Patient Information Booklet

Rectory Meadow Surgery

Telephone 01494 727711

www.rectorymeadowsurgery.co.uk

Rectory Meadow Surgery, School Lane, Amersham, Bucks HP7 OHG

Introduction

Welcome to The Surgery. We hope that you will find this booklet useful. We aim to provide a high standard of medical and nursing care for all our patients, with a strong emphasis on disease prevention, health education and self-help. There is much that you, the patient, can do to maintain your own good health and the aim of this booklet is:

- To help you - by giving useful information about the services we offer and advice on how to manage minor illness in the home.
- To help us - by making clear how our services can best be used.
- To help us to help you - by encouraging a team approach between the Practice and the patients.

Please keep this booklet handy and make use of all the information it contains. In particular, we would advise you to follow the suggestions in the booklet about keeping a family medicine chest.

Opening Hours

The Surgery is open from 8.30am to 6.00pm Monday to Friday and for a limited number of pre-booked appointments on a Monday evening, with group sessions on some Saturday mornings. Phone access is not available outside of the normal working hours Monday to Friday.

We have urgent access via telephone cover from 8am to 830am and 6pm to 630pm

Buckinghamshire Integrated Care Board

The Practice is part of Thames Valley Integrated Care Board (ICB)

Out-Of-Hours Cover

The ICB are responsible for commissioning out-of-hours services. For help when we are closed please use NHS111

Access For All

There is full access for wheelchairs or those with a disability including an accessible toilet and hearing loop, please ask at reception if you have any further needs.

Medical Education

In addition to receiving medical students, the Practice helps to train future general practitioners by working with “Resident Doctors”. These doctors already have considerable hospital experience before joining us for one year in preparation for finding their own Practices.

The Practice also trains Foundation Doctors. A Foundation Year Doctor will have completed one year of general hospital experience after qualifying.

The Primary Health Care Team

The Doctors

Partners

Dr Stephane Watteeux	ED DR's Degree MRCGP (Gent Belgium1997)
Dr Christine Chan	MBBS DRCOG DCH DFFP MRCGP (London UK 1994)

Salaried Doctors

Dr Aisha Jafri
Dr Yasmin Nunwa
Dr Vimmi Passi
Dr Sarah Marshall

Practice Manager

Debbie Ratu

Pharmacist Partner

Rimple Patel

Practice Nurses

Jennifer Meier	Team Lead / Diabetes / Infection Control Lead
Amanda Mead	Practice Nurse / Respiratory
Aby Devereux	Practice Nurse
Martin Pamington	Paramedic / Minor Illness Practitioner / Home Visits
Yolande Henly	Advanced Nurse Practitioner / Respiratory Lead

Phlebotomist/HCA

Danielle Mayo

Violent Or Abusive Patients

Violent or abusive behavior towards our doctors or any staff will not be tolerated. Any patient who verbally or physically assaults a doctor or member of staff will be removed from our list of patients.

Freedom Of Information

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 on request.

Data Protection

All information held about patients is completely confidential. The Practice is registered under the General Data Protection Regulation 2018. The Act protects data held on the computer system.

Practice Manager

Our Practice Manager is available to answer any queries regarding the running of the Practice. Should you have any complaints please do not hesitate to let her know. Likewise, we are glad to receive any suggestions you have for improvement in the service we offer. Please use our generic email rectorymeadowsurgery@nhs.net

Patient Services (Reception)

Our team are here to help you. Their job is difficult and they often work under considerable pressure. We would appreciate your patience and understanding when speaking with them. As Patient Advisors, they are trained to ask pertinent questions regarding your condition, this is to enable them to help prioritise your call and make the appointment with the most appropriate clinician.

Patient Services (Secretarial)

Behind the scenes we have a team of Secretaries and Patient Advisors who support the clinical teams and the smooth running of the Practice. They carry out a wide range of necessary admin functions, and will also be making referrals, coding information, scanning letters and answering a whole host of other administrative queries. If you have an admin query you can send this via the generic email or you could go online at https://www.rectorymeadowsurgery.co.uk and send through your request via our online tool.

