

# NORK CLINIC

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Fax 01737 858 919

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

Email: [nork.clinic@nhs.net](mailto:nork.clinic@nhs.net)

If phoning Nork Clinic from overseas please dial 0870 975 8003



## **NORK CLINIC SURGERY OPENING HOURS:**

Monday	8.30am - 8.15pm
Tuesday	8.30am - 6.30pm
Wednesday	8.30am - 6.30pm
Thursday	8.30am - 6.30pm
Friday	8.30am - 6.30pm

## **PRACTICE INFORMATION BOOKLET**

Please keep this booklet in a safe place, perhaps by the telephone, for future reference.

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# NORK CLINIC

## WELCOME TO OUR SURGERY

### THE PRACTICE - A DESCRIPTION

The practice has been in continuous existence (though not with the same partners!) for many years and many families have three generations on our patient list.

Dr Masood Ahmad and Dr Nuzhat Ahmad have now retired after 33 years of service, building up the practice since 1979.

Dr Waleed Deen joined the practice in May 2007. He has special interests in palliative care, child health and G.U. medicine.

Dr Sumaia El-Amin joined the practice in May 2007. She has special interests in child health, maternity, well woman and family planning services.

Dr Arwa Kayali joined the practice in November 2009. She has special interests in child health, maternity and is an experienced paediatrician.

Dr Mustafa Sarang joined the practice in September 2009. He has special interests in family planning, muscular skeletal conditions, cardio vascular disease and diabetes.

Patients are free to consult any doctor. This gives more freedom of choice and it is our belief that the understanding between patient and doctor which stems from this approach is one of the strengths of our practice.

The doctors have a wide range of medical expertise resulting in a practice style that is strong on conventional medicine but which may make use of 'alternative' techniques if appropriate.

The current patient list size is 7209 (as of June 2015).

### STAFF

#### Doctors

<b>Dr W Deen</b>	(male)	MD MSc (immunology)
<b>Dr S El-Amin</b>	(female)	MBBS MRCP DFFP
<b>Dr A Kayali</b>	(female)	MRCGP MRCPCH MSC DFSRH
<b>Dr M Sarang</b>	(male)	MRCP MRCGP DRCOG DFSRH PGCME

#### Sessional GP

<b>Dr D Waitt</b>	(female)	MBBS MRCGP
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If you need to see a doctor please telephone or come in at least two days before to guarantee a routine appointment. If you feel you cannot wait that long, you can call on any weekday from 8.30am to get an emergency appointment for that day. It is on a first come first served basis. Young children, elderly patients and patients with long standing illnesses will take preference.

Please make it clear if your problem requires urgent attention. If you are acutely ill you will be seen on that day. Try to make follow-up appointments well in advance.

We aim to see all patients within 20 minutes of their appointment time. However, this may not always be possible (eg if the doctor has to see an emergency). If there is likely to be a delay you will be informed by the receptionist and offered the choice of making another appointment. All patients have the choice on whether they wish to have a chaperone present during their consultation. If the patient wishes to take up the offer of a chaperone they are required to inform the receptionist at the time of booking the appointment. The surgery now offers online appointment bookings which you can register for via our website, [www.norkclinicbanstead.co.uk](http://www.norkclinicbanstead.co.uk) or through the surgery.

If you cannot keep your appointment please telephone the surgery as soon as possible so it can be offered to someone else.

If you feel very ill in the waiting room or think you may be infectious, please ask the receptionist for help.

## **PRACTICE AND HEALTH PROMOTION NURSES**

**Shelagh Murray**

**Elaine Buxton**

**Maria Taborro**

**Christine Kendall (healthcare assistant)**

Our practice nurses offer a comprehensive range of general nursing services including:

- Diabetic review
- Asthma review
- COPD review
- Minor complaints
- New patients screening - registration medicals
- Dressings
- Ear syringing (following a doctor's recommendation only)
- Suture removal
- Travel immunisations and advice - including yellow fever
- Immunisations (including child immunisations)
- Health checks for repeat prescribing of medications
- Blood tests
- Blood pressure checks
- Smoking cessation advice
- Cervical smears
- Contraceptive advice

Appointments are available each morning Monday to Friday 9.00am - 2.30pm, Monday evenings and Thursday and Friday afternoons.

