

BETHESDA MEDICAL CENTRE

Palm Bay Avenue, Cliftonville, Margate, Kent CT9 3NR

Tel: 01843 209300

Fax: 01843 209301

www.bethesdamc.co.uk

SURGERY OPENING HOURS

Monday, Tuesday, Wednesday, Thursday 8.00am - 6.30pm

Friday 7.00am - 6.30pm

(Closed for lunch 12.30 - 1.30pm Monday to Friday)

Extended hours are available on

Wednesday evenings, Fridays mornings and Saturday mornings.

**In a medical emergency when the surgery is closed
(except for lunchtimes), dial 01843 209300 and your call will be
diverted to the 111 service.**

For dental emergencies contact your usual dentist or DentaLine.



Welcome To BETHESDA MEDICAL CENTRE

**Bethesda was a place in the Bible where Christ
healed a lame man and means literally 'house of mercy'**

The Practice originated in Northdown Road, Cliftonville, Margate in the 1920s, moving to 77 Cornwall Gardens in 1969 and most recently (December 2003) to Palm Bay Avenue where today it offers 12 consulting rooms, six treatment rooms and a number of support personnel/ services such as health visitors, district nurses, counsellors, ophthalmologists, physiotherapist, diabetic podiatrist, minor operations and midwifery. The Practice is also a recognised training centre for medical students and GPs on vocational development.

The majority of the Partners are practising Christians from a variety of Churches and their faith guides the way in which they view their work and responsibilities to the patients and employees. The Partners feel that the offer of talking to you on spiritual matters is of great benefit. If you do not wish this, that is your right and will not affect your medical care. Please tell the doctor (or drop a note to the Practice Manager) if you do not wish to speak on matters of faith.

The Partners

Dr Tony Martin MB ChB (Leicester 1984)
GMC No. 2914172

Dr Heather Scott MB BS (London 1983) MRCGP DCH DRCOG
GMC No. 2839635

Dr Muhammed Sohail MB BS (University of Karachi 1994) MRCGP
GMC No. 5196603

Dr Manoj Jha MB BS (Bihar 1998) MD MRCGP
GMC No. 6093780

Dr Zahayda Mohammed MB BS (University of Punjab 2000)
GMC No. 6142106

Associates

Dr Hermanus Roux MB ChB (Stellenbosch 1988)
GMC No. 3516465

Dr Maung Aye Su MB BS (Ygn 1985) MRCGP
GMC No. 4465278

Dr Maliha Karamat MB BS (University of Punjab) PLAB DFSRH MRCGP
GMC No. 6057223

Dr Lydia Joy BM BS MedSci (University of Nottingham 2010)
GMC No. 7082987

Dr Renata Wojcik MD MRCGP DFSRH LOC IUT LOCSDI
(University of Lubin, Poland)
GMC No. 6139022

A Guide to the Doctors' Surgery Times

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Martin	9.00 - 11.00 1.30 - 3.00				7.30 - 11.40
Dr H Scott	9.00 - 10.30	8.30 - 11.40 2.30 - 4.40		8.30 - 11.40 2.30 - 4.40	
Dr Sohail	9.00 - 11.45 1.30 - 2.55		8.00 - 12.15 1.30 - 2.25	8.30 - 12.15 1.30 - 2.40	8.30 - 12.25 2.00 - 2.35
Dr Roux	8.30 - 12.30 2.00 - 3.50		8.30 - 12.30 2.00 - 3.50	8.30 - 12.30 2.00 - 3.50	8.30 - 12.15 2.00 - 3.50
Dr Mohammed			8.30 - 12.10 2.00 - 5.10	8.30 - 12.10 2.00 - 5.10	8.30 - 12.10 2.00 - 5.10
Dr Jha	9.00 - 12.00 1.30 - 2.30	8.30 - 12.00 1.30 - 3.00	8.30 - 12.00 1.30 - 3.20		8.30 - 12.00 1.30 - 2.15
Dr Su		8.30 - 12.00 2.30 - 4.30	8.30 - 12.00 2.30 - 4.30	8.30 - 12.00 2.30 - 4.30	8.30 - 12.00 2.30 - 4.30
Dr Karamat	9.00 - 12.15 3.00 - 4.30	9.00 - 12.15 3.00 - 4.30		9.00 - 12.15 3.00 - 4.30	
Dr Joy	8.30 - 12.10 2.00 - 5.10	8.30 - 12.10 2.00 - 5.10	8.30 - 12.10 2.00 - 5.10		
Dr Wojcik	9.00 - 12.00 2.00 - 5.00	9.00 - 12.00 2.00 - 5.00	9.00 - 12.00 2.00 - 5.00	9.00 - 12.00 2.00 - 5.00	9.00 - 13.00

