

The Farley Road Medical Practice



MAIN SURGERY

53 Farley Road
South Croydon
Surrey CR2 7NG

Tel: 020 8651 1222
Fax: 020 8657 9297

BRANCH SURGERY

125 Holmbury Grove
Forestdale, Croydon
Surrey CR0 9AQ

Tel: 020 8651 1222

www.farleymedical.co.uk
www.farleymedical.co.uk/f&f.asp
e-mail: admin@farleymedical.info
www.farleymedical.info

Welcome to The Farley Road Medical Practice

This booklet contains useful information on how to use our medical facilities together with advice concerning self-treatment of common illnesses/accidents and health promotion. Please keep it safe for future reference.

Mission Statement

The Farley Road Medical Practice is committed to offering its patients high standards of care in a friendly and supportive environment.

The General Practitioners

Dr Bill M Jasper

MBBS MRCGP DRCOG qualified at London University in 1983

Dr Jacqui L B Cockell

MA MBBChir MRCGP DRCOG qualified at Cambridge University in 1990

Dr Neera Jaitly

MBChB DCH DRCOG DFFP MRCGP qualified at Leicester University in 2000

Dr Rachel Hammill

MBBS MRC Psych MRCGP DRCOG qualified at London University in 1991

Dr Louis Akindele

MBBS BSc MRCGP qualified at King's, London in 2008

Dr Nishma Galaiya

BSc (Hons) MBBS MRCGP DFSRH LOC SDI LOC IUT qualified at St Georges London in 2007

Opening Hours

MAIN SURGERY

Monday - Friday 8.00am - 6.30pm

Collection of prescriptions Monday to Friday 8.00am - 6.30pm

BRANCH SURGERY

Monday 9.00am - 12 noon and 1.00 - 6.00pm Tuesday 9.00am - 12 noon and 1.00 - 6.00pm

Wednesday 9.00am - 12 noon and 1.00 - 6.00pm Thursday 9.00am - 12 noon and 1.00 - 5.30pm

Friday 9.00am - 12 noon

Subject to change - contact main branch for details.

(When parking use Forestdale Shopping Precinct car park not SAT NAV directions.)

www.farleymedical.co.uk

Extended Hours

Alternate Tuesdays 6.30 - 8.00pm

Alternate Wednesdays 6.30 - 8.00pm

Thursday and Friday 6.30 - 7.00pm (Telephone consultations only)

Most Saturdays 8.30 - 10.30am (GP & Nurse appointments only)

- These are pre-booked appointments only via Appointments Online or by contacting the surgery (020 8651 1222)
- The telephone lines will be switched over to the Out-of-Hours service during these times
- Access is via an entry phone system
- Collection of prescriptions and other administrative duties will be processed during normal opening hours (Monday to Friday 8.00am - 6.30pm)

Appointments Online -

www.farleymedical.info - [Link to Appointments Online](#)

BOOK YOUR NEXT APPOINTMENT AT THE SURGERY ONLINE

There is now a simple and easy way to book appointments online. It is especially useful during those times when the telephone lines are busy or the practice is closed. Appointments Online offers simple instructions and prompts to make sure that it is easy for you to book, view or cancel appointments - online - regardless of the time of day (or night). Using the internet, you can search for and view a range of available appointments; then just book the one which is most convenient for you. Alternatively download the MYGP app.

OTHER FEATURES

Order repeat medication online - You can make requests for repeat prescriptions - without having to visit the practice. Once the request has been processed (please allow two working days) you can then call at the practice to pick up the prescription or have your nominated pharmacy collect it from the practice for you.

Leave messages - You can leave a short message which will be forwarded to the practice. For example, it may be convenient for you to enquire about flu vaccinations or details of travel clinics or other specialist sessions. All you have to do is select the option "Leave a message". The message will be made available to the practice via a secure link. NB: if your message is sent "out of hours", there may appear to be a delay in the practice responding - as the staff will first see it during the next working day - so this option is best used for non-urgent matters. Administrative staff are responsible for viewing messages and, therefore, if your query is of a clinical nature you will need to discuss this with a doctor. As always, if your query is urgent you should contact the practice in person or by phone; if it is "out of hours" your call will automatically be diverted to NHS 111.