### **Phlebotomist**

We have a phlebotomist that comes to the surgery every Wednesday morning (8.30-11.20am) to take blood. If you have been requested to 'fast' prior to your blood test please remember not to have anything except water for 12-14 hours beforehand. The receptionists will advise you on the length of time required to fast according to the test you require. If the doctor has requested a fasting blood test and you have not fasted we will be unable to do the test on that day.

## **PRACTICE MANAGER**

**Farina Ahmad** BSc (Hons) FCCA

The practice manager is responsible for the running of the practice and can help you with any questions about administration or non-medical aspects of your treatment.

## **MEDICAL SECRETARIES**

**Jill Reeves Hayley Dann**

## **ADMINISTRATORS**

**Sabina Ahmad**

**Iryna Brosnan**

**Lisa Goodson**

**Anne Molony**

## **RECEPTIONISTS**

**Sue Merner (Reception Manager)**

**Donna Craig**

**Christine Kendall**

**Jane Everingham**

**Sarah Newman**

**Ann Perera**

**Jenny Symons**

**Lisa Goodson**

**Claire Steel**

## **PRIMARY HEALTHCARE STAFF**

Community Midwife - antenatal services

District Nurses

## **BABY CHANGING FACILITIES**

Baby changing facilities are available. Please ask at reception for details.

## **PRIMARY CARE TRUST INFORMATION**

The partners at the practice have a contract with Surrey Downs CCG (Clinical Commissioning Group) who are responsible for the commissioning of Primary Care Services. If you require further information on Primary Medical Services in the area please contact them at the following address:

Surrey Downs CCG

Pascal Place

Randalls Business Park

Randells Way

Leatherhead

Surrey KT22 7TW

## **HOW TO REGISTER WITH THE SURGERY**

Patients wishing to register with this practice will be asked to fill in a questionnaire, which is available from the surgery or can be downloaded from our website, and will be invited to attend a short health check with the nurse. This health check will help us identify any current problems and give new patients an opportunity to ask relevant questions. You will be officially registered with the practice and may, therefore, see any doctor in the surgery. Please hand in your registration packs to reception between 10.00am – 1.00pm & 2.00 – 4.00pm, Monday – Friday.

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**01737 763456**

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

## HOW TO MAKE AN APPOINTMENT

We operate an appointment system Monday - Friday where we endeavour to offer you an appointment in that time with a doctor. There are some routine appointments available that can be booked in advance; however, the majority of GP appointments can be made by calling from 8.30am on the day you require to be seen. Appointments can also be booked online by the patient completing an online registration form at reception where patient photo ID will be required when setting up. This process is ideal for patients who are unable to phone early in the morning. Patients can also order their repeat medication online too. When booking an appointment, reception staff may ask patients the reason for their appointment as this ensures that the patient is booked with the right clinician.

## CANCELLING AN APPOINTMENT

If for whatever reason you need to cancel an appointment, please contact the surgery as soon as possible. By failing to keep an appointment you may have denied someone in real need of one.

## CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please give full details at reception, including your post code. If you move outside the practice area, you will be asked to find a new doctor in your new area by going to NHS Choices website to find your nearest GP by entering your postcode.

## SICKNESS CERTIFICATES

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may ask you to complete a self-certification form which is available from your employer. For any illness lasting longer than seven days, you will need to see the doctor for a sickness certificate (MED3).

## HOME VISITS

Please come to the surgery whenever possible, as facilities are better for examination and treatment. If you think you need a home visit, please telephone the surgery before 10.30am and give the receptionist as much detail as possible so that the doctors can plan their rounds. It may not always be possible for your own doctor to visit.

## THE RECEPTION TEAM

Our receptionists are here to help you. They have a difficult job dealing with calls and enquiries. When telephoning for medical attention the receptionist may ask for a few details and will treat what you tell them in strictest confidence. They have been trained to make these enquiries so that we can help you in the most appropriate way.