A. H. MORTLEY

Ophthalmic Opticians

*Your local optician providing
a friendly, professional
service where the individual
still counts*

 **Designer Frames**

 **Contact Lenses**

 **Latest Hi-Tech
Spectacle Lenses**

180 Northdown Road, Cliftonville, Kent

Tel: 01843 221168

Sight - Don't lose it!

The gift of sight is most precious and one we need to take special care of. As with many things in life we don't realise the importance of our sight until we begin to lose it. It is natural for eyesight to change over the years, and these changes are rarely for the better. When you consider the frightening consequences of failing vision it is amazing how many people do not bother to have their eyes checked regularly.

Your local optician does not just perform a 'sight test' but also tests for various disorders and minor eye problems, which means that any potential problems can be diagnosed and treated at the earliest possible stage. So it is always better to get your eyes fully checked by a qualified optician rather than purchase 'over the counter' spectacles, which are available without the need for an eye test.

Opticians usually have a wide selection of spectacles and contact lenses and are happy to advise on the best solution for YOU. For instance, disposable contact lenses may be the ideal answer for spectacle wearers who want the freedom of lenses for occasional use or to wear for a day then throw away.

An eye examination is completely painless and includes a discussion about any history and symptoms you may have and a check of any glasses or contact lenses you may already be wearing. So don't take unnecessary risks with your eyesight - one of the greatest gifts you possess. If you have not visited your local optician for some time, or have any concerns about your vision, contact them today.

The Practice Team at Bethesda

Practice Manager Rachael Cousins
PA to the Practice Manager Elizabeth Wild
Practice Secretaries Christine Bedingfield

Tracy Henderson
Karen Stone
Caroll Dearden
Emma Appleton

Summary Clerk Sharon Fricker
Senior Practice Nurse Ruth Bastick RGN RM
QOF Administrator Kimberly Dale
Practice Nurse Team Sherrie Quay-Verlander RGN RM

Fleur Bath (HCA)
Michelle Dickson (HCA)
Jackie Harrison RGN NDN
Louise Peckham RGN
Linda Grover RGN

Trainee HCA's Katherine Gettins
Rosie Panter
Nikkita Taylor

Acute Care Team
Paramedic Practitioner Alison Keep
Paramedic Practitioner Ian Mulligan
Advanced Nurse Practitioner Seana Mulligan
Nurse Practitioner Lynn Halliwell

Office Manager Sue Clarke
Finance Manager Donna Washer
Head Receptionist Doreen McVey
Receptionists Jill Abbott

Marian Leavesley
Diane Vaughan
Rosie Panter
Tia Brown
James Swift
Sandra Brazier
Shannon Reed
Jade Flaig

Administration Claire Hawkesford
Carole Tucker
Helen Ingham
Teresa Scarsbrook
Susannah Skelton
Dot Jenkins

Debbie Purdy
Kimberly Dale
Emma Simmons
Joanna Downer


Care Co-ordinator Zara Bennett
Head Housekeeper Jenny Sheppard
Housekeepers Sheila Gee

Sue Bigginton
Lynne Stacey
Gareth Talbert
Paula Cort
Claudia Morris



Thanet Taxis
0810 33 33 33 0810

24hr Service



Margate 29 29 29
Ramsgate 59 59 59
Broadstairs 86 86 86
Westgate 833 833
Birchington 844 844



Providing you with the best possible service
Call Back "Text Back" Tracking App
All drivers are CRB checked

Let The Taxi Take The Strain!