How To Make an Appointment

The Reception desk is open from 8.30am - 6.00pm each weekday. You can call in or use the online request via our website https://www.rectorymeadowsurgery.co.uk

We have an automated telephone answering system. When you call you will be asked to listen to the message and press the appropriate number. You can request a '[call back' which maintains your place in the call queue. m

If you do not have a touch-tone phone, the system will automatically put you through to the appointment desk. All calls are held in a queue until a Patient Advisor is free to take the call. Please be patient at busy surgery times - your call will be answered as soon as possible.

When you telephone for an appointment we would be grateful if you could provide the Patient Advisor with brief details of your problem. Our advisors have been carefully trained by the doctors and may ask questions about what you need. Please help them to help you by answering their questions. They may be able to help you in alternative ways. You can politely decline.

It may not always be possible for you to see your preferred doctor. We do have some appointments that can be booked in advance.

We try to run to time as far as possible. Inevitably an appointment can run over time, so please bear with us if you have to wait. To keep the surgeries running as smoothly as possible, please remember the following points:

1. **Please arrive on time for your appointment and allow time to park your car. There is good parking on site but it can be congested at busy times.**
2. **Please let us know if you cannot keep your appointment.**
3. **Please don't 'squeeze in' other people to your slot.**
4. **Please let us know if you need more than the allocated 10 minutes so that we can give you a longer appointment.**
5. **Please do not attend the Surgery with vomiting or diarrhoea or if you think you may be infectious.**

Home Visit Requests During Surgery Hours - Tel: 01494 727711

These are available to patients who are too ill or immobile to come to the surgery. Please do not request a home visit for reasons of transport or convenience. **It is important that requests for home visits are made if possible before 10.30am, when the doctors plan their rounds.** It is safe to bring children with temperatures to the surgery. They will be seen more quickly and, if infectious, can be accommodated in a separate room.

Alternatively call 111 for advice.

Online Services

The amount of things you can do online is increasing all the time. By signing up to our online services you can make your life easier at the same time making us more efficient. You can use this via a computer or if you have a smartphone or tablet, we recommend using the NHS App. To register, please download a form from the website or contact Reception.

Booking GP Appointments

We operate on clinical need and triage every appointment request. The easiest way to request an appointment is to complete a form online and add photos and what your expectations are. Every request is clinically assessed by a GP and an appropriate timescale communicated. This is to enable urgent conditions to be offered same day access. You may be asked to present at a pharmacy or self-refer to other agencies, Not all conditions need a GP appointment, we need to ensure they are used appropriately.

Access to Medical Records

If requested, patients can also have access to their medical records which includes: test results, coded consultations and problems, immunisation history and documents, via the NHS App.

Medication Reviews

If you are on repeat medication then a review is required every 6 or 12 months. You need to take action when we or the pharmacy ask you to. We will always allow 1-2 months leeway but it is very important that you have a review, and any necessary blood tests or other monitoring checks. We will not leave you without your medication.

Repeat Prescriptions

Patients who need regular repeat medication and have had this approved by their doctor can order a repeat prescription in the following ways:

1. By leaving the reorder slip at reception or complete a form at reception
2. Reorder via the NHS App
3. Reorder via prescriptions.rectorymeadow@nhs.net
4. We will need 3 working days to process this as we have to check it, issue and then the GP signs or electronically issues. Extra time should be allowed for weekends and bank holidays.

Always order your prescription in good time - don't wait until your tablets have gone.
We regret that we do not allow our staff to take prescription requests over the telephone. This is to avoid the possibility of dangerous mistakes.

Electronic Prescription Service (EPS)

We strongly encourage all of our patients to use this service. Just tell us which pharmacy you would like to use for all your prescriptions and your choice will be recorded. All prescriptions will be sent electronically to your pharmacy for you to collect, in a batch for the year.

This is a much quicker, safer and reliable system and can be used in conjunction with The NHS App. You will need to reorder when your batch of prescriptions has been used up.

