



SPRINGFIELD ROAD

&

RIVERDALE SURGERIES

INFORMATION FOR PATIENTS

66-70 Springfield Road

BELFAST BT12 7AH

TEL: (028) 90 323571

Unit 1, 155-157 Andersonstown Road

Belfast BT11 9EA

TEL: (028) 90 612670

WEB SITE: www.springfieldsurgery.co.uk

EMAIL: Reception.z00079@gp.hscni.net

*Welcome to our practice, which operates from two sites, Springfield Road and Andersonstown Road.
We hope this booklet will give you useful information of the services we offer.*

THE PARTNERSHIP

Dr. Siobhan Higgins	MRCGP, DMH, DRCOG, DFFP, Dip Primary Care Management Diabetes	1997	Part time	Female
Dr. Barry Kelly	MB, MPhil, Bch, DCH, DGM, MRCGP (Q.U.B.) Masters MedEd (QUB)	1999	Full time	Male
Dr. Marie Louise Logan	MBBCh BAO DRCOG MRCGP (Merit) (Q.U.B)	1995	Full Time	Female
Dr. Sara Owens	MBBS (KCL) MRCGP, DMH	2008	Part time	Female
<u>Salaried GP</u>				
Dr Jessica Bailie	MBBCH BAO DMH MRCGP	2012	Part time	Female

The Partnership is not a limited partnership

MANAGER

Rob McGreer

The manager is responsible for the business and organisational management of the practice and the delivery of services. He is available to help with any administrative or non-medical aspects of your health and treatment.

Robbie is also available to discuss and deal with any suggestions, problems or complaints.

THE PRACTICE TEAM

Karen McKibbin	R.N., HND, Dip Marketing, BSc Health Studies, Dip Nurse Practitioner, BSc Midwifery Studies, Diploma in Asthma, Diploma in Diabetes, Breast & Cervical Screening Certificate, Level 5 in COPD Diagnosis, Assessment and Management.
Sara Hamilton	BSC Honors Adult Nursing, Diploma in Asthma
Philip Patterson	BSC Honors Adult Nursing,

RECEPTION TEAM

Springfield Road -

**Lavinia McGinley (Reception Supervisor / Phlebotomist)
Ashlene Magennis.
Isabelle McHenry
Donna Kempton
Courtney Forde**

Riverdale

**Kathy Healy (Reception Supervisor)
Deborah Thompson
Laura McQuillan
Mary Kerr**

Annemarie Shortt - Phlebotomist

ADMINISTRATION TEAM

Springfield Road

**Teresa Caldwell (Assistant Practice Manager)
Sinead Frame
Laurence Claxton
Natasha Loughran**

TRAINING PRACTICE

Dr. Marie-Louise Logan, Dr. Higgins, Dr. Sara Owens and Dr. Barry Kelly are involved in the teaching of medical students and trainee GP's.

PRACTICE LOCATION

The practice operates from a split site and covers an area over a five mile radius, encompassing the Grosvenor Road, Falls Road, Springfield Road, Upper Springfield Road, Beechmount, Andersonstown, Lenadoon, Twinbrook, Poleglass, Upper Dunmurry Lane, Blacks Road, Lisburn Road, Balmoral Avenue and Malone Road.

HOW TO REGISTER

When you request to join the practice you will be required to provide the surgery with photographic identification, proof of address and a copy of your VISA if required. You will be required to contact the GP within the times set out below. Please note, when you register you will be registering with the practice and not an individual doctor; however you can choose to attend any of the doctors in the partnership.

HOW TO SEE YOUR DOCTOR

HOURS OF OPENING

Both surgeries are open from 9.00am each morning until 6.00pm each afternoon

(except Wednesday afternoon when surgeries close at 1.00pm)

Telephones will be answered until from 8.30am – 6.00pm each day

(except Wednesday – 8.30 am – 1.00 pm)

The surgery closes between 1.00pm and 2.00pm on Monday, Tuesday, Thursday and Friday.

Springfield Road Surgery – (028) 9032 3571

Riverdale Surgery – (028) 9061 2670

We are no longer offering pre-bookable routine GP appointments and instead there are other ways in which you can reach your GP and please be aware that the GP may request that you visit the practice after speaking to them on the phone.