## OUT-OF-HOURS SERVICE

If you need a doctor out of surgery hours you can contact NHS 111 on Freephone 111. If you experience problems using NHS 111 out of surgery hours please contact Surrey Downs CCG at the address shown on page 7, who are responsible for commissioning the service. Alternatively, you can visit the NHS Walk-in Centre:

NHS Walk-In Centre  
Edridge Road Walk-in Centre  
Impact House, 2 Edridge Road  
Croydon, Surrey CR9 1PJ  
Tel: 020 3040 0800

For the latest information click to: [www.norkclinicbanstead.co.uk](http://www.norkclinicbanstead.co.uk)

**Your child's education is important; make sure you choose the right school.**



Read the latest ISI report, check the league tables, and talk to other parents. **Most importantly call your local Independent School today to arrange a visit.**

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Sutton, Surrey SM1 2AX  
T: 020 8225 3001  
E: [admissions@sut.gdst.net](mailto:admissions@sut.gdst.net)

Sutton High School

**Around 1 in 6 couples find it difficult to conceive naturally**



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The Pines, 2 The Parade, Epsom KT18 5DH

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## OPENING HOURS

The surgery is open as follows:  
Mondays 8.30am - 8.15pm  
Tuesdays to Fridays 8.30am - 6.30pm  
Reception remains open between 1.00 - 2.00pm.  
Telephone: **01737 479022**

## TELEPHONE ADVICE

If you wish to speak to a doctor or nurse regarding blood tests or you are in need of medical advice, telephone the surgery and you will be booked in for a telephone consultation where the doctor on call will give you a call back. The doctor can call you at anytime so please try to keep your phone free. If you miss your call, you will need to rebook for the following day.

## NHS 111

If you require medical care fast, health information or advice you can telephone NHS 111. This is a new 24-hour service on **111**.

## REPEAT PRESCRIPTIONS

Patients on regular medication will require repeat prescriptions and, for a safer and speedier service, repeat prescriptions are computerised. Your doctor will have entered onto the computer what medication you are taking and, each time a new prescription is produced by the computer, a new request form is also generated for you to make your next request. Requests for repeat prescriptions are not taken over the telephone as this would block the phone lines and errors can be made in verbal communication. Requests should be made in writing, via email, the surgeries website, fax or post. There is also a repeat prescription request form that can be completed in the surgery.

1. Allow two full working days (48 hours) for your prescription to be processed.
2. If you have any more than one repeat prescription please try and order all your items together.
3. Tick the items you require on the request slip.
4. Either deliver, email, post or fax your repeat prescription request form to the surgery.
5. Clearly indicate where you would like the prescription to be sent. We can keep it at the surgery for you to collect, we can post it to you if you enclose a stamped addressed envelope or we can send your prescription to a nominated chemist as detailed on the repeat prescription slip. Please circle your nominated chemist on the request form clearly and advise them accordingly.
6. If you are receiving medication which is not on the request form, please add this clearly on the request slip and it will be added after confirmation from the doctor.
7. From time to time a note will appear on your prescription advising that your medication needs to be reviewed. Please make a routine appointment to see your usual doctor.

**For the latest information click to: [www.norkclinicbanstead.co.uk](http://www.norkclinicbanstead.co.uk)**

## **PRESCRIPTION CHARGES**

The costs of prescriptions are as follows. If you need regular repeat prescriptions this keeps the costs down to a manageable amount during the year.

Charge per item is £8.05 (as at April 2014)

You can get pre-payment certificates; they can be for three months or a year.

### **The costs for these are as follows:**

A one year pre-paid certificate is £104.00

A three month pre-paid certificate is £29.10

## **MEDICAL INFORMATION AND CONFIDENTIALITY**

The Access To Health Records Act (1990) gives you the right to see your medical records. If you would like to have formal access to your records, please complete the 'Access to Health Records' application form available from reception. There is a fee for accessing your health records of £10 payable on application. If copies of your health records are required, additional fees will be charged to a maximum of £50. On receipt of your completed application, the surgery has 40 days in which to respond to your request. All information concerning you and your health record is confidential. No information will be given without your permission, except to other health professionals concerned with your treatment. The Caldicott Report requires the practice to tell you how the information you give us may be used. The main reasons are:

- Giving you health care and treatment
- Looking after the health of the general public
- Managing and planning the NHS
- Helping staff to review the care they provide to make sure it is of the highest standard
- Training and educating staff
- Research

Everyone working for us has a legal duty to keep information about you confidential.