Sickness Certificates

Under current legislation a patient 'self certificate' is used for the first six working days (ie one week including Sunday) of any illness.
After the first week, certificates are obtained as part of a consultation with your doctor. If you are under the care of a hospital doctor either as an inpatient or outpatient, you should ask the doctor in the hospital for your certificate.
Some employers insist on sickness certificates for illness lasting less than seven days. As this is not a statutory requirement, it is considered a private arrangement and a charge will be made for issuing a certificate.

Test Results

Specimen results are received from the hospital laboratories every morning and then need to be checked by the doctors. Please telephone for any results after 11am or check your records on line via the NHS App.
Please allow at least five working days before phoning for your test result.

Change Of Personal Details

If you change your name, address or telephone number, please let us know via rectorymeadowsurgery@nhs.net or you can write to us. Please provide proof of the new address or new name. If you move out of the practice area you will need to register with a GP who looks after that area.

Chaperones

We appreciate that some patients may feel more comfortable having a chaperone present during an examination by a doctor or nurse. If you would like to have someone else with you during an examination, please tell your doctor or nurse or, if possible, advise the Patient Advisor before your appointment.

Interpreter Services

If you feel you need an interpreter, please ask our Patient Advisors and they can arrange this.

New Patient Registration

When you register as a new patient it may take some time before we have your records. We ask all new patients registering with the Practice to complete a new patient questionnaire so that we may obtain details of your past medical history, your current needs and your medication.

All patients are registered with a named GP. However, in line with many other Practices, our doctors are happy to see any registered patient, not just those that are formally registered under their care. This means patients can benefit from being seen quicker, or can use the specialist knowledge that a particular GP provides.

When it is important that you should be seen by the same doctor throughout a period of illness, the system will be flexible enough to allow this. You will also have the choice of seeing other health care professionals, eg. Pharmacist, Physio and members of the nursing team.

We ask all new patients registering with the Practice to provide the following:

- A completed family doctor services registration form GMS 1
- A completed new patient questionnaire
- Proof of identity, for example passport or driving license
- Proof of address, for example a utility bill or bank statement

Family Planning

The Surgery offers a range of contraceptive services during normal surgery hours, including contraceptive coil fitting, coil checks (a National Enhanced Service) and contraceptive implants.

Maternity Care

Your doctor will see you in ordinary surgery for antenatal checks. If you are planning to start a family we recommend that you mention this to your doctor who can advise you about nutrition and medication, ideally before you conceive.

Asthma Clinic

Our asthma clinic is run by a nurse trained in asthma and allergies. Asthma treatment is constantly advancing. We aim to keep you up to date, improve your understanding and minimise the effect your asthma has on you. We strongly recommend all patients with asthma should attend at least annually.

Diabetic Clinic

Long-term complications of diabetes are minimised or avoided by good diabetic care and control. We have a doctor with a special interest in diabetics and our nurses have special training. We like all our diabetic patients to register with this clinic in the interests of their long-term health and to attend for regular review appointments.

Phlebotomy Clinic

Appointments are available for blood tests with a phlebotomist from 8.30am on Tuesdays and Thursdays. Tel: 01494 727711. Alternatively, we also use Amersham Hospital and appointments can be booked at www.swiftqueue.co.uk or tel. 07929 831150.

Practice Nurse Clinic

Our Practice Nurses offer a wide range of nursing services by appointment (Tel: 01494 727711). These include dressings, removal of sutures, treatment of leg ulcers, injections, travel immunisations, cardiographs etc.

Health Promotion

In addition, our nurses are experienced in offering advice and supervision in the following:

• **Well Woman**	Including cervical smear, family planning and menopause advice
• **Stop Smoking**	We strongly advise all smokers to STOP SMOKING. Seek advice from Live Well Stay Well re smoking cessation on 01628 857311.
• **Travel Advice**	See later in booklet
• **Blood Pressure**	Routine checks and follow-up of patients with high blood pressure

Cervical Smears

Women between the ages of 25 and 50 are strongly recommended to have a routine smear test every three years; after the age of 50 it is every five years if previous smears have been negative. This is done by the Practice Nurses and regular checks offer you over 90% protection against developing cancer of the cervix. Appointments: 01494 727711

Health Visiting and School Nursing Team

The Health Visiting and School Nursing Team offer advice and support to children and families. The Health Visiting Team can be contacted on 01296 567831. The School Nursing Team can be contacted on 01296 567850. The number for School Health/Imms is 01296 567860.