Routine GP Phone Calls

All GP consultations will be telephone first, and a clinician may invite you to attend the surgery if required. GP Consultations can be requested from 8.30am each weekday morning and we will be unable to offer further appointments once a safe working capacity has been reached for that day. Our reception team are trained to ask you a number of questions, please answer these openly and honestly and respect that the GPs have directed our staff to ask these questions and need the information to help you. Someone from the team will call you back throughout the day.

Triage Telephone Line

Our triage telephone line is available for urgent medical queries only. Again, our team will ask you a number of questions as directed by our the GPs. Please answer openly, honestly and do not refuse as we need this information. If our call lists are full, and your query is not a medical emergency, our team will advise you to ring the next working day or may offer the services of other members of clinical staff such as Physiotherapists, Social Workers, Mental Health Practitioners or Pharmacists.

Who can my call be directed to?

Both Riverdale and Springfield Road Surgeries have access to Primary Care Multi-Disciplinary Teams (MDTs); these include [First Contact Physiotherapists](#), [GP Social Workers](#) and [Mental Health Practitioners](#). These members of the practice team provide enhance access to health and social care services within the Surgery. Patients can book appointments directly with these team members or you may be directed to their care from your GP.

We would ask to balance the workload and to let us deal with patients as promptly that you phone the surgery which is local to you. Staff will advise patients which surgery is closest at any appropriate time on calls.

Springfield Road and Riverdale Surgeries have a ZERO TOLERANCE abuse policy. Our staff are working exceptionally hard during this difficult period to provide a safe service. Abuse of any kind, either verbal or physical to our staff will not be tolerated by the practice.

WHEN THE SURGERY IS CLOSED

Emergencies after 6.00p.m. and during weekends and holidays

Out of Hours “Doctors On Call” provide services. Doctors on Call exist to provide urgent or emergency treatment for patients at night, weekends or bank holidays. This is not a walk in service. Patients from either surgery requiring URGENT MEDICAL ATTENTION should telephone DOCTORS ON CALL AT – (028) 90 744447. A doctor will return your call promptly and then speak to you or a relative and decide on the best action to take. This may mean you will be offered telephone advice, asked to visit the centre directly – facing the Mater Hospital (or a centre of your choice) or a home visit will be made if considered necessary by the GP.

The Health and Social Services Board is responsible for providing Out of Hours services from 1st January 2005. The contact details for the HSCB is:

- **HSCB
Champion House
12-22 Linenhall Street
BELFAST BT2 8BS
Tel No: 028 95363926**

PRACTICE ROLES AND RESPONSIBILITIES

Receptionists

These are probably the first members of the practice team you will meet or talk to. They may ask for details of your illness. These will be treated confidentially. They have been trained to make these enquiries on our behalf. The receptionists do a difficult job, we ask you to please be patient with them and treat them with respect.

Practice Nurse

The practice nurses, between the two surgeries, will see patients each weekday morning and afternoon (excluding Wednesday afternoon) for investigations, family planning, contraceptive services, cervical smears, immunisations, dietary advice, blood pressure checks etc. Appointments are available by telephoning reception.

Practice Pharmacists

The practice pharmacist looks after all patients prescribing and will also see patients on behalf of the doctors to discuss medication issues where appropriate.

Physiotherapists

The surgery now also offers First Contact Physiotherapy appointments. They will be your first contact before being referred to the most appropriate service within the trust to deal with your issue. They will see any musculoskeletal issue and fully assess and advice you on exercises or treatment plans available to you.

Practice Social Workers

The surgery now also offers Practice Social Worker appointments. These appointments can be made direct from the surgery at reception, or this may be suggested by reception due to the nature of your contact. Our GPs may also direct any elements of you care they feel are appropriate towards our practice social work team.

Mental Health Practitioners

The surgery now also offers Mental Health Practitioner appointments. These appointments can be made direct from the surgery at reception, or this may be suggested by reception due to the nature of your contact. Our GPs may also direct any elements of you care they feel are appropriate towards our practice social work team.

COMMUNITY HEALTH

District Nurse

The district nurse provides an invaluable service of nursing care in the home. Your doctor or hospital may refer you to the district nurse.

