

# East Croydon Medical Centre



59 Addiscombe Road | Croydon | CR0 6SD

T: 0844 387 8000 or 020 3657 4170 | F: 0844 387 8001

W: [www.eastcroydonmc.co.uk](http://www.eastcroydonmc.co.uk)

# welcome to EAST CROYDON MEDICAL CENTRE



## Welcome

The Partnership was formed in 1884 and has seen and undergone many changes over the years. In 2004 the surgery name was changed in order to bring it up to date, but we continue with our ethos of a strong belief in the traditional family Doctor relationship that we combine with the efficiency and wide range of services we are able to offer in a modern practice. The premises have been extended on three occasions, most recently in 2007 when we joined the main building by a walkway to the building next door.

This booklet is provided to inform both those who are considering joining the practice list and those already registered with us. Our team offers a full range of general medical services. Details of the practice team members and what they do can be found in this booklet.

We aim to treat all our patients efficiently, courteously and in complete confidence.

We are a training practice for doctors including registrars and medical students.

East Croydon Medical Centre is contracted to NHS Commissioning Board (London) (address - Southside, 105 Victoria Street SW1E 6QT Tel. 0207 932 3700) to provide Personal Medical Services to the NHS. Further details of Primary Medical Services in Croydon can be found by contacting the NHS Commissioning Board.

## Registering With The Practice

We accept applications for registration from those people living within approximately a one-mile radius of the surgery (please see map on back cover). We also accept out of area applications but cannot offer a home visit service. If you register and are out of our area and require a home visit, you would have to call 111 and the local service provider will visit you. If you would like to register with us please see the receptionist, and bring with you your medical card if you have one with proof of identity and residency. The receptionist will help if you are unsure about the specific requirements (please note there may be a charge if you are not eligible for NHS treatment). Whilst you will be registering with the East Croydon Medical Centre, you will be able to see any of the Doctors available.

We operate a pooled list which means patients are registered with the practice, not a specific GP, but can see any GP within the practice. All medical information is recorded on the computer and all GPs have access to this information. However, patients do have the right to express a preference of doctor and these requests will be accommodated where possible.

## The Doctors

<b>Dr Danny W K McCrea</b>	(Senior Partner)	Male	MB BS (Newcastle 1975) DRCOG MRCGP
<b>Dr Clive V Bailey</b>	(Partner)	Male	BSc MB ChB (Bristol 1977) MRCGP DRCOG
<b>Dr Shahina A Shaikh</b>	(Partner)	Female	MB BS (London 1991) DRCOG MRCGP
<b>Dr Paul Rybinski</b>	(Partner)	Male	BSc MB BS (UCL 1998) MRCGP DRCOG
<b>Dr Katherine Jenkinson</b>	(Salaried GP)	Female	MB BS MRCGP DCH DRCOG DFFP (St George's 1998)
<b>Dr Rachel Tunbridge</b>	(Salaried GP)	Female	MB BS DRCOG DFSRH MRCGP (Imperial 2006)
<b>Dr Will Collins</b>	(Salaried GP)	Male	MB BS BSc MRCGP
<b>Dr Foggo</b>	(Salaried GP)	Male	MB BS MRCGP MChiro BSc

## Surgery Times

(By appointment) subject to variation

### DR MCCREA

Monday am and pm  
Tuesday am and pm  
Wednesday am and pm  
Thursday am  
Friday am

### DR SHAIKH

Monday am and pm  
Tuesday am  
Wednesday no surgery  
Thursday am and pm  
Friday no surgery

### DR BAILEY

Monday no surgery  
Tuesday am and pm  
Wednesday am and pm  
Thursday am and pm  
Friday no surgery

### DR RYBINSKI

Monday am and pm  
Tuesday am and pm  
Wednesday am and pm  
Thursday no surgery  
Friday am and pm

## Gum disease is known as the silent disease



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 69 Addiscombe Road, East Croydon CR0 6SE

\* provided treatment is accepted within 3 months of consultation full refund will be given for consultation.



## 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.**

### What would a Gardener do for YOU?

Many people derive great pleasure from working in their garden, benefiting from the fresh air and exercise, as well the enjoyment of looking at, or weather permitting, sitting in, a well-cared for garden. But what happens if there are areas of your garden, or sometimes even the whole garden which you are just not happy with. Perhaps your circumstances have changed and you are no longer able to do all the weeding, or mowing the lawn and really need a relatively 'maintenance free' garden.

