

Dr Nilesh Vara • Dr Peter L Gregory  
Dr Neelam Gill • Dr Neha Sharma



## **THE NEW DISPENSARY**

2 Alder Meadow  
Chase Meadow Square, Warwick CV34 6JY  
Tel: 01926 400010  
Fax: 01926 483391  
Website: [www.newdispensarysurgery.co.uk](http://www.newdispensarysurgery.co.uk)  
(more detailed information available on the website)



The surgery is open as follows:

**WEEKDAYS** (excluding Bank Holidays)  
8.30am - 6.00pm

8.00 - 8.30am & 6.00 - 6.30pm (urgent calls only)

Saturday mornings 8.00 - 11.30am  
(booked appointments only, no telephone access)

# THE NEW DISPENSARY

## ***PRACTICE HISTORY***

Our practice publication tells you about the practice and the services we offer. We trust you will find it helpful and informative.

Dr Nilesh Vara joined the practice as a partner in August 2008. Dr Peter Gregory joined as a partner in April 2009. Dr Neelam Gill became a partner in September 2012. Dr Neha Sharma became a partner in April 2014.

## ***THE DOCTORS***

<b>Dr Nilesh Vara</b>	(Male)	MB ChB - 2002 Leicester MRCGP (2006) Minor Surgery List
<b>Dr Peter L Gregory</b>	(Male)	MBBS - 1987 London DM MSc (Sports Medicine) MRCGP DCH Minor Surgery List, Child Health Surveillance List, Family Planning
<b>Dr Neelam Gill</b>	(Female)	MB ChB DRCOG MRCGP Leicester (2005) DFSRH Minor Surgery List, Child Health Surveillance List, Family Planning
<b>Dr Neha Sharma</b>	(Female)	MB ChB MRCGP DRCOG - 1998 Birmingham

## ***PRACTICE STAFF***

***Practice Manager*** - Mrs Christine Rogers IHM

Mrs Rogers is responsible for the administration of the practice and is available on a daily basis should you have any comments on the services offered by the practice.

### ***Reception Staff***

Mo Anne Joanna Chris Janet Rachel Geraldine

The ladies behind the reception desk will assist you in making emergency and routine appointments to see your doctor and answer any routine questions you may have.

### ***Administrators***

Mrs Mary Rosamond Nicola Murphy Elaine Cook

### ***Secretary***

Mrs Baljit Kaur

### ***Practice Nurses***

Sister Mary Scott SRN, RMN, DNC, Family Planning, Travel Vaccinations, Child Immunisations  
Linda Sanins RGN, ENP, ONC, Chronic Disease Management, Travel Vaccinations, Child Immunisations

Sarah Pettipher SRN Chronic Diseases, Childhood Immunisations, Travel Immunisations

The nurses are available by appointment daily.

## ***Phlebotomist/HCA***

Serena Slater

She is available Monday to Friday AM only, Wednesday all day - please ask at reception for an appointment.

## ***CONFIDENTIALITY***

All staff are bound by strict rules of confidentiality. We are a computerised practice and registered under the Data Protection Act. All staff and visitors working on the premises sign a confidentiality statement to this effect.

## ***ATTACHED STAFF***

### ***District Nurses***

The district nursing team consists of sisters, staff nurses, enrolled and auxiliary nurses based at Cape Road Clinic. Tel: 400001.

### ***Health Visitor***

We have a Health Visiting Team attached to the practice who are based at Newburgh Centre, Warwick and can be contacted on 01926 497968.

### ***Midwife***

We have an RGN Registered Midwife attached to the surgery available on Monday and Tuesday.

### ***Macmillan Nurses***

We have Macmillan nurses attached to our surgery to support patients with cancer and offer palliative care. They can be contacted either through our surgery or via Myton Hospice on 01926 419920.

### ***Surgical Chiropody and Podiatry***

Peter Robinson MSSCH, MBCHA, REMT

All aspects of chiropody and podiatry, ingrown toenails, corns, calluses, verrucae including laser and shockwave therapy.

Daily consultations, for information and appointments telephone 01926 499181.