You know the feeling - you've been feeling 'a bit under the weather' for some time, and have finally got round to making an appointment to see the Doctor. Do you really feel well enough to drive to the surgery? Or maybe you're already on medication from the doctor and you've been advised not to drive. After all, it is vital to arrive in plenty of time for your appointment, and not to arrive stressed, which could mask other symptoms. So why not call a local taxi company? They will take you door to door, get you there on time, and no worries about parking the car either!!

Many older or disabled patients regularly use their local taxi firm for going shopping, keeping appointments, or going to visit friends. They appreciate and value the convenience and relatively low cost. Mums find a taxi has many, many advantages for transporting all the paraphernalia associated with keeping an appointment, at a fixed time, and having to take a baby and/or a young child with them.

Of course, your local taxi firm is just as invaluable when the car has broken down. Going out for a social occasion by taxi means you can enjoy the evening without the worries of drinking and driving or not getting home safely. Or what about that holiday with an early flight and all that luggage? No problem - and no parking charges at the airport either!

On all such occasions, you need reliability, and that is where the local taxi firm with a good reputation comes in. Once a firm is known in the local community for punctuality, with safe and comfortable vehicles, word quickly spreads so that as well as turning to that firm over and over again themselves, satisfied customers are happy to spread the word among friends and family.

District Nurses

District Nurses and their Healthcare Assistants are not employed by Bethesda but by the Primary Care Trust. They reside in the Bethesda premises and can be contacted via the Surgery or directly on 0300 790 0386. The District Nurses work in the community providing nurse support to patients who are housebound and need assistance in their own home.

Wendy Garrod RGN
Roxanne Stubbs RGN
Lesley Cushwell
Jillian Jones-Coe

Angela Fuller
Liz Avery HCA
Rebecca Mitchell
Peter Allen HCA

PRIMARY CARE VISITOR

Nicole Foad-Bailey

Health Visitors

Health Visitors are likewise not employed by Bethesda but by the Primary Care Trust and work with families who have young children; they see patients at home and in the Surgery. Health Visitors are familiar with the difficulties experienced in family life and parenting and can offer guidance and counselling on a wide range of health matters, including child development behaviour, postnatal depression, weaning and sleep. They also offer group sessions, clinics and baby massage. Their direct line is 01843 209330.

Tara Henderson - Nursery Nurse
Jane Robinson - Nursery Nurse
Georgina Bedford
Sarah Adams
Clare Jones
Jemma Scott

Midwifery Team

As well as running antenatal clinics the Community Midwife visits patients in their own home before and after delivery of their babies. They do not reside at Bethesda and are best contacted via the QEJM on 01843 225544.

Rose Clay

Nichola Sanger

How To...

REGISTER AS A PATIENT

1. Pick up the registration, new patient check forms and patient contracts from Reception.
2. Once completed return the forms to Reception in the afternoon between 2.00 - 4.00pm Tuesdays to Fridays with proof of your address.
If you have a medical card FP4, simply attach it to your forms.
3. All new patients that take regular medication must book a new patient check. You will not be fully registered at the surgery until you have attended your appointment. If you are not taking regular medication, you do not need a new patient check.
4. If you would like to be registered with a particular GP, this would need to be requested in writing to the Practice Manager. Whilst we endeavour to comply, it will not always be possible and we would let the patient know the reason why.

Need a Good All-round Reliable Builder? Give Phil Missey Builders a try!

Established over 32 years

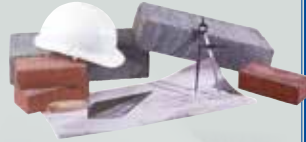
Family-run Firm

New Builds

Extensions

Refurbishments

Patios & Driveways



Including Flooring, Plastering, Decorating, Tiling, Gas & Electric Work

INSURANCE WORK CARRIED OUT

Registered with the Federation of Master Builders

Quality Workmanship, Punctual & Reliable

Call Phil on **01843 866467** or **07980 296774** for a free no-obligation quote

Seven Seas, Dickens Road, Broadstairs, CT10 1DX

www.philmisseybuilders.co.uk

email: philmissey@tiscali.co.uk

Building on excellence

THERE is a comforting reassurance to finding a family-run company that has been part of the local community for over 30 years, especially when they have built up a great reputation for honesty and reliability.