Community Psychiatric Nurses

These nurses are specially trained to support those who are ill emotionally, by giving and monitoring medication, intensive therapy, counselling and support. Please contact surgery for details.

Health Visitors

The Health Visitors are specialised nurses who assess the physical, emotional and social health needs of families with young children. They provide a service for all age groups promoting health and preventing ill health. They give immunisations to babies as well as advice on child growth and development. They are experts on infant feeding and carry out many screening procedures on children under five.

District Midwives

Community midwives are part of an integrated service within the Royal Jubilee Maternity Services. Midwives will endeavour to provide continuity of care for each woman and their baby both antenatal and postnatal.

OTHER SERVICES AVAILABLE

Occupational Therapy, Speech Therapy, Chiropody and Dietetic services are available to you through referral by your doctor. We also can refer to direct access X-Ray facilities and Ultrasound Scanning, at hospital

RESULT OF TESTS

To obtain results of tests please telephone after 10.30pm.

Nurses at both surgeries will advise you when to enquire about your test results. When these are available, nurses will give the details. For abnormal results your doctor will have looked at the result and left an appropriate message for you. If making an appointment to discuss hospital letters or investigations, please allow at least three weeks for us to have received the hospital letter and it may be worthwhile checking with our reception staff that we have received the report before making the appointment.

REPEAT PRESCRIPTIONS

At both surgeries you may request a repeat prescription by telephone, face-to-face or online (www.springfieldroadsurgery.co.uk). Riverdale Surgery now operates a dedicated telephone facility with instructions on how to order repeat prescriptions. The reception staff will deal with all patient requests in a timely way. Please use this facility and indicate clearly the items requested and your nominated pharmacy. Your prescription will be ready in 48 hours (2 working days) in your nominated pharmacy unless you are advised otherwise.

SERVICES OFFERED AT THE SURGERY

We strongly support the emphasis and trend towards health education. Each person is largely responsible for his or her state of health. Prevention is better than cure and many serious conditions can be prevented by a healthy lifestyle without the need for drugs.

Six ways you can help yourself to a healthier lifestyle:

- **Be a non smoker**
- **Be a reasonable weight**
- **Take regular exercise**
- **Eat a high fibre, low fat diet**
- **Avoid excessive exposure to the sun**

CERVICAL SMEARS

The surgery is keen to promote prevention of women's diseases and it is very important for all women between 25 and 65 to have a cervical smear test every three years. There are many early stages of cervical cancer and if picked up early, this is totally curable by simple treatment and no large operation is necessary. We have specially trained nurses to perform cervical smears. When you attend for a smear could we ask you to bring a stamped, self-addressed envelope, with you in order that you may receive your smear result. This has proved to be a confidential way to receive results as the patient recognise their own handwriting when letter arrives by post. Appointments are available on request or by recall system. If you speak to doctor or nurse and decide you do not want a smear please sign refusal form, either at surgery or by post, this means you will not be contacted again by the practice for five years. If you have had a smear taken outside the practice e.g. at a hospital or family planning clinic, please inform practice – this will save you getting unwanted invitations from us. Your help in this matter will be very much appreciated.

PRIMARY PREVENTION

In our opinion the best time to offer help and encouragement in health education is at the normal consultation. Within this setting we offer the following: Eg advice on smoking, alcohol consumption, diet and immunisation.

Smoking Advice

The practice has a dedicated smoking cessation advisor for both surgeries. Please contact reception staff for further details.

Screening

E.g. Blood pressure checks, cholesterol checks, cervical smears etc.

Family Planning

Doctors and nurses have experience in giving advice.

Maternity

Special antenatal and postnatal clinics are held in both surgeries. This is on a shared basis with local maternity hospitals.

Minor Surgery

Doctors will assess patient and make appointment to carry out minor surgery procedures e.g. removal of sebaceous cyst / joint injection.

Flu Vaccine

It is very important that you attend for your flu vaccine when invited. Flu vaccine is given annually to the following groups of patients: -

- All those aged 65 years and over
- All those aged over 6 months in the following clinical risk groups

Chronic respiratory disease, including asthma

Chronic heart disease

Chronic renal disease

Diabetes

Immunosuppression (due to disease or treatment, including asplenia or splenic dysfunction)

The flu immunisation is not a live vaccine; this means you cannot get the flu from the vaccine!