Change personal details - There is also an option to allow you to notify the practice of changes to items such as your name, address, email and mobile telephone number details.

Links to other useful information - Also listed on your "home" page are links to other sites eg NHS Direct and the NHS Choices website for common health questions and to allow you to find details of the closest open pharmacy.

Security - All personal information held on Appointments Online is protected using the highest standards of internet security.

www.farleymedical.co.uk

Sarah Rutter Counselling

BA, Dip Psych Couns, MBACP

Professional One-to-One Counselling In Confidence

Counselling can help with the following issues:

- * Bereavement
- * Relationship problems
- * Work-related issues
- * Stress
- * Anxiety
- * Anger
- * Depression
- * Lack of self-esteem

Have you ever felt the need to talk over difficulties with someone sympathetic and impartial?

If so, please give Sarah a call

020 8688 0005

info@sarahruttercounselling.com
www.counsellingcroydon.com

What is psychodynamic counselling?

Different models of counselling place different emphasis on various aspects of clients' lives. Psychodynamic counsellors look at the past experiences of the client and how they may be affecting their lives in the present. This can help clients make sense of their experiences and start to make changes in their lives.

Sessions last 50 minutes and take the form of one-to-one conversations between client and counsellor. At times the conversation will flow easily and at others there will be silences that allow a chance for reflection.

Counselling provides an opportunity to talk to someone who is professionally trained, non-judgmental, reflective and thoughtful about difficulties you may be having. Rather than offering advice, counsellors encourage clients to think about their problems.

Psychodynamic counselling can help with many issues, amongst others, bereavement, relationship problems, work-related difficulties, stress, anxiety, anger, depression, lack of self-esteem.

Initially you would be offered an assessment session, which is a chance for you to see whether you think counselling is for you and for the counsellor to see whether psychodynamic counselling is appropriate for you. The assessment session usually lasts 90 minutes. If you decide that you want to make a regular commitment to attend, then a time will be found that is mutually convenient and, as far as possible, this time will be yours for as long as you are in counselling.

ICO VISITS TO GENERAL PRACTICES

The Information Commissioners Office has been making advisory visits to GP practices over the past year and has compiled a report outlining their findings of personal data handling by GP's surgeries. Please see www.farleymedical.co.uk for more information.

GETTING STARTED WITH APPOINTMENTS ONLINE

We now have a new computer system and it is necessary for you to provide identification to enable us to issue you with a new password and PIN number for online appointments and prescription requests.

HOW TO REGISTER AS A NEW PATIENT

We are open to new registration from within our practice area (see map on reverse of this booklet). If you require a new patient health check at point of registration, please inform the reception staff. Please bring in some identification and ask for details on how to register to Patient Access.

Ask to register for Appointments Online. You will be given a unique username and password - along with details of how to gain access to the website.

SMS TEXT

We now have the facility to send appointment reminders direct to you via SMS text. This will be sent 24 hours before your booked appointment. There is no charge for this service.

There is a short form for you to complete at reception if you would like to register for this.

Cancellation Of Appointments

If you are unable to attend a booked appointment you can ring the surgery 24/7 and leave a message to cancel your appointment. You can use the MYGP app along with Patient Access to do this.

Emergencies

During surgery hours, please ring the receptionist on 020 8651 1222 and emphasise that your problem is urgent. The receptionist will be able to make you an appointment at short notice or, if necessary, arrange for a doctor to visit your home.

Home Visits

Home visits are very time consuming, so if you can, always come to the surgery, where your doctor has access to our full range of medical facilities.

If you feel that you do need a home visit, please telephone the surgery before 10.30am. This will give the practice time to organise the daily schedule.

What To Do If The Surgery Is Closed

Patients can obtain confidential medical advice and health information 24 hours per day, seven days per week by calling NHS 111.

In the case of an emergency when the surgery is closed, you should still ring the surgery on 020 8651 1222. Calls received then will be diverted to our out-of-hours provider who will ask about your symptoms and will be able to arrange for you to be seen by a doctor or other health care professional as appropriate. If your problem is of a non-urgent nature they will be able to offer you self-care advice or advise you to contact the surgery when it opens.