### ***Ankerside Physiotherapy and Acupuncture Clinic Chartered Physiotherapists***

Specialising in the treatment of all musculoskeletal disorders, spinal and joint problems, manipulation, acupuncture and sports injuries rehabilitation.

Free assessment and advice available. Registered with all major health insurances, BUPA, AXA, PPP etc. Please contact tel: 02476 641214.

Ankerside physiotherapists can also help with Women's Health, please call or visit their website, [www.ankersidephysio.co.uk](http://www.ankersidephysio.co.uk) to find out more.

## ***REGISTERING WITH THE PRACTICE***

To register, please ask our receptionists for a questionnaire. You will be asked routine questions about where you live, who is your preferred GP and general health questions. Your registered GP will be your named accountable GP.

## ***ALLOCATED NAMED GP***

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From 1st April 2015 the government have added to our NHS contract that all patients including over 75's should have a named accountable GP. We have now allocated a named accountable GP to all our patients and we are informing you that your named accountable GP is your registered GP. Information can be found on our notices in the waiting room, on our website, in future newsletters and our facebook page. If you wish to know your named accountable GP please contact the surgery.

The named accountable GP to whom you are allocated will take responsibility for the co-ordination of all appropriate services and ensure they are delivered where required to each of their patients. The named accountable GP role is largely one of supervision.

However there is no condition within these new regulations for you to see your named accountable GP when you book an appointment. The contract remains "practice based" so your overall care will not be affected and you can see whichever GP you prefer.

If you feel you would like a different GP to be allocated to you then this again can be requested and we will do our best to accommodate that.

## ***CARERS REGISTER***

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Please tell our receptionists if you care for someone who has an illness, or you have a carer looking after you, as a form to register is available at reception.

## ***CONSULTATIONS***

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We use a system called Advanced Access which allows patients to telephone and be seen on the same day when available. Pre-booked appointments are also available. If you cannot keep your appointment, please let us know.

Surgery times	8.40am - 5.30pm	Monday - Friday	All GPs and nurses
Saturday mornings	8.00 - 11.30am	Booked appointments only	
		NO telephone access or prescription collections	

Variable times throughout the day for clinics: our receptionist will confirm the variable times we have to offer when you call. Please telephone the reception on 01926 400010 to make an appointment or register for our on line booking service if this is more convenient for you. Our reception is open all day, but between 8.00 - 8.30am and 6.00 - 6.30pm they will accept calls for urgent requests only.

## ***HOME VISITS***

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It is very important to request a home visit before 10.30am (except in an emergency) and only when the patient is too ill to attend the surgery. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit. Please contact reception on 01926 400010 if a home visit is required and they may ask you some questions regarding this request.

## ***OUT OF HOURS***

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The Harmoni Group is responsible for the out-of-hours service. This is held at the A & E department at Warwick Hospital. To contact the service, you should telephone the normal surgery telephone number and the answer machine will state the number you should use (which is 111). NHS England (Clinical Commissioning Group) commissions the OOH and is based at Westgate House, Market Street, Warwick CV34 4DE, telephone: 01926 493491.

## ***EXTENDED HOURS***

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The practice is able to offer extended hours for patients unable to attend during normal working hours. Please enquire at reception.

## ***REPEAT PRESCRIPTIONS***

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These can only be obtained when authorised by your doctor. Please give at least 24 hours' notice for the surgery to generate your request, the chemist may also need 24-48 hours' notice to dispense the medication. All patients having repeat prescriptions will be required to see their doctor at regular intervals. They can only be obtained in the following ways:

**By post** - a stamped, addressed envelope must be included if you want the prescription returned to you by post.

**Personally** - by placing your request in the box provided in the waiting area.

**By fax** - 01926 483391.

**By email** - administrator@newdispensarysurgery.nhs.uk

This email address is for repeat prescriptions only, please do not request any other information by email.

We are unable to respond to email requests at this time due to volume and resources. If you require confirmation of your prescription request, please set up a read receipt via your own IT system. Thank you.

Your pharmacy of choice - Please register with the pharmacy.

Electronic Prescribing is available direct to your pharmacy of choice, please register with reception or your pharmacy, please see our website for further information.