Adult Community Healthcare Team

The Adult Community Healthcare Team (ACHT) assess the needs of patients in the home environment and refer to other specialist nurses and agencies as appropriate. They also provide health promotion advice, support and teaching to all age groups. The ACHT is not based at Rectory Meadow Surgery but can be contacted on 01494 734724.

Primary Care Network (PCN)

The PCN comprises five local Practices including Rectory Meadow Surgery. Collaboration across the region maximizes new health initiatives and resources for patient benefit.

Social Prescribers

Patients can contact our Social Prescribing team for navigation to other sources of care and support at mid-chiltern.socialprescribers@nhs.net

Pharmacists

Clinical Pharmacists work with our GPs to offer professional advice on medication. Appointments can be booked and our Pharmacists can issue prescriptions where appropriate.

Physiotherapists

Patients can be seen by one of our Physiotherapists on a Monday evening or can attend one of our group educational/activity sessions on falls prevention, osteoarthritis or chronic pain.

Health and Wellbeing

Health and wellbeing coaches support patients in making positive lifestyle changes and can be contacted via the PCN website.

Community Midwife

A Midwife joins the Primary Health Care Team on rotation. She helps to run the antenatal clinic, is in close contact with the hospital maternity unit and visits expectant mothers and those who have just had their baby in their own homes.

Newly pregnant women should register their pregnancy at Buckinghamshire Healthcare NHS Trust. The midwife will contact them regarding their booking appointment.

For any other queries or to contact the midwife, call the surgery to leave a message or call: 01494 734233 Monday to Sunday 8.30 - 9.30am (not for urgent messages) 01296 316103 Stoke Mandeville Hospital Labour Ward (from 20 weeks only)

Casualty

The nearest Accident & Emergency department is at Stoke Mandeville Hospital - telephone 01296 315664. There is a Minor Injuries and Illness Unit at Wycombe Hospital - telephone 01494 526161.There is no casualty department at Amersham Hospital.

Immunisations

We are committed to preventative medicine. Several dangerous infections can be avoided by keeping immunity up to date. This is achieved by vaccinations, which take a few seconds, but give protection for many years. We strongly advise all patients to make sure that they and their children all have their immunisations up to date, according to the following schedule, and that they keep their own records.

Children

The children's immunisation clinic is run by immunisation nurses by appointment. Please let us know in advance if you cannot attend an immunisation appointment on 01494 727711.

The immunisations as detailed below will also be given at the times shown.

Two months old

Diphtheria, Tetanus, Whooping Cough, Polio, Hib, Hepatitis B, Pneumococcal Infection and Rotavirus, Meningitis B

Three months old

Diphtheria, Tetanus, Whooping Cough, Polio, Hib, Hepatitis B and Rotavirus

Four months old

Diphtheria, Tetanus, Whooping Cough, Polio, Hib, Hepatitis B and Pneumococcal Infection, Meningitis B

Around 12 to 13 months

Hib, Meningitis C, Measles, Mumps and Rubella and Pneumococcal Infection

Three years four months to five years old

Pre-school Booster - Diphtheria, Tetanus, Whooping Cough and Polio
Measles, Mumps and Rubella

13 to 18 years

Tetanus, Diphtheria, Polio and Meningitis & ACWY

Adults

Diphtheria and Tetanus Booster

Every 10 years, to a maximum of five doses. If you have never had a full course of tetanus immunisation please make an appointment now with the practice nurse.

Polio Booster

A Polio booster is required every 10 years for travel and will be given with combined Diphtheria and Tetanus.

Pneumovax

Anyone who suffers from chronic heart, lung or kidney disease, liver problems, diabetes, has had their spleen removed or is over 65 years of age should be vaccinated. This is a single vaccination against one form of pneumonia and lasts for at least 10 years.