This service is currently provided by NHS 111.

www.farleymedical.co.uk



Maura Cripps

Swedish Massage
Aromatherapy Massage
Indian Head Massage
Hopi Ear Candling
Baby Massage

Regular massage may be found to increase relaxation, bring relief from everyday aches, reduce feelings of stress, anxiety and tension, thus aiding general wellness. May also help to improve circulation.



Fully Insured

Tel: 020 8657 3562
or 07752 057676

Maura Cripps

I have always been very interested in all types of complimentary therapies and for this reason I decided to start my training.

I have now been in practice for over 13 years and am still continuing to train in other therapies. I qualified in Anatomy, Physiology and Swedish Massage in 1995, Aromatherapy in 1998, Baby Massage in 2000, Indian Head Massage in 2003 and Hopi Ear Candling in 2005.

Each treatment is tailored specifically for you.

Home visits can be arranged within a certain radius. There are a few conditions which are contra-indicated to massage and permission from your GP may be needed. You will also need to allow an extra 15 minutes on your 1st appointment for a FREE consultation.

Baby Massage

Apart from individual sessions or small home groups, I am more than happy to attend parenting and play groups to discuss the advantages of Baby Massage and to provide a demonstration if required.

To discuss your individual needs as to how massage can have a positive affect on both babies and parents, please contact me for an informal discussion, without obligation.

Prices available on request.

Advertising Feature

NHS 111

If you live in the London Borough of Croydon, you can call 111 when you need medical help fast, but it's not a 999 emergency. You will be assessed, given advice and directed straightaway to the local service that can help you best. That could be A&E, an urgent care centre, an out of hours GP, a walk-in centre, emergency dentist or a late opening chemist. If you do need an ambulance, one will be sent as quickly as if you had dialled 999. You can ring the 111 number 24 hours a day, seven days a week, 365 days a year and calls are free, including those from mobiles.

You should use the NHS 111 service if:

- you need medical help fast, but it's not a 999 emergency;
- you think you need to go to A&E or another NHS urgent care service;
- you don't know who to call for medical help or you don't have a GP to call; or
- you require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP or local pharmacist in the usual way. For immediate, life-threatening emergencies, continue to call 999.

Clinical Commissioning Group

Bernard Weatherill House

2nd Floor

Zone G

8 Mint Walk

Croydon CR0 1EA

Tel: 020 3668 1300

Alternative Providers Of Emergency Care

CROYDON GP HUBS

People who live or work in Croydon have access to a wide range of urgent care services including booked appointments within three GP Hubs from 8.00am to 8.00pm, seven days a week, if you require medical assistance that cannot wait for you to see your own GP.

To access a Croydon GP Hub, call 111. Find out more on www.croydongphub.co.uk, locations and travel information for the hubs are mentioned below.

GP HUB CENTRAL CROYDON

- 10 minutes drive from nearest A&E department (Croydon University Hospital)
- Car: Free & Paid Parking Available within 2 minutes walk
- Tram: 3 minute walk from Lebanon Road Tram Stop
- Train: 5 minutes walk from East Croydon Train Station
- Bus: Routes 64, 119, 194, 198, 433, 466
- Address: East Croydon Medical Centre, 59 Addiscombe Road, CR0 6SD

Selsdon & District Funeral Service



- Your Local Funeral Director
- Independent and Licensed Funeral Directors
- Extensive Range of Memorials
- We Serve All Denominations in Any Area
- Pre-paid Funeral Plans
- Over 25 Years' Experience



FOR IMMEDIATE PERSONAL ATTENTION

Please Telephone **020 8657 0030**

204 Addington Road
Selsdon, Surrey CR2 8LD

www.selsdonfunerals.co.uk

GOLDEN
CHARTER
FUNERAL PLANS

Around 1 in 6 couples find it difficult to conceive naturally



Waiting for treatment can cause additional anxiety at a difficult time.

Contact a specialist fertility clinic today to get the necessary treatment without the wait.

IT CAN BE GOOD TO TALK

'Talking therapies' can help overcome a range of problems, from depression to stress.