A gardener will assist you with ideas to change and layout your garden and offer suggestions on what will work well. They will also put together a regular maintenance programme, to include things like trimming hedges, weeding borders and mowing the lawn, which will ensure that your garden is always weed free and looking good. Of course, you can contract your gardener to do as much or little as you wish retaining some of the work for you to enjoy.

So contact a local firm, get the garden you have always wanted and let some sunshine and light back into your life and garden.

### A beautiful garden without the hard work? Leave that to



**Country Garden Services** are professional landscape, garden and grounds maintenance company established in 1987. We cover all local areas of the Borough of Croydon and Bromley plus south east of London and some of the south east in general.

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- Hedges (Hedge Cutting/Laying etc)
- Fencing
- Gritting
- Paving
- Trees (Crowing/Felling/Thinning)

Why not contact us for a free quotation on **020 8654 1800 or 07718 395182**  
 e-mail: [dawright@btconnect.com](mailto:dawright@btconnect.com) [www.countrygardenservices.org.uk](http://www.countrygardenservices.org.uk)



**DR JENKINSON**  
 Monday no surgery  
 Tuesday am and pm  
 Wednesday am and pm  
 Thursday am and pm  
 Friday am and pm

**DR COLLINS**  
 Monday am and pm  
 Tuesday am and pm  
 Wednesday no surgery  
 Thursday am and pm  
 Friday am and pm

Telephone advice is available from doctors and nurses routinely at the end of morning surgery or, where urgent, with either the duty doctor or triage nurse.

## Reception

Reception doors and telephone lines are open from Monday to Friday 8.00am to 6.30pm. Closed Saturdays, Sundays and Bank Holidays.

## Additional Services In Croydon

### GP-LEAD HEALTH CENTRE

Impact House, 2 Edridge Road, Croydon CR9 1PJ. Tel: 020 3040 0800  
 Opening times: 8.00am - 8.00pm seven days a week, 365 days a year.  
 Services include minor illnesses and sexual health.

### MINOR INJURIES UNIT

Parkway Health Centre, New Addington CR0 0JA. Tel 020 8251 7225  
 Opening times: Monday-Fridays and bank/public holidays. 2.00 - 10.00pm.  
 Saturday and Sunday 12 noon - 9.00pm

For adults and children over one year old who have minor injuries, eg cuts, grazes and wounds, minor burns and scalds, sprains and strains, minor head injuries, minor eye injuries and for the removal of some foreign bodies.

### PURLEY URGENT CARE

Purley Memorial Hospital, 856 Brighton Road CR8 2YL. Tel 020 8401 3238  
 Opening times: 8.00am - 8.00pm seven days a week.

For those patients who have a minor illness or medical problem that is not life threatening but they would like to see someone urgently. For example:

- Abdominal pain: indigestion, constipation, vomiting, diarrhoea
- Ear and eye problems
- Flu/cold - significant or persistent symptoms

ADVERTISING FEATURE

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for 24 hour information: [www.eastcroydonmc.co.uk](http://www.eastcroydonmc.co.uk)

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- Removal of foreign bodies in eyes, nose and skin
- Minor burns
- Emergency contraception and advice
- Simple limb injuries
- Sprains and strains

## MENTAL HEALTH CRISIS LINE

Tel 0800 731 2864. A 24 hours Mental Health Crisis Line, run by Community Psychiatric Nurses, is provided by South London and Maudsley NHS Trust.

## Out Of Hours

If you need to speak to a doctor on an important matter outside surgery hours, please telephone 111. Calls are recorded. If you are calling from outside the London Borough of Croydon please dial 0118 990 2147.

Alternatively, telephone or visit the NHS Walk-In Centre at 2 Edridge Road, Croydon. Tel: 020 3040 0800 (open 8.00am - 8.00pm 24 hours, 7 days a week).

For telephone advice only, call NHS Direct on 0845 4647.

Also consider seeking advice from your local Pharmacist. They are able to help with treatment with many minor ailments - See the PHARMACY FIRST page.

## Appointments

A full appointment system operates. Appointments are available to be booked on the day. However, some can be booked up to two weeks in advance. You may consult any of the Doctors, but it is suggested that you see the same Doctor wherever possible for a continuing problem. If you wish to see a specific Doctor you will be offered the first available appointment with that Doctor.

If you wish to see a Doctor urgently, please telephone the surgery early in the morning for an appointment with a Doctor or a Nurse who specialises in minor illnesses.

The practice is actively involved in the education of future General Practitioners; you may therefore be offered an appointment with a fully qualified Doctor who is gaining experience in general practice, under the guidance of one of the partners.