Phil Missey Building Services Ltd are such a company, established in 1977 by Phil Missey, who has over 45 years' experience in the building trade.

"We can help with all types of building work, from flooring, plastering and painting right up to extensions, refurbishments and new builds," said Phil.

"There's no job too large or small, whether a client wants a wall repaired or tiling done through to a new driveway or building a garage."

Phil has learned during his extensive time in the business that reliability and communication are all-important.

"When we say we're going to be at a job, we will be, and we won't leave until the job is completed," he said.

"We make sure that our clients know exactly where we are up to, and our written quotations include a full breakdown of materials and timescales, including start and completion dates."

Phil is also committed to providing a quality finish at affordable prices. "Our experienced team of professional tradesmen all work to the high standards we've set for ourselves, and we are even able to handle gas, electrical and plumbing work," he added.

"We take care of all aspects of a project, no matter how large, so our clients don't have to." For a free, no-obligation quotation, call (01843) 866467.

Advertising Feature

MAKE AN APPOINTMENT

Please telephone the Surgery between 8.30 - 11.00am if you would like an appointment for that day. There are also a **limited** number of appointments that are available if you would like to see a doctor at some future date. The telephone system does become congested in the mornings so please be patient; new systems are being evaluated to help us improve the service.

After 11.00am requests for appointments on that day will only be accepted if it is an emergency. Please be prepared to give the Receptionist some details of your illness. Appointments can also be made for your own GP (subject to availability) via the website www.bethesdamc.co.uk

Please contact Reception for more details and to obtain log in information.

All patients are requested to attend any appointments that they make and are asked to let the surgery know if they will be unable to attend so that we can offer that appointment to another patient.

Patients who do not attend three booked appointments within a six month period without good reason will be removed from the surgery patient list.

CHAPERONES

If you would like a chaperone to be with you during your consultation please let Reception know at the time of booking your appointment.

REQUEST A TELEPHONE CONSULTATION OR HOME VISIT

As far as possible, these requests should be made before 11.00am on the day that you require assistance. Please do not be put off by the Receptionist asking you questions about the problem and your details, they have been asked to do this by the doctors who will already be engaged with other patients when you call. A doctor will call you back later that day.

OBTAIN YOUR TEST RESULT

Laboratory test findings will usually be available one week from when the sample is taken. Please telephone after 11.00am to find out your results. If the result is available, you will be given the comment written by the doctor and if necessary you may be asked to make an appointment to see your GP; please note that the Reception team are NOT qualified to discuss test results. Bethesda does not routinely contact patients to let them know of test results because of the volume involved.

REQUEST A PRESCRIPTION

Repeat prescriptions are obtainable from the Surgery by giving at least 48hrs' notice; you can do this in person, or by visiting our website www.bethesdamc.co.uk

Urgent prescription requests cannot be accepted online. Any urgent prescription requests must be made in person at the reception desk before 12 noon on the day.

You need to clearly tick the items that you require on the reverse side of the prescription and show from which Pharmacy you wish to collect your medication and please provide a stamped addressed envelope if you want the repeat prescription sending back to your home. If you want to collect your prescription from the Surgery, it's best to call first to see if it is ready.

There are post-boxes located outside and inside the Reception area or you can visit the website at www.bethesdamc.co.uk If a local pharmacy collects and delivers your prescription please allow an extra 24hrs. The six monthly repeat prescription scheme is now available, subject to your doctor's approval; please telephone a prescription clerk if you want to adopt this process. Prescriptions requests cannot be taken over the telephone.