This help may be available on the NHS or privately from a local professional.

Struggling To Conceive? We Can Help!

Newlife provides a dedicated & high standard Fertility service tailored to suit each individual's need.

- Natural IVF/Mild Stimulation
- Immune Testing
- IVF/ICSI
- 7-day a week service
- Recurrent Miscarriage
- One Stop Fertility Assessment
- Egg Freezing
- Personalised Treatment Plans



01372 738 932
www.newlifeclinic.org.uk

David Whittingham

Counselling & Psychotherapy

Helping you work through life's challenges

Please call 07508 278 505
www.davidwhittingham.co.uk



10% OFF first consultation



Transplants save lives

Join the NHS
Organ Donor Register

0300 123 2323
www.organdonation.nhs.uk

CHRISTINE EYNON
COUNSELLING

Offering confidential counselling for individuals of all ages and couples.

- Anxiety and stress
- Addictions
- Sexuality
- Low self esteem
- Abuse
- Depression
- Relationship/family issues
- Bereavement/Loss

Tel 07968 425912
www.christineeynonscounselling.co.uk
112 Bradmore Way, Old Coulsdon, Surrey CR5 1PB

Is your family protected?



Evergreen Enterprises

Probate & Will Writing

- Lasting Powers Of Attorney
- Probate
- Wills

Call 020 8654 1106

1 Station Approach, West Wickham BR4 0EH
www.evergreen-enterprises.co.uk

You can only set up a lasting power of attorney while you have mental capacity. Once you have lost capacity it is too late.



So if you think your own decision making ability may fail, contact a local Will Writer who will be qualified to advise you.

GP HUB PURLEY

- 12 minutes drive from nearest A&E department (Croydon University Hospital)
- Car: Free & Paid Parking Available within 2 minutes walk
- Train: 6 minutes walk from Purley Train Station
- Bus: Routes 60, 166, 289, 405, 407, 412, 455 & 466
- Address: Purley War Memorial Hospital, 856 Brighton Road, CR8 2YL

GP HUB PARKWAY

- 16 minutes drive from nearest A&E department (Princess Royal University Hospital)
- Car: Free Parking Available outside
- Tram: 1 minute walk from New Addington Tramlink
- Bus: Routes 64, 130, 314, 464, 664
- Address: Parkway Health Centre, Parkway, New Addington, CR0 0JA

Prescriptions

We operate a repeat prescription service for regular treatment. Please complete the tear-off counterfoil and return it to the surgery or you can sign up for the Electrical Prescribing Service which allows you to order on line and nominate a chemist. All repeat medication should be reviewed on a regular basis to ensure that your treatment is still appropriate for your condition. Please ensure that you respond to any requests to make an appointment on your prescription counterfoil. To avoid mistakes, we do not accept requests for repeat prescriptions by telephone. Please allow two working days when requesting your prescription.

For patients who are housebound the local pharmacists offer a collection and delivery service. Please contact the pharmacist for details.

At the practice's discretion, requests may be accepted via the surgery website and/or an email system. However, patients should be warned (if applicable) that the transmission of data may not be secure and therefore confidentiality may not be guaranteed.

If you lose your prescription then please contact the surgery as soon as possible.

Disabled Facilities

Suitable access and toilet facilities are available for the disabled at Farley Road.

Named Accountable GP

All patients who register at the practice after 1st April 2015 will be allocated a named accountable GP within 21 days of registration. Your named GP will be responsible for patients overall care at the practice, you can contact the practice to find out who your named GP is and we will make reasonable efforts to accommodate a request to change your named GP if you wish to do so.

Phlebotomy Service - Blood Tests

Blood tests are carried out at Farley Road Monday - Thursday 8.00 - 10.00am and on a Friday 8.00 - 11.30am. Blood tests are also offered at our Branch Surgery. Please telephone the Surgery on 020 8651 1222 to make an appointment.

Blood tests are also available at Croydon University Hospital Monday, Wednesday, Friday 7.00am - 4.30pm; Tuesday and Thursday the clinic is open until 7.00pm. No appointment is required.

