be asked to attend a surgery different to your own to have your blood test taken.

Community Nurses

Community nurses visit those who are housebound in order to carry out nursing procedures. Usually this means the elderly, chronically sick or those who have had operations. Please ask if you want to discuss home nursing care. The district nurses can be contacted on Tel: 0300 303 9513 Monday to Friday from 9.00am - 5.00pm.

Community Midwives

The local midwives from the Royal Surrey County Hospital are organised into teams and have an internal roster that involves periods on the wards, in clinic and out in the community. We therefore have a changing group of midwives attached to our practice with direct links back to the hospital. We are covered by the 'Pear' team.

Health Visitors

Health visitors are experienced nurses who have undergone further training and are a source of general information about a variety of medical and social problems particularly in the under-five age group.

The health visitors can be contacted at the Jarvis Centre on (01483) 783288.

Counsellors

Counsellors are available through the Primary Care Service. Your doctor can arrange a referral.

Dietician And Podiatrist

Consultations for diabetic patients are held at regular intervals throughout the practice.

THE SURGERIES

All four sites aim to offer a similar standard of service. In addition to daily surgeries and nurses' clinics, there are dedicated sessions for diabetes, asthma and cardiovascular disease. Counselling and acupuncture are available at some sites.

All offer access to contraceptive services (including coil fitting), pre-conceptual counselling and minor surgery.

Wodeland Avenue



Drs Oh, Barnes, Muller, Pham, Baker and Ferrero

Midwife-led antenatal clinics occur twice a week (Tuesday and Wednesday).

The Oaks



Drs Hennell, Knight, Sattelle and Baker

Located in the Park Barn area of Guildford.

Midwife-led antenatal clinics are held weekly on a Thursday afternoon.

Stoughton Road



Drs Franks, Shenoy, Hosangady and Lloyd

Located in North Guildford, the surgery provides services for the larger estates of Bellfields and Stoughton.

Midwife-led antenatal clinics occur once a week on a Thursday.

University Medical Centre



Drs Hosangady, Barnes, Lloyd, Singam and Ferrero

The medical centre is on the University of Surrey campus. It provides services for University students who live within the practice area. There is a separate section for students on our website www.guilddowns.nhs.uk. This has information about the services we provide and advice specifically for students.

SURGERY TIMES

Monday to Friday 8.00am - 6.30pm.

We do have out of hours surgeries but these are subject to change. For further details please speak to reception or consult our website www.guilddowns.nhs.uk

APPOINTMENTS (TEL: 01483 409309)

You may arrange or cancel an appointment to see a doctor by telephoning the surgery during opening hours (8.00am - 6.30pm) and speaking to a receptionist. Appointments can be also be made online via the surgery website www.guilddowns.nhs.uk. Alternatively, you may use our 24-hour Automated Self Booking System, for booking and cancelling appointments, seven days a week by telephoning the above number and following the instructions. To do this it is important to have the following information available:

- Your date of birth
- Your telephone number which must be the same as the one that the surgery has recorded on your registration details. If this has altered you will first need to speak to the receptionist to update your present records.
- You may request to see a particular doctor. However, you will appreciate that this will not always be possible should you wish to be seen at short notice.

Please remember to cancel any unwanted appointments as this will enable us to allot it to somebody else who may need it urgently.

HOME VISITS

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionists as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

OUT OF HOURS (TEL: 01483 409309)

If you need medical help, please ring 111 (see below). If you ring the surgery number 01483 409309 you will also be able to book, change or cancel appointments on our automated system.

NHS 111

When our practice is closed at night between 6.30pm and 8.00am, at weekends and bank holidays, patients should call NHS 111 service by dialling 111. All calls are free from landlines and mobile phones.

What Is NHS 111?

- A simple, free to call, easy to remember three digit number that is available 24 hours a day, 365 days a year
- NHS 111 directs patients to the service that is best able to meet your needs taking into account your location, the time of day you are calling and the capacity of local service

When Should I Use 111?

- When it's not a life threatening situation and, therefore, is less urgent than a 999 call
- When you cannot see your own GP, for instance when it is closed or you are away from home
- When you feel you cannot wait or are simply unsure of which service you require
- When you require reassurance about what to do next.

REPEAT PRESCRIPTIONS

You may request repeat prescriptions until your doctor requires a review. All requests must be made in writing and can be brought to your surgery or posted (please include a stamped and self-addressed envelope). Please tick the items you require on your repeat prescription list; this is printed every time you are issued with a new prescription. It is the half not retained by the pharmacist.