MARSDEN DUNCAN

Solicitors

SPECIALIST ADVICE IN AN INFORMAL ATMOSPHERE

Conveyancing (freehold and leasehold)

Wills, Probate and Trusts • Commercial Property

Business and Employment • Family and Matrimonial Matters

Landlord and Tenant

Public Funding (formerly Legal Aid) may be available through our Ramsgate office: please call for details

Offices at:-

Birchington:- 01843 841161

38 Station Road, Birchington, Kent CT7 3DQ

Cliftonville:- 01843 295741

160 Northdown Road, Cliftonville, Margate, Kent CT9 2QN

Margate:- 01843 295743

Suites 1 and 2, 2 Cecil Square, Margate, Kent CT9 1BD

Ramsgate:- 01843 854500

49-51 High Street, Ramsgate, Kent CT11 9AG

Michael S Kennedy

First Aid Training

First aid training can cover a wide range of emergencies, some listed below. These can occur in our everyday lives especially with young children and babies being at most risk.



Unconsciousness • Choking • Bleeding
Burns & scalds • Sprains & Strains
Seizures • Head Injuries • Meningitis
Severe Allergic Reactions
Diarrhoea & Vomiting

Call 01304 822937

or email james-m-kennedy@live.co.uk

10% OFF 1st Lesson quote FIRST AID 1

First Aid Training

Training is relevant for everyone, as it is impossible to predict when and where first aid may be required. It is true that, on occasion, during an emergency, the ambulance call takers may give basic first aid instructions over the phone while the ambulance is on the way. However, many people are unable to respond because of panic or shock. It is only then that they realise the benefits of good first aid training.

Serious occurrences where critical first aid training is needed are rare, but they do happen. A first aider has to be prepared to manage the situation at hand.

Clinics And Other Services

ANTENATAL CLINIC

Held twice a week at the Surgery on a Monday and Friday morning, these clinics are run by Rose Clay and Nichola Sanger.

ANTI-COAGULATION

This service is provided by Dr T Martin, Dr Sohail, Dr Jha and nurses, Sherrie Quay-Verlander, Ruth Bastick and Linda Grover. These clinics are run on a Tuesday and Friday morning and Thursday afternoon and are aimed at patients taking Warfarin who have been referred to the Surgery from the hospital.

CERVICAL SMEARS

This service is provided by Practice Nurses for all female patients between 25 and 64 years of age.

CHILD IMMUNISATION

These clinics are held on Tuesday 1.30 - 3.30pm and on Wednesday 9.30 - 11.30am. The Practice will issue invitations by post for child immunisations (except for those given at school) and they will cover the following:

- | | | |
|-----------------|---|--|
| 2 months | - | first diphtheria, tetanus, pertussis (whooping cough), polio and Hib (haemophilus influenzae type B) |
| 3 months | - | 2nd diphtheria, tetanus, pertussis (whooping cough), polio and Hib, plus first pneumococcal infection and meningitis C |
| 4 months | - | 3rd diphtheria, tetanus, pertussis (whooping cough), polio and Hib, plus 2nd pneumococcal infection and meningitis C |
| 12 to 15 months | - | 4th Hib, 3rd meningitis C, first MMR (measles, mumps and rubella) |
| 3.3 to 5 years | - | 3rd pneumococcal infection; 4th diphtheria, tetanus, pertussis and polio; and 2nd MMR |
| 13 to 18 years | - | 5th diphtheria, tetanus and polio |

DIABETICS

Please book a diabetic screening appointment with one of our Healthcare Assistants 10 days before making an appointment with a diabetic Practice Nurse or your own GP.

BLOOD PRESSURE

There is a blood pressure machine located in the reception waiting area that is intended for the patient's use. Follow the instructions and leave your printed result, with your name and date of birth written on the back, in the post box on the reception desk. If you need a follow-up check with a nurse or doctor someone from Bethesda will make an appointment for you.

ULTRASOUND CLINIC

This is an NHS service and is held once a week at Bethesda. In order to have an ultrasound you must be referred by your own GP.

DRESSINGS

Mondays, Wednesdays and Thursdays and at other times by mutual agreement with the Practice Nurse. 8.30am - 12.30pm and 1.30 - 5.00pm with the Practice Nurse.

Highfield Residential Home

24 hour residential care
Provided by caring,
experienced staff

51 Alpha Road, Birchington
01843 842116

Do you or a family member need care and want to stay in your own home?