They CANNOT be requested by telephone.

**Online booking for appointments and repeat medication is now available, please ask at reception or visit our website [www.newdispensarysurgery.co.uk](http://www.newdispensarysurgery.co.uk) to find out more about how to register for this service.**

## ***CLINICS***

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### ***Well Woman Screening***

A cervical smear recall system is organised by the screening service and ladies will be invited to attend at your convenience with our practice nurse.

### ***Well Person Clinic***

This is available to all adults. Contact the practice nurse for details.

### ***Family Planning***

Full family planning advice is available from the nurse or by appointment with the doctor, including emergency contraception. Dr Gregory carries out Nexplanon implants.

### ***Asthma Clinic***

Asthma clinics are by appointment only with our specialist nurse.

### ***Diabetic Clinic***

Diabetic clinics are by appointment only with our specialist nurse.

### ***Heart Disease And Hypertension***

These are run by the practice nurses in conjunction with the doctors, by appointment only.

### ***Flu Vaccination Clinic***

Flu vaccination clinics are available by appointment in October and November.

### ***Travel Vaccination***

A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. Please ask for the charges when requesting the vaccine. We are a Yellow Fever centre.

### ***Child Health***

A child health clinic is held every Wednesday morning with Dr Gill. Developmental checks are carried out by appointment. Immunisations are given by our practice nurse.

### ***Infants' And Children's Immunisations***

These are given by the nurse. The doctors strongly advocate that all infants and children should be adequately immunised. Please remember to bring the child's 'Red Book' for completion; without this, immunisation may be refused at that appointment.

### ***PATIENTS 16 - 75 YEARS***

Patients who have not been seen within three years are entitled to a consultation at their request. Please make an appointment through the receptionists.

### ***PATIENTS OVER 75 YEARS***

If you are aged 75 years or over, you are entitled to be seen annually either by your doctor, the practice nurse, district nurse or health visitor. This can be arranged at the surgery, or if that is not possible, a home visit can be arranged at your request.

If you have difficulty accessing the surgery due to your disability please request a home visit.

### ***MINOR SURGERY***

Minor surgery is available for certain conditions; ask the doctor or nurse for details.

### ***NON-NHS EXAMINATIONS***

The doctors are happy to carry out medicals eg insurance etc, by appointment outside surgery hours. Please ask at reception for the charges for these services.

### ***COMMENTS AND SUGGESTIONS***

We are happy to accept and consider comments and suggestions from our patients. Any comments on our provision of general medical services are welcome. Please present your views in writing at reception.

### ***PATIENT REFERENCE GROUP***

We have a patient reference group who meet regularly to discuss our services. Please ask to speak to the practice manager if you require further information or wish to join the group.

### ***ACCESS FOR THE DISABLED***

Our new building has disabled access and toilets. There is also a lift installed and disabled parking facilities.

### ***MEDICAL TRAINING***

The practice is working closely with Warwick Medical School and has medical students who train within our practice. The next stage up from that is to work with Health Education West Midlands and have GP registrars train and work within our practice. All partners are actively involved in this very important training programme and take pride in supporting these young doctors to achieve their goals in the medical profession. They will actively see our registered patients under guidance and we hope you will support us by accommodating their presence.

### ***RESEARCH***

The practice is actively involved in clinical research working with the Clinical Research Network Team. Each research programme taken has the involvement of all our clinical team and support from the Network. You may from time to time, depending upon the programme be asked to actively be involved should you fit the specific criteria and we welcome your support in this important research programme.

### ***COMPLAINTS PROCEDURE***

We offer a practice complaints procedure to deal with comments, suggestions and complaints about the services we provide. Our practice manager will give you further information. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

For independent advice you can contact PALS on 495321. Complaints can be in writing or verbal and the practice will endeavour to bring this to a conclusion through local resolution. If you are still unhappy you can contact the Parliamentary & Health Service Ombudsman (PHSO) on 0345 015 4033.

### ***VIOLENT PATIENTS***

Our practice will not tolerate violent, abusive or threatening behaviour. If this should occur, the offending patient will be removed from our list and we will notify NHS England to make arrangements for that patient to be seen at another practice who are willing to offer a service to treat violent patients.