Flu

These are held every October/November. We follow the national guidelines for those who require a flu vaccine and will invite eligible patients via text once we have the dates of our clinics.

This will include those at risk, pregnant patients and carers.

There is also the children's flu vaccine and we vaccinate those who are not yet in school and aged 2 and 3.

RSV

Currently for patients aged 75-79 inclusive and can be given at any time of year, this once only vaccine protects against Respiratory Synctial Virus,

Shingles

Please call to arrange if you are in the age range or have a severely weakened immune system.

Shingles vaccine - NHS (www.nhs.uk)

Foreign Travel

The Practice Nurses offer foreign travel advice and immunisations. Please make an appointment with the Practice Nurse approximately eight to ten weeks before departure. Please give details of your travel destination to the Receptionist when making your appointment and complete the online form. The Practice Nurses will give you information leaflets relevant to your destination when you attend the clinic.

We will only offer the NHS available vaccines, you will be directed to a travel clinic for vaccines that need to be paid for.

If you need help while abroad or receive treatment please let us know on your return so that we can update your records.

Family Medicine Chest

Many conditions can be treated at home. These items will help with the many minor illnesses and injuries your family will have over the years. Keep them in a locked container or well out of reach of children.

Soluble Aspirin

Use for headaches, fevers, sore throats and general pains in adults and children over 16 years old.

Paracetamol Tablets

Use for headaches, fevers, sore throats and general pains in adults and children over 12 years old.

Paracetamol Mixture

Use for the relief of fever and pain in young children.

Sedative Cough Linctus

Suitable for troublesome dry coughs, but not when phlegm is present or a runny nose.

Menthol Crystals

Inhale the vapour after adding hot water for catarrh or a dry cough.

Antiseptic Solution

Dilute as directed and use for cleaning cuts and grazes.

Antiseptic Cream

Apply to septic spots, sores and grazes.

Calamine Lotion

Cooling relief for insect bites, blisters or chickenpox and sunburn.

Dressings

For cuts.

Crepe Bandage

To support sprained or bruised joints.

Thermometer

To check for fever.

Advice For Managing Common Illnesses At Home - Infections

Chickenpox

The rash usually appears on the first day of the illness. It begins as small red patches scattered on the trunk, and within a few hours a small blister will appear in the centre of each patch. As the rash develops over the next few days it will spread to the limbs, head and neck. It may also involve the mouth and back of the throat causing pain on eating and swallowing.
Chickenpox has an incubation period of two to three weeks and is infectious until the spots have cleared (usually about 10 days).
As with all viral infections there is no cure and antibiotics do not help. Calpol will help with the temperature and calamine and cool bathing or sponging will help with the irritation.
Adults with chickenpox need to seek urgent attention.

Children With Temperatures

Small children often have quite high temperatures with even minor illness such as colds and other viral infections. This is part of the normal development of natural immunity. It does not necessarily indicate serious illness. To help reduce the temperature, undress the child down to underwear. Give plenty of cool drinks. Sponge head and limbs with a cool flannel; if the child is fretful give paracetamol (eg Calpol). Do not give aspirin to children. Do not worry if the child does not eat for a few days, but do encourage fluids. If the child is very drowsy, has a stiff neck or a rash contact your doctor for advice at once.

Colds/Flu (Adults)

There is no cure. Given time they always go away. Antibiotics will not help. If nothing is coughed up it is because the chest is not infected. No treatment is required to “bring it up”.
Go to bed if feverish, keep your nose clear by blowing it often and inhaling steam and / or Friar’s Balsam, Karvol etc. Suck soothing throat lozenges and take frequent drinks. Paracetamol or aspirin will help your temperature.
If you become breathless and wheezy or bring up green phlegm it is important to see a doctor.

Croup

This can be a frightening condition which usually occurs in small children and often begins at night. It is common in the winter months. It presents with a seal-like barking noise on coughing or breathing. It usually lasts for two or three days.
The vast majority - well over 90% - are caused by viruses and as with all viral infection antibiotics do not help. The most effective treatment for these is to put the child in a steamy atmosphere either from running hot taps in the kitchen or bathroom, or boiling a kettle in the bedroom (beware - this may bring the wallpaper down!).