## **PERSONAL HEALTH INFORMATION**

Certain information regarding your personal details and medical history are held by the practice. This information is used solely for the purposes of caring for your health. Records are stored on paper and computer. We have a legal responsibility to keep all this information confidential, under the Data Protection Act 1998. The practice has a 'Caldicott Guardian' who oversees the security of information. Your data may be used in research/audit but the data is strictly anonymised. Please let the surgery know if you do not wish your data to be used for research or audit.

## **SURGERY POLICY ON ANTISOCIAL BEHAVIOUR**

The practice operates a 'zero tolerance' policy towards aggressive and abusive behaviour. This includes any personal, abusive and aggressive gestures. Any incident of verbal abuse, whether in person or over the telephone, is reported immediately to the practice manager. Incidents are discussed by the partners who will agree a course of action. This may result in the patient's removal from the practice list.

## **COMPLAINTS PROCEDURE**

We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our system meets national criteria. If you have a complaint or concern about the service you have received from the doctors or staff in this practice, please complete a complaints form, available at reception, or speak to the practice manager. A copy of the procedure is also available at reception.

Alternatively you can contact NHS England:

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

Tel No: 0300 311 2233

Address: NHS England

PO BOX 16738

Redditch

B97 9PT

## **PRIVATE MEDICAL SERVICES**

In addition to our NHS contract, the practice offers some private medical services, such as the completion of medical reports and examinations for external organisations. These services incur charges as they are not part of the practice's commitment to their NHS contract. A list of private services and the current fees charged can be obtained from reception/secretary.

## **SERVICES**

### **Well Woman/Family Planning**

These are run by our specialist family planning nurses/doctors. They will take cervical smears, give advice on breast checks and all forms of contraception.

### **Well Baby Clinic**

Childhood immunisations are done at these clinics. They are held on Tuesday mornings: eight week checks and immunisations are held by Dr Kayali from 12.00 noon - 12.30pm. 12 - 16 week checks and immunisations are held by practice nurse Maria Taborro, on Tuesday mornings from 11.00 - 11.30am

### **Antenatal/Postnatal Clinics**

Antenatal and postnatal checks can be made with any of our female doctors. The doctors offer shared antenatal care with any of the local hospitals or community midwife team and also a six week check by appointment.

### **Diabetic And Podiatry Clinic**

Our healthcare assistant (Christine) can now do podiatry clinics. These are done every day of the week.

### **Asthma Respiratory Clinic**

Held at the surgery by specially trained nurses. The clinic aims to help patients understand their respiratory disease and share in the management of it. Contact reception for details.

### **Minor Surgery**

We undertake minor surgery. Discuss with your doctor in a normal surgery consultation first.

### **Travel Vaccinations**

If possible book an appointment two months prior to your departure. Please note; there is a charge for some travel vaccinations. A list of prices can be found at reception.

## Private (Non-NHS) Services

In this practice we undertake work which is beyond the scope of the National Health Service such as HGV, sports and pre-employment medicals, signing of BUPA/PPP certificates and certain travel vaccinations. This is private work and fees are charged in accordance with British Medical Association guidelines but are usually below those recommended. A full list of services and fees is available at the reception desk. Payment will be required at the time the service is given and you will be given a receipt.

## Warfarin (INR) clinic

The practice provides a Warfarin clinic on Wednesday mornings.

## Coronary Heart Disease/Cardiac Prevention Clinic

Please see your GP for a referral to this clinic.

## Muscular Skeletal Conditions

The practice provides joint injections with Dr Sarang on Thursday mornings.

## OTHER SERVICES OFFERED BY THE PRACTICE

### Child Health Surveillance

The clinic offers regular checks on the development of babies and young children by designated doctors.