Results Of Medical Tests

The administration staff are available between 10.00am and 4.30pm to give you the results of tests over the telephone. For reasons of confidentiality results are only given to the patient or legal guardian (in the case of a child).

Specimens - Please bring to the surgery before 10.30am.

Practice Staff

The team consists of:

one practice manager	one nurse practitioner
four practice nurses	one secretary
six administration staff	one assistant practice manager
seven receptionists	three phlebotomists
one healthcare assistant	

NURSE PRACTITIONER/PRESCRIBER

Our nurse practitioner, Debbie James, has received advanced training and offers appointments that complement those of the doctors.

PRACTICE NURSES

Debbie James (nurse practitioner), Diana Koolmon, Augustine Boadu and Chloe Chambers. Our practice nurses are available during most of our surgeries and will dress wounds, remove stitches, advise on and administer foreign travel vaccinations, general health promotion and secondary prevention. Contraceptive advice, family planning and chronic disease management (diabetes, asthma, heart disease, hypertension) are also available. Some of our nurses have been trained to diagnose and treat minor ailments.

PRACTICE AND BUSINESS MANAGER

Our practice and business manager, Tracy Ford, is responsible for the administration of the practice.

SECRETARY AND ADMINISTRATIVE STAFF

The practice employs a secretary, Laura who is responsible for the referral letters. The secretary is available Monday to Friday from 9.00am - 5.00pm. Seven administrative staff are at the practice available between 8.00am - 5.30pm for any queries you may have.

There are seven administration staff who ensure that patients' medical records are kept up to date.

RECEPTIONISTS

The practice employs seven receptionists who run the appointment system, deal with your enquiries and help you to make the best use of our services.

TELEPHONE CHARGES

Calls to this practice are 4.2p per minute; please check with your service provider with regards to the cost of your calls.

DISTRICT NURSES

The district nurse will visit you in your home and help with dressings, injections etc. They can also advise on care of the chronically sick and terminally ill patients. They will also help with the management of incontinence, arrange for bath aids etc. They can be contacted on 020 8714 2950.

HEALTH VISITORS

The health visitors are available to help with health matters relating to the under fives eg feeding problems, vaccinations etc. They are based at Sanderstead Clinic on 020 8714 2560.

COMMUNITY MIDWIVES

The midwives work with the doctors to provide care for mothers before and after delivery and care for the baby for the first fortnight of life. They can be contacted by ringing 020 8401 3000 and asking for the community midwife.

PATIENTS PARTICIPATION GROUP

The practice has a PPG which acts as a representative to provide information to patients on the latest news and health developments within the Croydon Commissioning Group. Patients are invited to express their opinions and views on health matters in Croydon to the PPG, who can be contacted via the practice manager. In the waiting room there is a notice board displaying relevant information on current health matters in Croydon. The PPG has 8 members at present. The aim of the group is to offer feed-back to the practice on the effectiveness of current services, increased understanding among patients of the profile and performance of the practice and identification of potential new developments in service provision.

Patient Information

Please ensure that you advise us of any change of name, address or telephone number. Our practice boundary is shown on the back cover of this booklet; if you are intending to move outside of this area, you will need to register with another doctor. You can always email the surgery regarding change of name, address or telephone number admin@farleymedical.info

**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.**

Security

CCTV cameras are at both sites for the protection of staff and patients. CCTV leaflets are available for patients if requested. The practice manager, Tracy Keogh, is the data controller and can be contacted at the surgery. Please see www.farleymedical.co.uk for more information.

Patient Confidentiality

Use of computers and personal health information:

We are registered under the Data Protection Act 1998 and have systems in place to protect your confidentiality. Personal health information is used to monitor the practice's screening activities. Your medical history will not be given to you as the patient without suitable identification. Neither will information be given to anyone else unless they are health care professionals or have your written consent. Occasionally, anonymised health information is sent to the CCG to monitor quality standards.

Patient Access to their GP Record

Changes to the GP Contract require all practices to offer and promote the facility for patients to view on-line their medical records, which will show your summary information from their records relating to medications, allergies, adverse reactions and additional data that the doctor has agreed the patient may have access.

This is an extension to the service we already provide which allows patients to make appointments, cancel appointments and order repeat medications.