You can also request repeat prescriptions via our website - <http://www.guildowns.nhs.uk>
Sometimes your doctor will not authorise the repeat prescription but will ask for an appointment review. Requests for repeat prescriptions will not be taken over the telephone as errors may occur. Please allow two working days (plus any posting time) to avoid running out of medication.

CLINICS

Antenatal Clinics

Stoughton Road - Thursday pm

The Oaks - Thursday pm

Wodeland Avenue - Tuesday and Wednesday pm

Antenatal clinics are run at Park Barn, Stoughton Road and Wodeland Avenue. These clinics are midwife-led. Pregnant women are asked to book for antenatal care with the midwife at around the tenth week of pregnancy. The first ultrasound is at 12 - 13 weeks and the second at 20 weeks. Your doctor would like to see you for review at least once during your pregnancy. Otherwise, antenatal care is monthly until 28 weeks, fortnightly until 36 weeks and then weekly until delivery.

Asthma Clinics

Stoughton Road - Check with reception

The Oaks - Check with reception

Wodeland Avenue - Check with reception

We have nurse-led asthma clinics at some of our surgeries. Your doctor or surgery receptionist can give you further details.

Diabetic Clinics

Stoughton Road - Check with reception

The Oaks - Check with reception

Wodeland Avenue - Check with reception

A doctor, nurse and podiatrist team run diabetic clinics for patients, where we offer full diabetic care. You may be referred to one of these clinics rather than the hospital for diabetic care.

Family Planning

Contraceptive and pre-conceptual advice and care is provided by all the doctors at all sites during surgery hours.

Well Woman Advice

All doctors are happy to perform smears, postnatal checks and discuss women's health issues.

Minor Surgery

Several doctors carry out minor surgical procedures at each surgery by appointment and the doctors will be happy to advise you on this.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment. Please telephone the surgery for an appointment. Do ask at reception for the charges for these services.

Counselling

For more information ask your doctor.

Carers Register

We keep a register of patients who are Carers (a Carer is a person who looks after someone who is unable to manage due to illness, disability or frailty). If you are a Carer and provide a regular commitment to a relative, friend or neighbour, please let our reception staff know. Carer Support in Surrey is an independent organisation which offers information and support. For more details, contact them on Tel: 01483 458123, email: carersguildford@tiscali.co.uk or check out their website on: www.carersnet.org.uk

Travel Immunisations/Vaccinations

We are unable to offer travel advice but can offer vaccinations on the basis of advice already received. The Robens Centre and some chemists provide a travel advice service. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Wodeland Surgery is an authorised Yellow Fever Vaccination Centre.

Flu/Pneumococcal Vaccination

Flu and pneumococcal vaccinations are recommended for all patients over 65 and patients of any age with heart, lung, kidney or diabetic problems. Residents of nursing and residential homes are all advised to be vaccinated.

Children's Immunisations

The current recommended schedule is:

2 months	5 in 1 (DTaP/IPV/Hib), PCV (Pneumococcal), Rotavirus, Meningitis B
3 months	in 1 (DTaP/IPV/Hib), Meningitis C vaccination, Rotavirus
4 months	5 in 1 (DTaP/IPV/Hib), PCV (Pneumococcal), Meningitis B
12/13 months	Hib & Men C, MMR (Measles Mumps & Rubella), PCV (Pneumococcal), Meningitis B
3yrs 4mths - school age	Pe-school booster (DTaP/IPV), MMR
2, 3, 4yrs, School Yrs 1 and 2	Seasonal flu vaccination
12 - 13 years (girls)	HPV (Cervical Cancer)
13 - 18 years	3 in 1 (Td/IPV booster) Men ACWY - aged 18 and for new students aged 19 - 25

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in the box provided at any of our reception desks.

DISABLED ACCESS

All sites are accessible by wheelchair and have disabled patients' toilets. All patient services apart from counselling are on the ground floor. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

COMPLAINTS PROCEDURE

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Services Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please ask at reception for a complaints form. When completed the form should be sent to:

The Complaints Officer, Guildowns Group Practice, 91-93 Wodeland Avenue GU2 4YP.

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.

CLINICAL COMMISSIONING GROUP AND PERSONAL MEDICAL SERVICES

The practice is part of the Guildford and Waverly Clinical Commissioning Group - 3rd Floor Crossweys House, 28-30 High Street, Guildford, Surrey Tel 01483 243493.