### Community Mental Health Practitioner (For under 65s)

Thursdays 2.00 - 3.00pm

A CPN is attached to the practice (by referral only).

### Sexual Health Checks

Available with practice nurse Taborro.

### Contraception

Contraception and advice is available from our doctors at the surgery or the nurse. A coil fitting and implant service is also available.

### Phlebotomist (Blood) Clinic

Wednesdays 8.30am - 12 noon.

### Chronic Disease Management

### Flu Clinic (October - January)

### Smoking Cessation Advice

### Community Midwife

An antenatal clinic is held each Tuesday afternoon (12.30 - 3.00pm) by appointment only.

### Health Visiting Team

They can be contacted on 01737 355302. They provide health care information and advice to mothers-to-be, parenting support and monitor child development and associated problems.

## GENERAL INFORMATION

### New Patients

It is the policy of the practice for all new patients to sign a practice agreement relating to the care and quality of service. All new patients are also offered a 'registration medical' as a form of introduction. The appointment will involve general information, exchange of past medical details and a health check which includes blood pressure, height and weight. Please make an appointment with our nurses for a health check approximately four to six weeks after you have registered by which time we should have your medical notes. For health checks, we require patients to bring a sample of urine.

## Personal Health Information

Certain information regarding your personal details and medical history are held by the practice. This information is used solely for the purposes of caring for your health. Records are stored on paper and computer. We have a legal responsibility to keep all this information confidential, under the Data Protection Act 1998. The practice has a 'Caldicott Guardian' who oversees the security of information.

## Freedom Of Information - 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 from reception.

## Forms And Letters

Private Health Insurance claim forms, Insurance Certificates for continued sickness, Travel Insurance claim forms, fitness to travel, Community Care application etc. Please ask for advice from reception if you have a form that you think the doctor needs to fill in.

## TEACHING

We teach under graduates for St. Georges, Kings College and Imperial years 2-6. We now also take recently qualified doctors as part of the foundation programme where they do a four month rotation at the surgery as part of their training.

## EAT YOURSELF FITTER

Eating well means a healthy balanced diet. It doesn't mean you can't eat the foods you enjoy but the key is everything in moderation. Healthy eating shouldn't be more expensive. It is important to eat three regular meals daily and include a variety of foods.

## WHAT DOES HEALTHY EATING MEAN?

### Fruit And Vegetables:

Aim for five portions of fruit and vegetables daily. It is easier to achieve than you think. Fruits and vegetables can be tinned, fresh, frozen or dried. A glass of fruit juice daily counts as one portion. An average portion of fruit is one apple/banana, two pieces of small fruit (plums/kiwi fruit) or two tbsps of tinned fruit. An average portion of vegetables is two tbsps of cooked vegetables or a small salad.

### Bread, Cereals, Potatoes, Pasta And Rice:

These should form the main part of the meal and it is better to choose wholemeal varieties as these are higher in fibre and more filling. These foods are not fattening; it is what we put on them that makes them bad for us such as spreads and fillings which are high in fat and calories.

### Meat, Fish And Alternatives:

Meat, chicken, fish, eggs, lentils, beans and nuts provide protein, which the body needs to repair damage to tissues and keep the body healthy. It also adds texture and flavour to meals. Aim for two portions of fish weekly and try to include one portion of oily fish such as mackerel, sardines, salmon or herring. It is a good idea to get leaner cuts of meat, trim off any visible fat and use low fat cooking methods such as grilling, steaming or microwaving.

## Milk And Milk Products:

Choose low fat types such as semi skimmed milk, low fat spread, low fat yoghurts and reduced fat cheese, 30g reduced fat cheese is considered a portion. Children up to two years old should take full fat varieties. It is advisable to consume dairy products in moderate amounts daily.

## Fats And Sugars:

Sweets, crisps and processed foods often contain large quantities of fats and sugar. It is a good idea to avoid eating foods such as biscuits, cakes, chocolate, crisps and chips daily. These foods should only be eaten as an occasional treat. Use fats in cooking sparingly. Try to reduce sugar added to drinks, choose diet drinks and try a sweetener in drinks.