In preparation for this we would encourage all patients to register for 'On-line Access'. You will need to complete a form at reception and provide photo identification. We will then process this and give you log-in details.

Once this has been approved when you next log in you will have access to your medical records.

Complaints Procedure

We hope that you find our service efficient, accessible and relevant to your needs but nonetheless recognise that there may be times when you feel it has been deficient. If you wish to make a complaint about the service you have received from any of the medical or administration team, please write to the practice manager as soon as possible after the cause for your complaint has occurred. A leaflet giving full details of our complaints procedure is available from reception and the website.

NHS England

Patients who have a comment or complaint about a GP, which cannot be resolved locally with the Practice Manager, can contact NHS England using the details below:

NHS England, PO Box 16738, Redditch B97 9PT

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

Private Medical Fees

Some of the services the practice provides attract a charge. Please see the chart of our fees in reception or online at www.farleymedical.co.uk

Freedom Of Information Act Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the classes of information the practice intends to routinely make available. This scheme is available on request from the practice manager.

Zero Tolerance

All staff at the surgery have the right to carry out their work without threat of violence. The surgery has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or other patients. We promise to treat all our patients with respect and, in return, we feel our staff are entitled to the same respect.

Interpreter

If you require an interpreter either call or come into the surgery and we will be happy to arrange the service. The service covers a large range of languages but you must inform us at least three days before your appointment.

Chaperones

Due to the increasing incidence nationally of patients' allegations against health care professionals, when visiting the surgery for a medical examination you may be asked if you would prefer a chaperone to be present. Similarly, if you would like a chaperone present, please feel at ease to mention this.

Clinics

We run a range of clinics. For an appointment or further information, please call our main surgery on 020 8651 1222.

ANTENATAL CLINIC

If you become pregnant, you will be given a 'booking appointment' at which time you will be asked a few questions and some general health checks will be carried out. You will be regularly monitored throughout your pregnancy at the practice.

CHILD HEALTH CLINIC

All new babies are invited for regular check-ups from eight weeks old.

MINOR SURGERY

Minor operations can be done in our treatment room. Please discuss with your doctor who will then arrange for you to be given an appointment.

Health Promotion

We encourage all our patients to share responsibility for their health. Most of the time serious diseases can be prevented by following a healthy lifestyle. Please ask the doctor or nurse for help and advice.

EXERCISE

Regular exercise helps prevent heart disease as well as reduce weight and gives you the added benefit of feeling better. If you are out of shape or overweight, please ask for advice before embarking on any vigorous exercise.

DIET

A healthy diet not only helps control weight loss but also can reduce cholesterol and help prevent heart attacks. The practice nurses and our health care assistant are trained in weight management. If you would like help and advice, please contact the surgery and arrange an appointment.

BLOOD PRESSURE

High blood pressure can, in the long term, increase the risk of heart attacks and strokes. Reducing your blood pressure can reduce the risks. Adults should have their blood pressure checked at least once every five years.

ALCOHOL

Alcohol is a depressant which has the effect of dulling the brain and nervous system. In small quantities alcohol can be beneficial to your health but in large quantities consumed on a regular basis, it can have a detrimental effect on your health and even kill. Excess consumption can lead to cirrhosis of the liver in the extreme or lead to poor circulation, impaired vision, a weakening of the immune system, impotence and obesity. An accepted safe level is 28 units per week for men and 21 units per week for women. A unit is approximately half a pint of beer, a glass of wine or a single measure of spirits. This recommended safe level is based on consumption being spread evenly over the week and not in one or two sessions.

SMOKING

In the UK there are over 100,000 deaths per year from smoking-related diseases. Each cigarette you smoke can shorten your life by an average of five and a half minutes.

How To Give It Up

Stopping smoking is all about motivation. Without a real desire to give it up you will not succeed. You must really want to give it up rather than just feel you should give it up. The best way to start is to set a date or a week when you intend to stop. Tell your family relatives, friends and work colleagues that you are giving up smoking and ask for their support and encouragement. If possible find someone to give up with you at the same time. When the day comes plan it carefully so that you are fully occupied. Avoid situations where the desire to smoke is the strongest, for example whilst drinking.