This type of decision can be difficult for families. Contact a local care agency to discuss your needs today.

mihomecare
Your local care provider

We care about care

- Our services include:
- ✓ Help at home
 - ✓ Shopping / domestic trips
 - ✓ Day / night sitting
 - ✓ Companionship
 - ✓ Live-in care

t: **0333 121 8701**
kent@mihomecare.com
www.mihomecare.com



Property values are rising suggesting that this could be a great time to sell.



If you are thinking of selling, you are invited to test the professional services of a local estate agent by calling for a free valuation of your property.

4 WALLS
MY HOME

Family-owned estate agent
with over 30 years personal expertise

Lettings - Landlords - Tenants
Sales - Vendors - Buyers

Visit www.my4walls.biz for more information and for a **FREE ONLINE INSTANT VALUATION**

01843 229955
5 Lombard Street, Margate CT9 1EJ

Your own superb business generating website from just **£26 PER MONTH** with no up-front payment and no extras.

Call 0800 612 1408
or email us at payasyougo@opg.co.uk

1 in 11 UK gas boilers are unsafe.

Don't take risks with your or your family's health and safety - contact a gas safe registered engineer today.



BULLS PLUMBING & HEATING

No call out charge - no job too small

- Competitive priced and reliable service
- New boiler installs from £995
- Power flushing

T: 07519 046325 E: sunnybullw@yahoo.co.uk



FAMILY PLANNING

Bethesda provides a full range of family planning services including oral contraception, fitting and checking caps and coils, contraception injection and implant and emergency contraception.

MEDICALS

Medicals NOT covered by the NHS (eg for insurance purposes, taxi licence, HGV licence, elderly driver etc.) can be arranged with your doctor; ask to speak to one of the practice secretaries who will tell you the cost for these medicals and arrange for you to see a doctor.

PHARMACY

Woolls Pharmacy is attached to the Bethesda building but is a completely separate company/organisation. Woolls is open 8.30am - 6.30pm Monday to Friday. On Saturdays they are open between 9.00 and 1.00pm. Woolls will be pleased to deliver prescribed medicines to the homes of housebound patients; ask the staff for further details; their telephone number is on the back cover of this booklet. Remember, Pharmacists are a useful and qualified source of advice on certain medical and medicinal matters.

PHLEBOTOMY

Blood samples are taken by appointment with a Healthcare Assistant (HCA) between Monday and Friday 8.30am - 12.30pm.

PHYSIOTHERAPY

Mr Bodimaluwe Seneviratni (Sene) is a qualified Physiotherapist and a member of the Health Professions Council (HPC)

Chartered Society of Physiotherapy

Organisation for Chartered Physiotherapists in Private Practice and the Accupunction Association of Chartered Physiotherapists.

He holds one session a week at the Surgery, on a Wednesday, and sees private patients only. He is a specialist in treating orthopaedic (and trauma) conditions, musculoskeletal and sports injuries and acupuncture for pain relief. If you need to book an appointment with him please call 01843 209310.

HEADACHE

Dr Andy Dowson is a specialist in headache and holds a clinic at Bethesda once a week; this is an NHS service and to see Dr Dowson you must be referred by your own doctor.

OPHTHALMOLOGY (EYE CLINIC)

Dr Chander Khemani holds two clinics a week at Bethesda; this is an NHS service and you must be referred by your own doctor or optician.

EPILEPSY

Dr Kanagasooriam is a specialist in epilepsy and holds a clinic at Bethesda once a week. This is an NHS service and in order to see Dr Kanagasooriam you must be referred by your own doctor.

MINOR OPERATIONS

Minor operations are carried out in the surgery on a fortnightly basis from 7.00am on Friday mornings by either Dr Martin or Dr Sohail. This is an NHS service and in order to have a minor operation you must be referred by your own doctor.

RESPIRATORY

Asthma and chronic obstructive pulmonary disease (COPD) assessments are made by a Practice Nurse, as well as lung function screening, education and inhaler techniques being taught. To be assessed you must be referred by your own doctor.