## HEARING

Our sense of hearing can experience various types of loss or change, some of which are short-term and nothing to worry about, whilst others are permanent to a greater or lesser degree.

### Some common causes of 'hearing loss' are;

- Wax -** Everyone gets wax in their ears, if it blocks the outer ear canal sounds are dull. If you have any problems contact the surgery who will advise you on the correct procedure.
- Age -** As we get older our hearing has been subject to time, and any damage done cannot be repaired. It is wise to get a hearing test if you start turning up the volume on the television, miss the sound of the doorbell ringing or do not understand a word people are saying when it is obvious they are talking to you.
- Tinnitus -** Tinnitus, or ringing in the ears, is a result of damage to the microscopic hairs which sense sound in the inner ear. Nine times out of ten it goes away but for 15% of us it doesn't, and once acquired, tinnitus can never be cured, only masked by other sounds.

### Tinnitus Helpline:

**Tel Voice 0808 808 6666**

**Textphone 0808 808 0007**

## Noise Induced Deafness

Noise induced deafness occurs very gradually and often goes unnoticed by the sufferer for a long time. Like tinnitus, once the damage is done it is irreversible. It can be a problem for those in any noisy environment for extended periods of time. Many specialists are concerned that more and more people will become victims of noise induced deafness earlier in life due to the trend of wearing headsets and playing music direct into the ear.

## HOW DO WE GET HELP?

It is very distressing for people when they lose their hearing, especially if it is sudden. Nowadays there is a lot more help for those who find themselves in this situation.

Firstly, speak to your doctor who will advise you on the best course of action.

### Hearing Therapists

A hearing therapist works with patients who have acquired hearing loss and continue to participate fully in activities of their daily living.

## Cochlear Implant

A cochlear implant is an electronic system that stimulates the auditory nerve directly, bypassing the air cells in the cochlear. It can give a sensation of sound to the profoundly deaf who have been unable to hear using the hearing aids available.

## SELF HELP - WHAT TO DO IF...

Self help means recognising minor illness and being able to treat the symptoms, preventing health problems developing and knowing when to call for outside medical help. Self help doesn't mean dealing with health problems on your own. The surgery team are there to help with any problems or situations you can't cope with. The pharmacist can also give advice on treating minor illnesses.

### Cuts

Stop the bleeding from a minor cut by pressing it, with clean hands, for a few minutes; hold a cut arm or leg up high. If a cut bleeds freely any germs will normally be washed away by the blood. If it is a deep cut and the edges cannot be pulled together, go to the Accident and Emergency department. Redness or swelling can be a sign of infection in a cut or graze and you should make an appointment to have it seen at the surgery. You may be advised to have a tetanus injection if you haven't had one for ten years.

### Burns

Cool down the affected area with lots of cold water immediately and continue to do this for at least ten minutes. If the burn is larger than four or five inches across, if it is on the face or if the skin is broken, see the nurse at the practice as soon as possible. If a child has a burn or scald seek medical attention, or if the skin has turned white or black, go to the nearest Accident and Emergency (Casualty) department immediately.

### Sprains (remember I C E)

- I** stands for ice. Immediately pack the sprained area with ice or a bag of frozen peas, wrapped in a cloth, to reduce swelling and speed up the healing process. Keep this on for about 20 minutes.
- C** means compression. Bind the injured area with an elastic bandage, so it is well supported, but not so tight that it restricts the blood flow. Retighten a few times a day.
- E** means elevation. Rest the sprained area and keep it held high. For example, if you have a sprained ankle, rest it on a stool that is higher than the chair you are sitting on.

### Head Injuries

For a minor knock and bump, put on a cold damp cloth. A person should be seen by a GP or taken to Accident and Emergency without delay if they have any of the following symptoms: vomiting, unconsciousness, double vision, drowsiness or confusion.

### Choking

Stand behind the person and hug them firmly above the waist, pushing your fist up under their ribs to make them cough up the blockage. For a young child, hold the child upside down and thump on the back.