The practice has recently introduced an automated telephone booking service enabling you to book a routine appointment with a Doctor at any time of the day or night 365 days of the year without speaking to a receptionist. Simply press option 1 after you hear the welcome message and follow the instructions. The same process can be used if you wish to cancel any appointment or change your Doctor's appointment.

Let our practice publications promote your business for you!



To place an eye catching advertising feature in our vitally important Practice Booklets and our indispensable Appointment Cards and Website simply phone Veronica Smith now on **0800 612 1516.**

## Online Appointment Booking

We offer an online appointment booking service for routine Doctors' appointments using Patient Access. This also enables you to cancel or change an existing appointment. If you would like to be able to use this service, please let a receptionist know so she can give you your log-on ID, password and instructions on how to use the service.

## Cancellations

If you cannot keep your appointment, please cancel it giving as much notice as you can so that it can be offered to someone else. You can use the automated telephone system to cancel your appointment any time of the day or night.

## Home Visits

Visits are for patients who are too ill to come to the surgery. Please make requests for home visits before 10.00am if possible. Please be prepared to give full details of the problem to the receptionist answering your call so that the Doctor can be fully informed of the situation. The Doctor may telephone you first before visiting.

## Changes To Patient Details

Please keep us informed of any changes to your personal details. Sometimes we need to contact you to cancel or amend your appointment.

## Additional Services (by appointment only)

### ANTENATAL

Each Doctor holds antenatal, postnatal and child development clinics at set times of the week. Ask at reception.

### SMOKING CESSATION ADVICE

Appointments: Monday, Tuesday, Wednesday afternoons.

### WELL BABY

Wednesday and Thursday 10.00am - 12 noon. Immunisations/child development.

### NURSE-LED APPOINTMENTS

New patient health checks, family planning, cervical smears, asthma, diabetes, coronary heart disease, menopause and travel immunisations. Further details are available from reception.

### IN-HOUSE CLINICS

Run by a Dietician and a Community Midwife. Appointments for these are arranged by your doctor.

### TRAVEL CLINIC

By appointment only. Please note that some immunisations may be chargeable. Travel information form needs to be completed before your appointment.

for 24 hour information: [www.eastcroydonmc.co.uk](http://www.eastcroydonmc.co.uk)

## Influenza Vaccination

From October to January every year we offer a completely free flu vaccination to our patients over the age of 65 as well as those in an 'at risk' category. Please ask for details at reception.

## Repeat Prescriptions

If you take any medicines regularly you will be issued with a computerised list. Repeat prescriptions can be requested in person, by post (please include a stamped self-addressed envelope for return of prescription) or by email via our website. We cannot accept requests for repeat prescriptions by telephone. Please allow two working days for prescriptions to be processed. Some requests may take longer as they may need to be reviewed by a Doctor and re-authorized.

Some local pharmacies will arrange to collect prescriptions for you; ask at reception for details.

## Blood Tests

These are done Monday to Friday in the morning by the Phlebotomist or Health Care Assistant at the request of the Doctor and taken by courier to Croydon University Hospital. Alternatively, the GP Lead Health Centre provides a service between 8.00 - 10.00am, Monday to Friday. You must take a form from the Doctor with you and be over 16 years of age.

## Test Results

You should allow at least five working days before telephoning or calling in at the surgery for your results. Please call after 3.00pm. We are unable to give results to third parties and so would ask that you call or telephone personally for your own results.

## Practice Staff

In addition to the Doctors, the practice employs five nurses and a healthcare assistant. We also have attached to the surgery a Community Midwife, a District Nurse team, a Health Visitor team and a Dietician.

On the administrative side, the surgery is run by the General Manager assisted by the Patient Services Manager with a team of eight part-time receptionists, seven administration staff and two secretaries.

## Disabled Access

There is a ramp to the front door for wheelchair users.

## Carers

Please let us know if you are a carer or are yourself being cared for; this will enable us to offer the appropriate advice and help.

## Private Medical Care

Some services, such as private medicals, are not covered by the NHS. Please ask at reception for advice on fees.

## Routine Childhood Immunisation Programme

Each vaccination is given as a single injection into the muscle of the thigh or upper arm.