### ***PRACTICE CHARTER STANDARDS***

These are the local standards set within the practice for the benefit of our patients. It is our job to provide you with treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

### ***Our Responsibility To You:***

We are committed to giving you the best possible service.

**Names:** People involved in your care will give you their names and ensure that you know how to contact them.

**Waiting Time:** We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you.



# James Clark & Associates

The Westgate Dental Practice

The Westgate Dental Practice has been providing quality dental care in Warwick since 1983, based in a Victorian townhouse overlooking the historic Lord Leycester Hospital and Westgate Arch.

We offer both Private and NHS dental care. Private patients also have the opportunity to join Denplan to help spread the cost of dental treatment. Details of Denplan and our private fee scale are available from reception.

We offer a full range of high quality preventative and restorative care. Most types of treatments are available including cosmetic treatment and more complex treatments. To ensure your dental care meets your individual needs we will discuss the proposed treatment options with you, and will be happy to answer any queries you may have.



Our surgeries are equipped with some of the latest technology, which enables us to give you the best and most efficient treatment. We may suggest referral to a particular specialist for more complex treatments, for example orthodontic and complex periodontal treatment.

### Opening Times.

Monday: 8am - 6:40pm  
 Tuesday: 8am - 4:40pm  
 Wednesday: 8am - 4:40pm  
 Thursday: 8am - 4:40pm  
 Friday: 8am - 1:00pm

We are closed for lunch from 12:40pm - 1:20pm.

### Directions.

The Westgate Dental Practice is located in the centre of Warwick on the main route to the M40, opposite the Westgate and Lord Leycester Hospital. Car Parks are located nearby in New Bowling Green Street. There is some on-street parking available in West Street.

The Westgate Dental Practice • 13 West Street •  
 Warwick • CV34 6AB • 01926 494300

## Smile with Style!

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy by having regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital, not only to monitor tooth decay, but also to help prevent gum disease.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be delighted to advise you on what is available, and the costs involved, to give you a smile to be proud of.

ADVERTISING FEATURE

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[www.gisbournes.co.uk](http://www.gisbournes.co.uk)

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

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It is illegal to drive on public roads without a valid MOT.

Did you know most MOT garages provide a reminder service?

**Call your local MOT garage to book in and stay safe.**

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Dedicated in providing the best 24hr live-in home health care service for people who wish to remain in their own home

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- ◆ Bathing & Dressing
- ◆ Help With Domestic Chores

Telephone **01926 680474 / 0787 257 1939**  
[www.elite-carers.com](http://www.elite-carers.com) [elitecarers@mail.com](mailto:elitecarers@mail.com)

**Access:** You will have access to a doctor rapidly in case of emergency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

**Telephone:** We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone.

**Test Results:** If you have undergone tests or x-rays ordered by the practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

**Respect:** Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

**Information:** We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

**Health Promotion:** The practice will offer patients advice and information on:

- Steps they can take to promote good health and avoid illness.
- Self-help which can be undertaken without reference to a doctor in the case of minor ailments.

**Health Records:** You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

### *Your Responsibility To Us:*

**Help us to help you.**

**Please let us know if you change your name,** address or telephone number.

**Please do everything you can to keep appointments.** Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

**We need help too. Please ask for home visits** by the doctor only when the person is too ill to visit the surgery.

**Test results** take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

**We ask that you treat the doctors** and practice staff with courtesy and respect.

**Please read our practice booklet.** This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

**Remember, you are responsible for your own health** and the health of your children. We will give you our professional help and advice. Please act upon it.

### ***THE PROTECTION AND USE OF PATIENT INFORMATION***

We ask you for information about yourself so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again.

We may use some of the information for other reasons; for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions.

Sometimes the law requires us to pass on information; for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. This register does not contain clinical information.

You have a right of access to your health records. Please contact the surgery where you will be given the necessary Data Protection request forms to complete. There are charges attached to this request but you will be given these at the time. You can register to access your Summary Care Record online, please enquire at reception. You will be asked to provide proof of identification for this request.

### **EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.**

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you if people have a genuine need for it in your and everyone's interest.