HEALTH PROMOTION CARE

For present and new patients of the practice

- **Provide a general health check up**
- **Advice on healthy living**
- **Blood tests, cholesterol and smear tests as appropriate**

For appointment ask at reception

Asthma Clinic

- **Peak Flow Monitoring**
- **Inhaler technique**
- **New medications**
- **Nebuliser service**

For appointment ask at reception

Chronic Obstructive Pulmonary Disease (COPD)

Our nurses are specially trained nurse in the management of respiratory disease and run regular COPD clinics. They will determine whether you have COPD. You will be counselled, advised regarding treatment and reviewed as necessary. In order to manage the list of patients attending this clinic please contact surgery for an appointment, if you cannot attend on the date given another appointment will be given to you.

Diabetic Clinic

Our Practice nurses are fully trained in the management of diabetes. A diabetic clinic is run regularly in both Springfield Road and Riverdale Surgery, where patients are assessed, diagnosed, advised regarding treatment and monitored. When you receive an appointment please make every effort to attend or receive the phonecall, however if you cannot make the appointment please let reception staff know and your appointment rescheduled.

Anti-coagulation Clinic

Practice Nurses deal with patients on Warfarin medication.

COMPUTERISATION / CONFIDENTIALITY

We ask you for information about yourself so that you can receive proper care and treatment. We keep details of your care because it may be needed when you are seen again. We keep your details on the practice computer system, which is used by doctors, nurses and staff. Everyone working for the Health & Social Services (HPSS) has a legal duty to keep information about you confidential. You have a right of access to your health records.

We may use some of the information we record for other reasons for example, to help us protect public health generally and to see that the HPSS runs efficiently and can account for their actions.

Information may also be needed to help carry out medical or other health and social services research for the benefit of everyone. You may be receiving care from other people as well as HPSS. In order that we can all work together for your benefit we may need to share some information about you. We only ever use or pass on information about you, if people have a genuine need for it, in you and everyone's interests. Whenever we can we shall remove details, which identify you. The law strictly controls the sharing of some types of very sensitive personal information. Anyone who receives information from us is also under a legal duty to keep it confidential. You have a right to object to the use of your information for any of these purposes.

The practice is registered and is fully complainant with the Freedom of Information Act.

If you have any queries on these issues, please contact the practice manager.

CHANGE OF ADDRESS / DETAILS

It is imperative that we have your correct details at all times. If you change your name, address or telephone number (home/mobile) please notify the surgery urgently so that we may update your records.

COMPLAINTS PROCEDURE

We are committed to good patient care and to maintaining the best possible relations with our patients at all times. However, we do accept that from time to time patients may be dissatisfied within the practice. We operate a practice complaints procedure as part of NHS system for dealing with complaints.

How to complain

Complaints at either surgery should be addressed to the Practice Manager as soon as possible. The complaints procedure will be explained to you and your complaint will be dealt with promptly.

SUGGESTIONS

Patients wishing to make constructive or critical comments on the services provided by the practice should speak or write to the Practice Manager.

REMOVAL OF PATIENTS FROM PRACTICE LIST

Zero Tolerance

In exceptional circumstances it may be necessary for the practice to remove patients from the practice list. Such examples are:

Unacceptable behaviour:

From a patient that is directed towards any member of the primary healthcare team or towards patients or others on practice premises. For example:

- **Physical violence**
- **Any type of verbal or physical abuse, including threats or gestures**
- **Any type of discriminatory abuse**
- **Intentional damage to practice premises**
- **Sexual and racial harassment**
- **Stalking**
- **Inappropriate emotional attachment to the doctor**

Crime and deception

- **Example - fraudulently obtaining drugs**
Deliberately lying to the doctor or other member of the healthcare team, by giving a false name or false medical history, in order to obtain a service or benefit by deception

Distance

- **A patient has moved out of the designated practice area but has failed to de-register with the practice.**

If you are to be removed from the practice list, you will be informed in writing of the practice decision and the reason for removal. You will also be given information on how to begin the process of registering with another practice.