AT WHAT AGE TO IMMUNISE	DISEASE PROTECTED AGAINST	VACCINE GIVEN
Two months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib) Pneumococcal disease	DTap/IPV/Hib and Pneumococcal conjugate vaccine (PCV)
Three months old	Diphtheria, tetanus, pertussis, polio and Hib Meningococcal group C disease (MenC)	DTap/IPV/Hib and MenC
Four months old	Diphtheria, tetanus, pertussis, polio and Hib MenC Pneumococcal disease	DTap/IPV/Hib MenC and PCV
Between 12 and 13 months old - within a month of the first birthday	Hib MenC Pneumococcal disease Measles, mumps and rubella (German measles)	Hib/MenC, PCV and MMR
Three years and four months or soon after	Diphtheria, tetanus, pertussis and polio Measles, mumps and rubella	DTaP/IPV or DTaP/IPV and MMR
Girls aged 12 to 13 years	Cervical cancer caused by human papillomavirus types 16 and 18	HPV
13 to 18 years old	Tetanus, diphtheria and polio	Td/IPV

## Non-routine Immunisations For At Risk Babies

At birth (to babies who are more likely to come into contact with TB than the general population)	Tuberculosis	BCG
At birth (to babies whose mothers are hepatitis B positive)	Hepatitis B	Hep B

## Self-help Area

There is an area located near the walkway where patients can check their blood pressure, weight, peruse and take away literature on various medical conditions, healthy eating, contraception and smoking cessation among others.

## 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.

## Primary Care Support Service

Further information on other primary medical services in the area can be obtained from the Primary Care Support Service. You can contact them on tel: 020 8335 1400 or visit [www.croydon.nhs.uk](http://www.croydon.nhs.uk)

## Rights And Responsibilities Of Patients

*You have the right to:-*

- Receive health care on the basis of clinical need, regardless of your income.
- Equal treatment, regardless of race, gender, age or disability or nature of your health problems as long as you reside within the practice boundaries and qualify for NHS treatment (details of the practice boundary can be obtained from the reception staff).
- Have reasonable access to high quality service and facilities.
- Receive information on what is wrong with you and the treatment options available. Ask questions and be given truthful and clear answers.
- Ask for a second opinion on your diagnosis or treatment.
- Ask to have someone with you (friend, relative or interpreter) at any time. You may find this beneficial, particularly if you are asking questions or need moral support.
- Registering with a Medical Practice. If a Practice is unwilling to take you onto their list you should be given a written reason for this decision. NHS Croydon can arrange for you to be registered with a Practice, please phone 020 8335 1400 for this service. You are entitled to change your Practice at any time. You do not have to give a reason for your decision.
- Refuse treatment as you see fit. This includes examinations, tests, diagnostic procedures, medications, operations etc.
- Refuse to be examined or treated in the presence of medical students.
- Refuse to be involved in research trials.
- Information on GP Practices in your area and the services they provide. All practices must provide an information leaflet.
- Confidentiality - personal information about your health is confidential and should only be disclosed to those who need that information to provide you with effective treatment.
- Access all records stored on computer. You are entitled to copies of your records however a charge may be levied. If you wish to see your records you should apply in writing to the General Manager.

## HUMAN RIGHTS

It is your right to be treated as a human being by another human being as they would wish to be treated themselves, ie with dignity, politeness, respect and consideration.

Further information about your rights can be found on the NHS Choices website:- <http://www.nhs.uk/choiceintheNHS/Rightsandpledges/Pages/Rightsandpledgeshome.aspx>

## PATIENT RESPONSIBILITIES

*Patients have certain responsibilities:-*

- Keeping your appointment. Please try to arrive on time. If you are unable to attend an appointment, please inform the clinic or surgery in good time. Our 24/7 telephone and web booking systems are available for such an occasion.
- Treat all healthcare staff in a reasonable, courteous manner.
- Use emergency services in a responsible manner. Please use the out-of-hours services for emergencies only and not for routine care.
- Take care with medicines. Medicines are for one person only and should not be shared. Keep them safely away from children and in the original container. Take any unwanted medicines to a chemist for safe disposal.
- To keep the practice informed of any change of name, address, telephone number or email.
- Keeping young children in your care under constant supervision and ensuring that they behave appropriately at all times whilst on the surgery premises.
- Not using your mobile phone whilst on the surgery premises.
- As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy

## Violent Or Abusive Patients: Zero Tolerance Policy

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice will request the removal of any patient from the practice list who is aggressive or abusive towards a doctor, member of staff, other patient or who damages property.

All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault.

# Patient Confidentiality And Information Sharing

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide you with further medical treatment for example, from district nurses and hospital services.
- To help you get other services, for example from the social services department. This requires your consent.
- When we have a duty to others, for example for in child/adult protection cases.

Anonymised patient information will also be used at local and national level to help Croydon Clinical Commissioning Group and the Government plan services, for example for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

## Complaints/Comments

We make every effort to give the best service possible to everyone who attends our practice. However, we're aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible. Simply contact the General Manager who will set all the necessary wheels in motion. Further written information is available on the complaints procedure from reception.