SICKNESS CERTIFICATES

If you are absent from work for seven days or less you do not need a doctor's certificate. Self-certification forms are available at Reception to cover the first week of illness.

SMOKING AND SMOKING CESSATION PROGRAMMES

You will know that from 1st July 2007 it became illegal to smoke in any public building, Bethesda is no exception. There is a smoking cessation programme running at the Practice to help people stop smoking. If you want to stop, ask your doctor or practice nurse to be included in this programme.

TRAVEL IMMUNISATIONS

These need to be given at least one month before you travel for maximum effectiveness and please note, some immunisations, solely for travel, must be paid for by the patient as they are not covered by the NHS. Patients must obtain a travel form from reception and fill this in before an appointment can be made.

Behaviours In The Surgery

The Practice has a zero tolerance policy with regard to violent or abusive behaviour. Violent behaviour by a patient WILL result in that patient being removed from the Practice list. Abusive behaviour will similarly not be tolerated and if it persists the patient WILL be removed from the Practice list. Staff at Bethesda are dedicated to helping patients and whilst they may not always get it right, tolerance on both sides helps enormously. If you are not happy with the service you have received please ask to speak to the Practice Manager, do not abuse the Receptionists or any other member of staff. In the waiting area of Reception you will now find some forms inviting your feedback on matters of importance to you.

Education And Training

The Practice is accredited as a training centre for doctors wishing to train as General Practitioners. The Practice also helps to train medical students who, on occasion and only with your approval, may accompany doctors or nurses in the Consulting rooms or on home visits.

Complaints

We aim to provide the best possible service to our patients but misunderstandings do sometimes occur. Please feel free to discuss any concerns at the time they occur. We aim for a speedy resolution to any problems and the doctors and Practice Manager are available to discuss anything of concern to you.

The PALS department at the QEQM Hospital are available for Independent advice and support (01843 225544).

Formal complaints need to be submitted in writing to Rachael Cousins, Practice Manager. This can be done by letter or by completing a form that is available from the receptionist.

Confidentiality Of Medical Records

Your medical record is a lifelong history of your consultations, illnesses, investigations, prescriptions and other treatments. Your GP is responsible for the accuracy and safekeeping of your records, whether paper or computer based. Computerised records are covered by the Data Protection Act and subject to the conditions therein. You can help keep this information accurate and up-to-date by informing your GP of any change in your name, address, telephone number, marital status or other details.

If you move to another area or change your Surgery your medical records will be sent to the appropriate Health Authority to be passed on to your new Practice. However, a copy of all computer entries made onto your record, during your time at Bethesda, will be retained at this Surgery. Whilst you have the right to keep all your personal health information confidential between you and your GP, your GP may need to share this information with others involved in your health care; unless you ask him/her not to. Even if you are under 16 years of age, nothing will be said to anyone, including parents, care workers or teachers without your permission.

Freedom Of Information - Publication Scheme

The FOI Act of 2000 obliges the Practice to produce a Publication Scheme which is a guide to the 'classes' of information the Practice intends to routinely make available.

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.

BACK PAIN

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

BED SORES

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

SORE THROATS

Four out of every five sore throats are caused by viruses and therefore antibiotics are of no use. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children paracetamol syrup and fluids (aspirin should NOT be given to children under 16). For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirins in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing. If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should come and see us at the surgery.

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, go to the A & E Dept at the hospital.

COLDS

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol (**aspirin should NOT be given to children under 16**). Do not bother to take antibiotics as these will have no effect!

DIARRHOEA

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. Consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

GASTROENTERITIS

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up.

Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

STOMACH ACHE

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

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.

NOSE BLEEDS

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.

HEAD LICE

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

CHICKENPOX

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

GERMAN MEASLES (RUBELLA)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

MUMPS

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

Immunisation can prevent this disease.