If violence has been an issue, the Health and Social Services Board will have the responsibility for ensuring you receive primary care services, if necessary within a more secure setting.

Details of other primary medical services in the area may be obtained from

**The GP Unit
Health and Social Services Board
Champion House
12-22 Linenhall Street
Belfast BT2 8BS**

Telephone Number : 028 9536 3926

PATIENTS' RIGHTS AND RESPONSIBILITIES

What you should reasonably expect from the practice

You will be treated as an individual and will be shown courtesy and respect at all times, irrespective of your ethnic origins, religious beliefs, personal attributes, or the nature of your health problems. Staff will maintain your right to privacy and will not discuss your illness with other staff or doctors, within hearing distance of other people.

Your doctors and nurses will strive to see you within thirty minutes of your appointment time. Where this is not possible, you will receive an explanation for the delay upon request.

If you need a repeat prescription, one will be provided within 48 hours, of your request, excluding weekends.

Patients needing to be seen urgently will be able to see a doctor within 24 hours; if you ask for a named doctor, this may take longer.

You have a right to a full explanation of your illness and any tests, investigations or consultations relating to that illness. You must inform us if you do not understand the explanation provided. If you require a home visit or out of hours house call, the doctor will take the decision whether to make a visit or give advice over the telephone.

Lack of transport in itself is not a reason for a home visit.

THE PATIENTS CHARTER

The Government has given the Health Service quality standards, which are the rights of all patients. While we agree that these standards are important we do not feel they are achievable without the help of our patients. We would ask you then to read this section bearing in mind that we will keep to the standards set if you will give us the opportunity to do so.

We would appreciate if patients would: -

- **Treat doctors and practice staff with courtesy**
- **Remember an appointment is for one patient only**
- **Be patient if doctor/nurse is running late**
- **Do not expect prescriptions every time you see a doctor; they are quite often not necessary**
- **Please follow the doctors advice and take the full course of any medication prescribed for you**
- **Before requesting a home visit please think seriously whether it is necessary**

FREEDOM OF INFORMATION ACT 2000

This Act became fully operational on 1st January 2005. Under the provisions of this Act any member of the public may request information from GP surgeries (as well as other public sector organisations). A lot of the Practice information is on our website www.springfieldsurgery.co.uk. If the information you require is not available from our website, you can make a request in writing to Manager, Teresa Claxton at Springfield Road Surgery, 66-70 Springfield Road, Belfast BT12 7AH.

How we use your medical records

Important information for patients

- **This practice handles medical records in-line with laws on data protection and confidentiality.**
- **We share medical records with those who are involved in providing you with care and treatment.**
- **In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.**
- **We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.**
- **You have the right to be given a copy of your medical record.**
- **You have the right to object to your medical records being shared with those who provide you with care.**
- **You have the right to object to your information being used for medical research and to plan health services.**
- **You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office. Please see the practice privacy notice on the website or speak to a member of staff for more information about your rights.**

GENERAL INFORMATION

Sickness Certificates

You can self-certify sickness for the first 7 days. These can be obtained from your employer or from surgery. For any illness lasting longer than seven days you will need phone the surgery to request a sick line, this can be requested via reception.

Non NHS Services

Patients should be aware that fees might be charged for services not covered by the NHS Contract. These include private certificates, reports supporting private health insurance claims and other non-NHS medical reports. Medical reports and examinations for insurance companies are usually paid for by the insurance company concerned. Fees may be charged for other special purposes such as, for example, HGV and PSV licences, elderly drivers, fitness to drive, fitness to travel, travel vaccinations, fitness to undertake certain sports and pre-employment medicals. The fee scale is recommended by the BMA and details are available from the receptionists.

Access for the Disabled

Both surgeries provide access for the disabled and will provide facilities, such as a portable “Hearing Aid Loop System” available for patients who have hearing difficulties.

Medical Students

The practice is a teaching practice. Very frequently you may be asked to allow a student to interview you. You have the right to refuse, but we hope you will help the next generation of doctors by your compliance

When a Bereavement Occurs

If a death occurs at home the doctor will advise you when the medical certificate of the cause of death will be available. If the death is sudden the doctor may not be able to give the certificate and may be required to refer the matter to the Coroner.