We are a 'PMS Practice' (Personal Medical Services). This is a contractual arrangement between the Trust and Guildowns Group Practice.

OUR RESPONSIBILITY TO YOU

It is our job to give treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything. We are committed to giving you the best possible service.

People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' and nurses' names are indicated on their surgery doors.

We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. If there is likely to be a substantial delay we will endeavour to give you an explanation.

You will have access to a doctor rapidly in case of emergency.

We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

We will try to answer the phone promptly and to ensure that there is sufficient staff available to do this. You should be able to speak to a doctor by telephone.

If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness; self-help which can be undertaken without reference to a doctor in the case of minor ailments.

You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

YOUR RESPONSIBILITY TO US

Help Us To Help You

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

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 make routinely available. This scheme is available from reception.

PHARMACY ADVICE

Every year, millions of us visit our GP with minor health problems that our local pharmacist could resolve.

Visits to the GP for minor ailments add up to 57 million consultations a year, but by visiting your pharmacy instead, you could save yourself time and trouble.

Instead of booking and waiting for a GP appointment, you can visit your local pharmacist any time - just walk in.

All pharmacists can recognise many common health complaints. They can give advice, or where appropriate, medicines that will help to clear up the problem. If your problem is more serious and needs the attention of a GP, your pharmacist will recognise this and advise you to see your GP.

What's more, many pharmacies are open in the evenings and on the weekends.

If everybody went to a pharmacist with common health problems, more time would be freed for our GPs. This might make it easier to get a convenient appointment with your GP next time you need one.

So if you have a common health problem, a trip to your pharmacy is an option.

Your pharmacist may be able to help with:

- skin conditions, such as mild acne and mild eczema
- coughs and colds, including nasal congestion and sore throat
- minor cuts and bruises
- sprains and strains
- constipation and haemorrhoids (piles)
- hay fever and allergies
- conjunctivitis and dry eyes
- aches and pains, such as headaches, earache and backache
- indigestion, heartburn, diarrhoea and threadworms
- period pain and thrush
- travel sickness
- warts, verrucae, corns and calluses
- mouth ulcers and cold sores
- athlete's foot
- head lice and scabies
- nappy rash and teething

The following stores in Guildford can also supply the morning after pill (but phone first to check pharmacist availability).

Direct Pharmacy

2-8 Madrid Road, Guildford GU2 5NU - fee to pay 01483 504461

Boots the Chemist

12 Stoughton Road, Guildford GU1 1LL 01483 573779

Boots the Chemist

85-89 High Street, Guildford GU1 3DS 01483 572114

Lloyds Pharmacy

119 Aldershot Road, Guildford GU2 8EB 01483 564320

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

Colds, Coughs And Flu

These start with a running nose, cough, temperature, shivers and aches. They are caused by viruses and antibiotics are of no use in their treatment. The whole illness may last seven to ten days. Paracetamol (or aspirin for adults) will help relieve symptoms.

Drink plenty of fluids. It does not matter if you do not eat for a day or two.

Coughs may be helped by steam inhalation or cough linctus. Consult the surgery if the cough persists for more than a week, if coughing produces a lot of yellow or green phlegm or blood or if the cough is accompanied by pain in the chest or shortness of breath.

In the case of 'flu-like' symptoms, consult the doctor if there is undue drowsiness, headache, vomiting, light sensitivity or neck stiffness.

Diarrhoea

Diarrhoea is unpleasant but rarely dangerous. It may be due to viral infection, a change of diet, food poisoning or travel abroad. It is often accompanied by colicky pains and usually begins to get better in 48 hours. You should rest and eat nothing for 24 hours. Drink small sips of water regularly. As the stomach settles try bread or clear soup (but avoid milk, tea or coffee) before gradually returning to a normal diet. Make an appointment to see the doctor if it does not settle after 72 hours, if an attack comes shortly after a visit abroad or if there is continuous pain.

Vomiting

Vomiting may be caused by a viral infection of the stomach, food poisoning and by eating or drinking too much. It normally stops within 24 hours and may be followed by diarrhoea. Some children will vomit when they have a temperature. You should rest and eat nothing for 24 hours. Drink small sips of water regularly. As the stomach settles try bread or clear soup, before gradually returning to a normal diet. For children and infants, try Dioralyte sachets made up with boiled water to replace body fluids. Make an appointment to see the doctor if vomiting is accompanied by continuous stomach pain, if it lasts for more than 24 hours or if a vomiting child has a temperature of more than 38 C (100 F).