However, if you feel we have not dealt with the issues you have raised as you would wish, you can contact the Patient Advice and Liaison Service (PALS), which can often help resolve any problems before they become formal complaints. To speak to a PALS officer, ring 020 8274 6333.

NHS Croydon, Leon House, 233 High Street, Croydon CR0 9XT.

## Patient Participation Group (PPG)

The PPG is a group of patients registered with the surgery who have no medical training but have an interest in the services provided. The aim of the PPG is to represent patients' views and cross barriers, embracing diversity and to work in partnership with the surgery to improve common understanding. Please speak to a member of our reception team if you are interested in joining the group which meets six times a year.

## You Do Not Always Need To See Your GP

If you are suffering from any of the ailments listed here, you can visit your PHARMACY FIRST for NHS treatment.

They will give you the appropriate advice and medication if required.

There is no need to make an appointment.

Your medicines are free if you don't normally pay for prescriptions - please take proof of your exemption. Otherwise, you will pay the usual prescription charge.

Acne	Earache	Mouth ulcers
Athlete's foot	Earwax	Nappy rash
Back pain	Fever	Sprains and strains
Cold sores	Haemorrhoids (piles)	Teething
Conjunctivitis	Hayfever and allergies	Threadworm
Constipation	Head lice	Toothache
Contact dermatitis	Headache	Thrush
Coughs and colds	Indigestion	Sore throat
Cystitis	Insect bites and stings	Warts and verrucas

## Self Treatment Of Common Illnesses

### BURNS AND SCALDS

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a Nurse or Doctor.

### THREADWORMS

All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

### HEAD INJURIES/CONCUSSION

Most bumps on the head cause no damage. A slight headache can be helped with paracetamol. If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

### SPOTS

Most childhood spotty illnesses are minor and often cause little upset. Measles is more serious, but is rare now that all children are immunised. Your doctor will not mind you attending the surgery with a spotty child to confirm diagnosis. All of these illnesses are contagious before the spots appear.

### NOSEBLEEDS

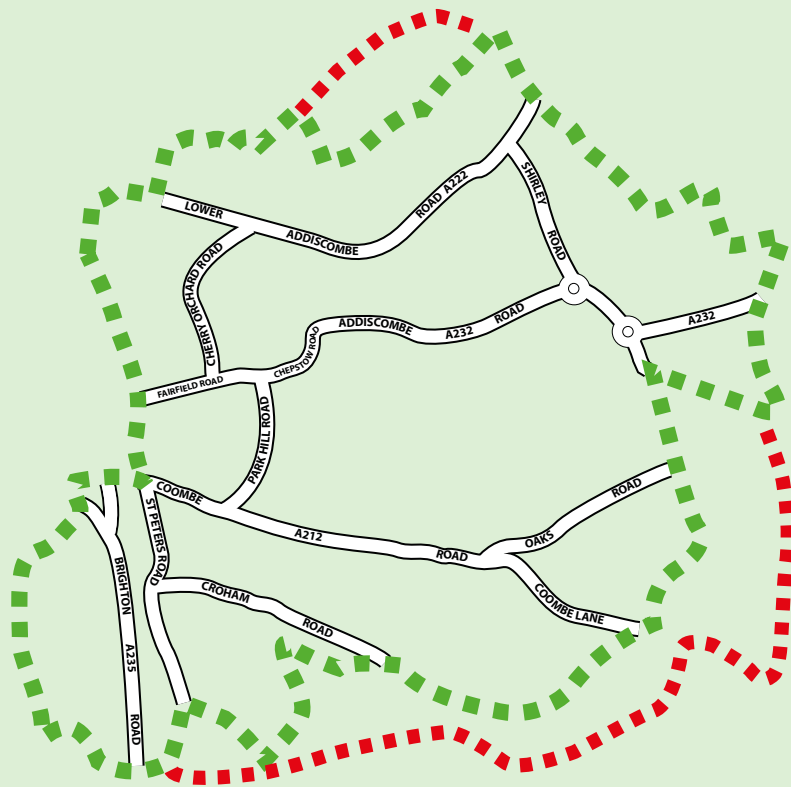
Pinch the bridge of the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A & E.

### SUNBURN

Treat as other burns. Calamine lotion and paracetamol will help. Avoidance, especially in children, is most important. High factor sun block and hats etc are advisable in all but the mildest of exposure to the harmful effects of the sun.



# Practice Area



- Inner Boundary
- Outer Boundary, patients accepted if move from within inner boundary

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