Cystitis - Urine Infection

Common symptoms include: passing urine frequently, burning and stinging on passing urine, pain in the back, passing blood, fever.
Drink as much water as possible. Take some bicarbonate of soda - one teaspoonful in a pint of water every three hours. Take mild painkillers. If symptoms do not settle quickly make an appointment to see a doctor.

Earache

This is almost always caused by a viral infection, commonly occurring with a cold. Most cases will get better without treatment within 48 hours; paracetamol give pain relief. Sitting up will often relieve symptoms. If pain persists beyond 48 hours arrange to see a doctor or nurse.

Febrile Convulsions

These are fits or convulsions associated with high temperature in children. This happens in only 3% of cases and is not usually serious. You may recognise a convulsion by limpness of the body, followed by convulsions or a sudden stiffness and rolling of the eyes. Stay with your child, lie him or her on the tummy or side with the head to one side. This way your child cannot fall or choke. Do not put anything in the mouth. Most convulsions are brief, lasting only a minute or two. Call the doctor as soon as you can for advice on what to do next.

Shingles

This is caused by the chickenpox virus - you can’t catch shingles from chickenpox, but you can catch chickenpox from shingles. You will only develop shingles if you have had chickenpox in the past. It presents as a painful rash. Occasionally the pain may be present for some time before the spots appear. The rash is confined to one side of the body only, but can appear virtually anywhere on the body.
It starts as small red blotches which soon become blistery. The blisters are often much larger than those of chickenpox but follows the same progression to crusts. This might take much longer - after two to three weeks. Treatment is helpful only if started very early.
If the eye is affected a doctor should always be consulted as soon as possible.

Sickness And Diarrhoea

This is common, especially after a holiday and in children during the winter. Many cases are due to viral infections and may be associated with colds. Most people recover after a few days. It is best not to take medicines to stop diarrhoea as this may prolong the illness and slow the clearing of the virus. Dioralyte or a similar electrolyte solution can be obtained from the chemist without prescription. Drink plenty of this - at least enough to replace what is being lost - in place of all food and drink. Wash your hands carefully after using the toilet.

Come and see a doctor if not recovered after four or five days, or if symptoms recur after treatment. Tell your doctor if you have recently travelled abroad.
If your job involves handling unwrapped food you must stop work until you have recovered. Discuss with your employer or a doctor before returning to work.
Babies and very small children may become dehydrated and may need medical advice earlier.

Thrush

This is a common condition and may be present in babies in the nappy region as a rash often with white curd-like plaques on the skin. This may also appear in the mouth. It is common in adult women in the form of whitish vaginal discharge and irritation. Thrush is more common after antibiotics, in diabetics, those taking the oral contraceptive pill and in pregnancy.
It is possible to infect a partner during intercourse, therefore treatment of both partners is often advised. Treatment may be obtained either from your doctor or from the chemist. Standard treatments are now available without prescription.

Other Common Conditions - Non-Infectious

Back Pain

This is extremely common and may be severe. Most attacks of severe back pain recover with painkillers and a period of rest and local heat. If this is a new symptom and lasts more than a few days without responding to the above measures it is wise to consult your doctor.
In certain cases manipulation may be highly effective.

Burns

Immediately drench in cold water.
Do not waste time removing clothes or phoning a doctor at this stage. Continue cooling the burned part until it is comfortable - this may take 10-20 minutes or longer if clothing is thick. If there is no blistering or skin loss no further treatment is required. Telephone advice is available from the duty doctor if you are not sure what treatment is necessary. If there is blistering but the burn is small (less than the size of the palm of the burned patient's hand), cover with a dry dressing and arrange to see the practice nurse the next day. If there is skin loss or the burn is large you should see a doctor the same day. There is an Emergency Medical Centre at Wycombe General Hospital.