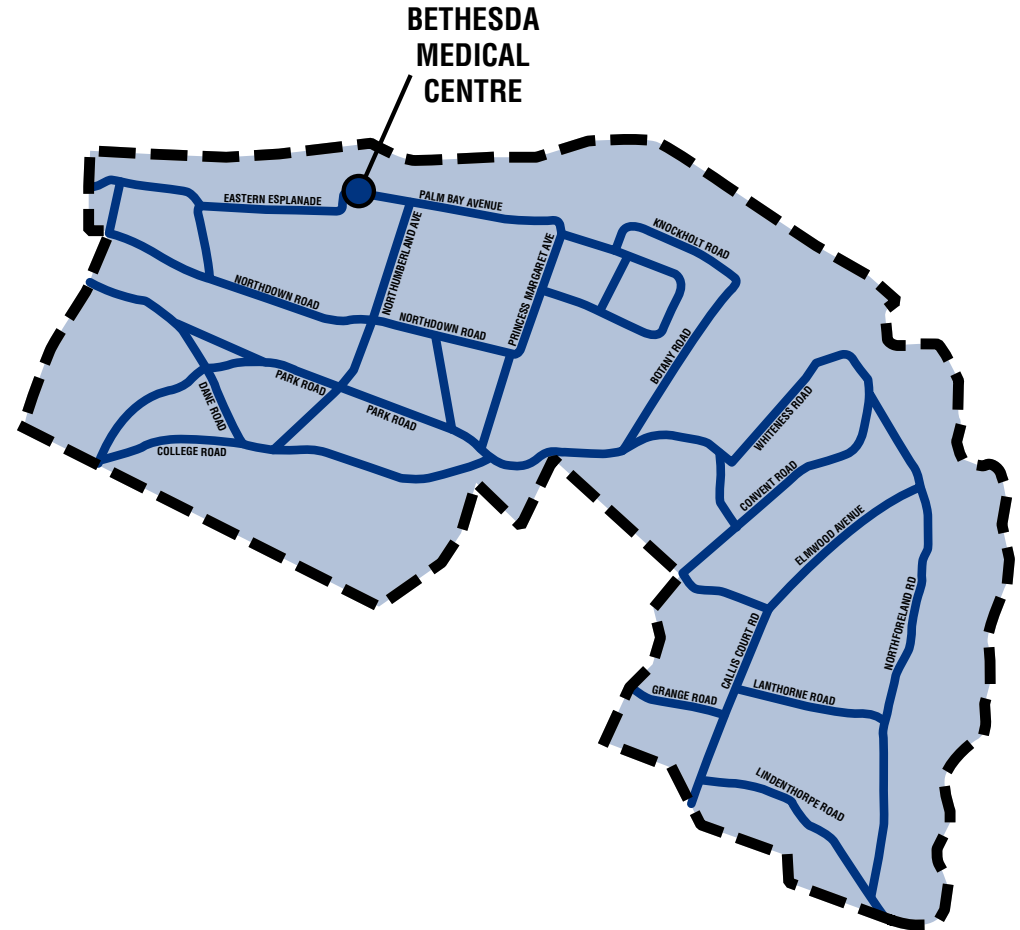
Let our practice publications promote your business for you!



To place a business building advertising feature in our vitally important Practice Booklets and Appointment Cards simply phone Veronica Smith now on 0800 612 1516.

Attract more business by placing your advert here. Simply call 0800 0234 196.

Practice Boundary



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015 Website: http://www.opg.co.uk Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

Useful Telephone Numbers

Patient Service Centre (for all hospital appointment enquiries)	0845084 0500
Queen Elizabeth the Queen Mother Hospital (Margate).....	01843 225544
(Labour Ward).....	01843 292494
(Pathology Appointments)	01843 235000
Kent & Canterbury Hospital (Canterbury).....	01227 766877
The William Harvey Hospital (Ashford).....	01233 633331
Non-Emergency Medical Assistance	111
Think Action	01843 233600
Kent Counselling Association.....	01843 231012
Relate	01227 766094
DentaLine.....	01634 890300
Domestic Violence (Thanet)	01843 222028
The Beacon	01843 855200
Wools Pharmacy	01843 223775
Health Visitors.....	01843 209330
District Nurses	0300 790 0386
Social Services	01843 860000
Samaritans.....	08457 909090