Whenever we can we shall remove details that identify you. Law strictly controls the sharing of some types of very sensitive personal information.

Anyone who receives information from us is also under a legal duty to keep it confidential.

### ***The Main Reasons For Which Your Information May Be Needed:***

Giving you health care and treatment.

Looking after the health of the general public.

Managing and planning the NHS, for example by:

- Making sure that our services can meet patients' needs in the future.
- Paying your doctor, nurse, dentist, or other staff, and the hospital which treats you, for the care they provide.
- Auditing accounts.
- Preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified).
- Investigating complaints or legal claims.
- Helping staff to review the care they provide to make sure it is of the highest standard.
- Training and educating staff (though you can choose whether or not to be involved personally).
- Research approved by the Local Ethics Committee. (If anything to do with such research would involve you personally, you will be contacted to see if you are willing to take part. We may need to release your name and address to medical researchers to enable them to contact you for this purpose. You will not be identified in any published results without your agreement.)

**Only if you agree, your relatives, friends and carers will be kept up to date with the progress of your treatment.**

We will ask for written consent from the patient. If you do not wish your personal information to leave the practice (even anonymised) please let us know and this will be entered onto your medical record.

If, at any time, you would like to know more about how we use your information, you can speak to the practice manager.

## **FREEDOM OF INFORMATION - PUBLICATION SCHEME**

We are required by the NHS Freedom of Information Act 2000 to provide a Publication Scheme. This is a guide to the "classes" of information routinely made available to the public.

## **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.

### ***Bedsores***

Bedsores 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.

### ***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, consult your doctor as soon as possible.

### ***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. 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 solution of cooled 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 stomachache. 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.

### ***Stomachache***

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.

### ***Nosebleeds***

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

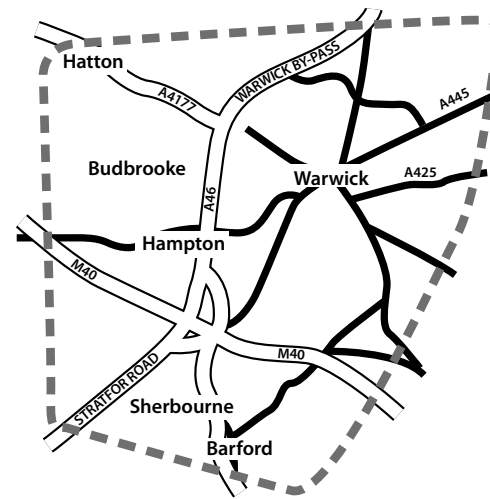
Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

**Immunisation can prevent this disease.**

### USEFUL TELEPHONE NUMBERS

The New Dispensary, 2 Alder Meadow, Warwick	01926 400010
South Warwickshire Hospital, Warwick	495321
UHCW Hospital, Coventry, Warwickshire	024 7660 2020
Clinical Commissioning Group	493491
WPCT - Warwick Locality Office	475952
Social Services, Warwick	410410
Social Services, Leamington Spa	334111
Samaritans, Coventry	024 7622 2550
Cape Road Clinic, Warwick	400001
Police Station, Warwick	410111
Police Station, Leamington Spa	451111
PALS - Warwick Hospital	495321
Parliamentary & Health Service Ombudsman	0345 015 4033
Care Quality Commissioner (CQC)	03000 616161

### PRACTICE AREA



We are now only able to take on some areas of Leamington Spa. Please ask at reception if you fall within our practice area. If you move out of our area, we will ask you to change practices. Please visit our website [www.newdispensarysurgery.co.uk](http://www.newdispensarysurgery.co.uk) or our Facebook page <https://www.facebook.com/thenewdispensary> for more detailed information on our practice and services.

## PRACTICE BOOKLETS

ARE SPECIALLY PREPARED BY

## Neighbourhood Direct Ltd

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Our friendly practice “The New Dispensary” is a purpose-built surgery. Construction work commenced in June 2007 with completion in March 2008. It is a large modern building offering better facilities for our patients and a lift has also been installed. It offers better working conditions for doctors and staff and plenty of parking.

LOCATION MAP