Finally, put the money you would normally spend on cigarettes aside each day to save up for a special treat as a reward for when you have succeeded.

If you have tried to stop smoking and failed but are still keen to stop, seek help from your local pharmacist.

Immunisations

Two months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib)
	Pneumococcal disease
	Men B, Rotavirus (from July)
Three months old	Diphtheria, tetanus, pertussis, polio and Hib
	Rotavirus (from July)
Four months old	Diphtheria, tetanus, pertussis, polio and Hib
	Men B, Pneumococcal disease
Between 12 and 13 months old – within a month of the first birthday	Hib/MenC
	Pneumococcal disease
	Men B, Measles, mumps and rubella (German measles)
Three years four months old or soon after	Diphtheria, tetanus, pertussis and polio
	Measles, mumps and rubella
Girls aged 12 to 13 years old	Cervical cancer caused by human papillomavirus types 16 and 18 (and genital warts caused by types 6 and 11) (via school)
Around 14 years old	Tetanus, diphtheria and polio
	Men ACWY (via school)

WHOOPIING COUGH IN PREGNANCY

What you need to know and do to help protect your baby

Getting vaccinated from week 28 of your pregnancy will help protect your baby.

INFLUENZA AND PNEUMONIA VACCINE

In accordance with Department of Health guidelines, we recommend an influenza plus pneumonia vaccination for patients with diabetes, chronic heart, lung or kidney disease and residents of nursing and rest homes. The vaccination is available in October; please contact the practice nurse for further information regarding this and Nasal flu availability for children.

Travel Advice

Our practice nurses will be pleased to give advice to those patients going abroad. Allow **six weeks** in order for the vaccine(s) to be effective. Certain vaccines are chargeable - please ask at the time of booking.

BEFORE YOU GO

Well before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit on any special precautions you may need to take.

At least two months before departure, discuss any vaccination requirements with the practice nurse. Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets etc; ask at the pharmacy.

WHEN ABROAD

Check on the quality of the drinking water. If in doubt either drink only bottled water or use water purification tablets. Avoid ice in drinks as this may well have been made from suspect water. Raw vegetables, salads and fresh fruits should be carefully washed in clean water. If in doubt stick to freshly cooked food.

Beware of the sun! Use a high factor sunscreen particularly in the first few days of exposure. Children in particular should be closely monitored in this respect.

In hot climates, drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

ON YOUR RETURN

If you fall ill, don't forget to tell your doctor that you have travelled abroad.

If you have received treatment abroad, tell your own doctor on your return.

When donating blood, tell the transfusion staff which countries you have visited.

Self Treatment Of Common Illnesses

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

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.

Useful Telephone Numbers

HOSPITALS

Croydon University/Purley	020 8401 3000
The Crescent (Mental Health)	01689 842939
Purley Resource Centre (Mental Health).....	020 8700 8900
East Surrey	01737 768511
St Helier.....	020 8644 4343
St George's.....	020 8672 1255
Shirley Oaks (Private).....	020 8655 5500
North Downs (Private).....	01883 348981

DRUG DEPENDENCY/ALCOHOL ACTION TEAM

Lantern Hall	020 8604 7104
Croydon LVY Drugs 'n' Alcohol Service - Off The Record @ Turnaround Centre, Southend	
Croydon (Counselling For 14-25 Year Olds).....	020 8296 9655
MIND.....	020 8763 2064
Mental Health Crisis Line.....	0800 731 2864
Croydon Pastoral Foundation	020 8760 0665
GUM Clinic - Sexually Transmitted Diseases	020 8401 3002
NHS Direct.....	0845 4647
NHS 111	111
Edridge Road Community Health Centre	020 3040 0800
Minor Injuries Unit - New Addington.....	020 8251 7225

SELF HELP

Croydon Age Concern	020 8680 5450
Relate - Croydon.....	020 8680 1944
Relate - Purley.....	020 8660 6492
Samaritans.....	020 8681 6666
Croydon Women's Aid.....	020 8679 8848
Domestic Violence	020 8239 8845
Rape and Sexual Abuse.....	0808 802 9999
Croydon Police.....	020 8667 1212

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