After a death in hospital, a member of hospital staff will explain to you when to collect the certificate and when the undertakers should arrive.

Telephone your Funeral Director and give him your instructions. Later you can discuss the funeral arrangements with him.

Go to the register for births and deaths during office hours, taking with you: -

- **The medical certificate for cause of death**
- **NHS Card**
- **Pension book (if applicable)**
- **Birth Certificate (if possible)**

You will be asked the full name (and maiden name) of the deceased, his/her place and date of birth, occupation and the occupation of the widow or widower, address and the name and date of birth of the widow or widower.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with the descriptions of their uses. All are quite cheap and worth stocking at home. PLEASE KEEP WELL OUT OF REACH OF CHILDREN.

Soluble Aspirin Tablets

For adults and children over 12 years of age. Good for headaches, colds and sore throats.

Paracetamol Mixture

For relief of pain or fever in young children (Do not exceed recommended dose).

Sedative Cough Linctus

For dry or painful coughs – but not coughs caused by common cold.

Vapor Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

Dressings

Sticky plaster dressings, cotton wool, antiseptic lotion and three-inch crepe bandage.

Thermometer

Invest in a good one – a digital thermometer is easy to read and will last a lifetime.

Tweezers

For removing splinters, stings and thorns.

SELF TREATMENT OF COMMON ILLNESSES & 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 advise about medicines you buy over the counter.

Colds and Flu

These actually start with a runny nose, cough, temperature and aches. Children with these symptoms often get swollen glands at the same time. A virus causes these and antibiotics are of no use in their management. Treatment with Paracetamol and other simple remedies is usually enough. Remember to drink plenty of fluids. If you or your child seem very unwell or if the symptoms last more than a few days you should see a doctor.

Fever

A fever is natural with most illness and simple measures to lower the temperature will make you feel much more comfortable. Keep the room cool and do not wrap the patient up even if the person says they feel cold. Leave the body exposed to fluids. Take regular paracetamol. Sponge down with wet flannel – leave patient damp and repeat when dry.

Vomiting & Diarrhoea

Drink plenty of fluids to prevent dehydration – Dioralyte or Rehydrat are available at your chemist and are very useful for young children. If vomiting is a problem take small sips of fluid every few minutes but avoid milk or solids for 24 hours. Symptoms should settle in 24 – 36 hours, if they persist or if very frequent vomiting occurs contact your 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 fifteen minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than 4 or 5 inches in diameter, or if the skin is broken, consult medical help as soon as possible.

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 over-exposure to the harmful effects of the sun.

Minor cuts and grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing to the wound for about five minutes. Cover with a clean dry dressing. Antibiotic powders and creams are not required routinely for clean cuts.

Sprain

Firstly apply a cold compress containing ice for 15 to 30 minutes to reduce swelling. Apply firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided.

Nose Bleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for ten minutes, by which time the bleeding should have stopped. If symptoms persist consult your doctor.

CHILDHOOD PROBLEMS

Chickenpox

This is the most common childhood infection, which we cannot prevent by immunisation. The rash typically takes the form of small blisters. Usually it is fairly mild and only needs treatment with calamine lotion to ease the itching and paracetamol to help the fever.

German Measles (Rubella)

The rash appears during the first day of illness, it is usually fairly faint and fades within two or three days. It is infectious for about one week. The only danger is to unborn babies and it is important to avoid people who are pregnant although nowadays most mothers have been immunised at school.

Measles

The rash is blotchy and red and appears on the face and body on about the fourth day of feeling unwell. It is accompanied by a chesty cough, the eyes are often inflamed and the child may have a high temperature and be generally unwell.

Mumps

Mumps is a viral infection involving the salivary glands and presents as swelling of one or both sides of the face and neck.

All the above infections are caused by viruses and usually require no treatment from the doctor. However if your child appears particularly unwell or you are worried, your doctor will advise.

Head lice

These creatures, contrary to popular belief, prefer clean hair and therefore are not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist, without prescription. Hair should be fine-combed weekly. Only treat when head lice or nits(eggs) are found in the home.