Earache

Earache is common in children and may be due to infection or pressure behind the ear drum caused by 'glue ear'. It often starts at night. The treatment is to take paracetamol every four hours. If there is accompanying fever then infection is most likely and the child should be brought to the next surgery. With 'glue ear' the pain is often intermittent.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

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.

Sunburn

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.

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.

WHAT TO DO IN TIME OF BEREAVEMENT

Death is an inevitable fact of life. But many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. The doctors and staff at the surgery are available to give you advice and guidance. However, there are certain practical steps you need to know about.

If Someone Dies At Home

- Telephone the doctor who will visit to confirm that death has taken place and advise you how to obtain the death certificate.
- Contact a funeral director who will be able to advise you on registration procedures and funeral arrangements.

If Someone Dies In Hospital

- Contact your local funeral director to engage their services.
- Collect the doctor's death certificate from the hospital.

In All Cases Of Death

- Contact the registrar's office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased's medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.
- Take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.

NOTES

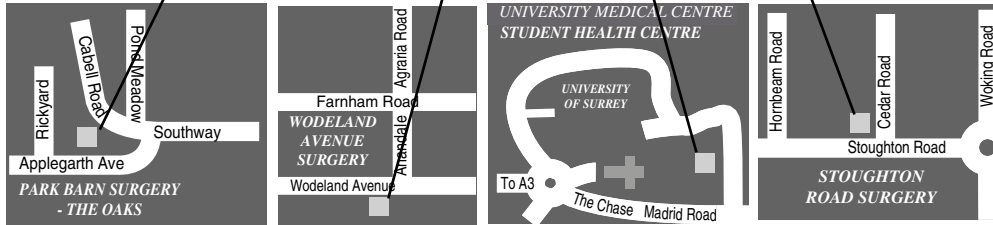
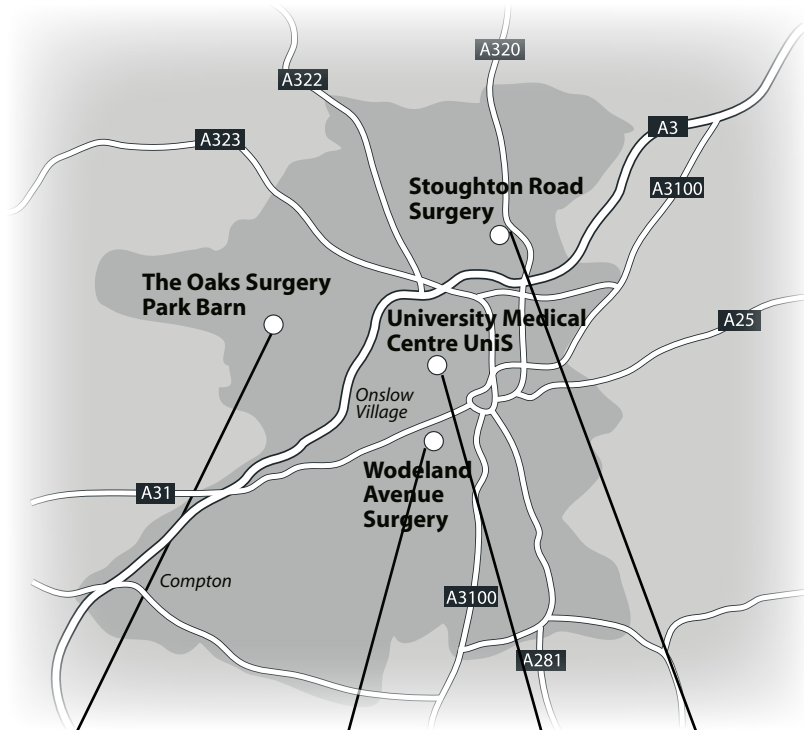
CHILDHOOD ILLNESS AND SYMPTOMS