Hayfever

This is an allergy causing irritation of the nose, eyes and / or throat. It may be associated with seasonal asthma, or eczema. The symptoms may be controlled by antihistamine tablets or syrup, eye drops and nasal sprays. These may be obtained over the counter from the chemist. If you have regular prescriptions for hayfever it is not necessary to see the doctor each year to ask for a new prescription, once you have a repeat prescription card.

Head Lice

Contact the health visitor, school nurse or pharmacist for advice on the current treatment of head lice. These insects are very common and their presence does not mean your child is dirty.

Insect Bites/Stings

These can be unpleasant but fortunately are rarely serious. Bee stings should be scraped away from the point of puncture with a blunt knife, to avoid squeezing the venom sac attached.
Cool the affected part immediately with cold water or ice. Repeat as often as required. Antihistamine tablets are available from the chemist, cheaply, without prescription and will relieve local itching and swelling.

Nosebleeds

Squeeze the soft part of the nose immediately below the bony bridge, and hold even pressure for at least 10 minutes. Do not rub or blow the nose for at least 12 hours and try not to drink or eat anything hot for 24 hours. Most nosebleeds will stop with this treatment - persistent ones may need packing at Wycombe Hospital Minor Injuries and Illnesses Unit (Tel: 01494 526161).

Small Cuts And Grazes

Wash well with soap and water. If bleeding, press firmly with a clean handkerchief or dressing for five minutes. Bleeding usually stops with pressure applied long enough. Cover with a clean dry dressing. Deep or gaping cuts may need stitching. Advice is available from us regarding appropriate action.

Sprains

Initially apply a cold compress, eg a packet of frozen peas covered with a cloth, for 10-15 minutes. This reduces bruising, pain and swelling.
Firm bandaging should be applied with a clean crepe bandage and supported for at least a week (but not for more than a couple of days if it's the ankle). Gentle movements should be started as soon as possible but no active sport until fully recovered. A severe strain is greatly helped by physiotherapy, which should be started as soon as possible.

Sunburn

Treat sunburn by cooling the affected skin with water and repeat frequently. Pain and discomfort may be relieved with Calpol and sunburn cream available from any chemist. Frequent drinks should be encouraged.
Sunburn increases the risk of skin cancers.

Threadworms

These look like small pieces of white cotton thread in the stools or motions after going to the toilet to open the bowels and rarely cause problems. Some children may complain of itchy bottoms - however, there are many other causes for this. Serious problems are very rare.
Avoid re-infection (hand to mouth) and spreading to others by careful hand-washing after using the lavatory, and keeping fingernails short and well scrubbed.
Treatment is available over the counter from the chemist and should be given to all members of the family.

Toothache

If you have toothache you should consult your dentist. Doctors are not equipped to manage dental problems. You should ask your dentist how to contact him in an emergency.

Verrucae

Treatment is rarely necessary. They are caused by viruses and will eventually disappear without treatment, although this may take a year or two.
.

Useful Telephone Numbers

Hospitals

Amersham Hospital.....01494 434411
Wycombe Hospital.....01494 526161
Stoke Mandeville Hospital 01296 315000
Chalfonts And Gerrards Cross Hospital.....01753 883821

Other Services

NHS 111 - Health Information Service..... 111
The Samaritans.....08457 909090
Depression Alliance..... 0845 1232320
MIND Information Line 08457 660163
Local number.....01494 448279
Relate (Marriage Guidance).....01494 791180
Cruse Bereavement Care (Chiltern and Beaconsfield).....01494 766455
Age Concern Buckinghamshire..... 01296 431127
Intermediate Care.....01494 734724
Alcoholics Anonymous 0845 769 7555
Social Services District Office - Amersham 01494 475000
Social Services Emergency Duty Team - Out of Hours 01494 675802
Chiltern Dial-a-Ride 01494 766123
Age UK 0800 169 8787
Carers Bucks 01296 392711/01494 463536

Useful Websites

Health Information Website .....www.patient.co.uk
NHS Direct Online.....www.nhsdirect.nhs.uk
NHS Choices ..... www.nhs.uk

Map Of The Practice Area - You can check your postcode on the Post code checker [Join the Practice - Rectory Meadow Surgery]