	INCUBATION PERIOD	INFECTIOUS PERIOD	HOW TO RECOGNISE IT	WHAT TO DO
Chickenpox (preventable by immunisation)	14-16 days From the day	before the rash appears, until the spots are dry. Begins with feeling	unwell, a rash and maybe a temperature. Spots are red and become fluid-filled blisters within a day or so. Come first on the chest and back, then spread. The spots eventually dry into scabs, which drop off. Unless spots are badly infected, they don't usually leave a scar.	No need to see the doctor unless you are unsure whether it's chickenpox or your child is very unwell and/or distressed. Give plenty to drink. Paracetamol will help bring down a temperature. Baths, loose comfortable clothes and calamine lotion can all relieve the itchiness.
Measles (preventable by immunisation)	7-12 days	From a few days before the rash appears until five days after it goes.	Rash appears after the third or fourth day of a feverish illness. Spots are red and slightly raised: may be blotchy. Rash is not itchy. Child becomes very unwell, with cough and high temperature. Illness usually lasts a week.	Contact your doctor. Give rest, and plenty to drink. Warm drinks will ease the cough. Paracetamol will ease discomfort and lower the high temperature. Illness usually lasts a week. Vaseline around the lips protects the skin. Wash crustiness from eyelids with warm water.
Mumps (preventable by immunisation)	14-21 days	From a few days before becoming unwell until swelling goes down. Maybe 10 days in all.	Child may complain of pain around the ear or feel uncomfortable when chewing. Swelling often starts on one side, followed (though not always) by the other. It is rare for mumps to affect a boy's testes. This happens more often in adult men with mumps. However, the risk of permanent damage is very low.	Child may not feel especially ill and may not want to be in bed. Paracetamol will ease pain in the swollen glands. Give plenty to drink, but not fruit juices, they make the saliva flow, which can hurt. No need to see the doctor unless your child has stomachache and is being sick.
Rubella (German Measles) (preventable by immunisation)	14-21 days From a few	days before illness starts until a week after the first rash appears.	Can be difficult to diagnose with certainty. Starts like a mild cold. Rash appears in a day or two, first on the face then spreading. Spots are flat. On a light skin, they are pale pink. Glands in the back of the neck may be swollen. Child doesn't usually feel unwell. Give plenty to drink.	Keep your child away from anyone you know who is pregnant (or trying to become so). If your child was with anyone pregnant before you knew about the illness, let them know. This disease is rare and highly unlikely to affect your child.
Whooping Cough (preventable by immunisation)	7-14 days	From the first signs of illness until about six weeks after coughing first started, unless an antibiotic is given. It is a gradually worsening	cough. After about two weeks, coughing bouts start. These are exhausting and make it difficult to breathe. Sometimes, but not always, there's a whooping noise as the child draws in breath after coughing. It takes some weeks before the coughing fits start to die down.	If your child has a cough that gets worse rather than better and starts to have longer fits of coughing more and more often, contact your doctor. It's important for the sake of other children to know whether or not it is whooping cough.
<p>Meningitis Meningitis is a serious illness but in general the earlier it is diagnosed and treated, the better the recovery. Early symptoms may resemble colds and flu with fever, irritability and vomiting or refusing feeds. The condition can worsen in hours.</p> <p>In babies look for:</p> <ul style="list-style-type: none"> • Difficulty rousing the child. • High pitched moaning cry. • Pale or blotchy skin. • A red or purple rash that does not fade under pressure. <p><i>Guidelines adapted from the Health Education Authority.</i></p> <p>In older children:</p> <ul style="list-style-type: none"> • Pain and stiffness in the neck. • Severe headache. • Upset by bright light. • A red or purple rash that does not fade under pressure. 				

USEFUL TELEPHONE NUMBERS

Acorn Community Drug and Alcohol Service	01483 450256
Age Concern	01483 572455
British Red Cross (Equipment Hire).....	0844 412 2786
Citizens Advice Bureau	01483 576699
CRUSE.....	01483 565660
Diabetes UK	020 7656 5467
DSS Benefits Advice Line	0800 666555
Frimley Park Hospital	01276 604604
Guildford Borough Council.....	01483 505050
Guildford Nuffield	01483 555800
Guildford Police	0845 1252222
Guildford Social Services	0845 600 9009
GUM (Genito-urinary medicine).....	01483 573852
Jarvis Centre	01483 782000
Jarvis Centre (Health Visitors).....	01483 783288
Mount Alvernia	01483 570122
NHS 111	111
Phyllis Tuckwell Hospice	01252 729400
Primary Care Support Services (PCSS).....	020 8335 1400
Rape and Sexual Abuse Support Centre	01483 452900
Relate (Marriage Guidance).....	01483 566254
Royal Surrey County Hospital and Farnham Road Hospital.....	01483 571122
St Peter's Hospital, Chertsey	01932 872000
Samaritans	01483 505555
Surrey Alcohol and Drug Advisory Service	01483 590150
NHS Surrey	01372 201700

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