## Foreign Travel

The world is a much smaller place now, with transport systems taking us everywhere in shorter times. Before you travel it may be necessary to check with the travel agent and the surgery to see whether or not you need special injections for the continent you are travelling to. In some cases you can be denied entry if you do not have a certificate proving that you have had the correct injections. Your surgery will advise you whether or not they give particular injections and how much they will cost. Your doctor will advise you of any specific medicines you should have with you. You must ensure that you are vaccinated at least six weeks before departure where it is necessary. Malaria tablets have to be taken, as advised, before departure.

Here are a number of diseases you may wish to ask about when you visit the doctor, prior to going abroad. The doctor will advise you on your requirements depending on which continent you are travelling to.

- Polio
- Tetanus
- Typhoid
- Hepatitis A
- Hepatitis B
- Yellow Fever
- Diphtheria
- Malaria

### There are some simple self help things you can do to make any trip safer

- Be safe
- Be hygienic
- Have a small first aid kit including rehydration sachets
- Watch what you eat
- Drink bottled water
- Check whether the ice cubes are 'home made' or brought in
- Take effective precautions for sun protection, ie sun creams
- Take any medication your GP advises to protect yourself, like Malaria tablets.

## EHIC

The European Health Insurance Card has replaced the old E111 form. Travelling with an EHIC will provide cover for yourself, your spouse and any dependent children, up to the age of 16 years (19 years if in full time education) in a European Economic Area (EEA) country or Switzerland. EHIC cards can be obtained by picking up an application form at the post office, by calling 0845 606 2030 or online under <http://www.dh.gov/PolicyAndGuidance/HealthAdviceForTravellers/fs/en>

An EHIC entitles you to reduced-cost, sometimes free, medical treatment that may become necessary. It is not a medical insurance policy and will not cover further treatment or repatriation.

Have a great holiday wherever you go.

## Childhood Illness

Prior to immunisation many children suffered with illnesses from which they did not recover. Now the majority of childhood illnesses are preventable. Below is a guide to the description and symptoms of childhood illnesses. If you are ever unsure about your child's health always make an appointment to see the doctor.

## Mumps

**Description** - mumps is generally a mild viral illness, although it can have some serious complications. A single attack can provide lifelong immunity for most people.

**Symptoms** - pain around the ear during chewing/swallowing action, coupled with swelling under the jaw and an inflammation of the salivary glands. This usually spreads from one side of the face to the other. Older children may get a headache, mild fever and stiff neck.

**Infectious period** - five days from the onset of swollen glands.

## Measles

**Description** - measles is caused by a virus which is very infectious. A child suffering from measles feels very unwell.

**Symptoms** - a high temperature, runny nose, dry cough and red eyes; white spots appear inside the mouth; a blotchy red spotty rash appears, first on the face, behind the ears before spreading over the body. As the rash fades, a brownish discolouration of the skin occurs. A cough may be the last symptom to disappear.

**How long off school?** - five days from the onset of the rash. This is now a rare condition in the UK.

## Rubella

**Description** - rubella is a mild infection caused by a virus. Children are most commonly affected; adults sometimes get a more severe case.

**Symptoms** - a short-lived fever, swollen glands at the base of the skull; a non-itchy rash which appears on the face and travels downwards to the neck and limbs. Children may have some joint pain; a runny nose and eyes appear inflamed.

**How long off school?** - five days from the appearance of the rash; a child is most infectious before the diagnosis is made, most children should be immune due to immunisation, therefore, exclusion after the rash will prevent very few cases.

## Whooping Cough

**Description** - whooping cough is caused by a bacterium which infects the lungs.

**Symptoms** - mild fever, loss of appetite and a dry cough. The cough becomes more severe and produces the characteristic 'whoop'. Vomiting may follow the cough.

**How Long Off School?** - five days from the start of antibiotic treatment. Non-infectious coughing may continue for several weeks.

## Chickenpox

**Description** - chickenpox is a mild childhood disease caused by a virus. It is common in young children and one attack normally gives protection for life.

**Symptoms** - a few days after being infected itchy red spots appear, these become thin clear blisters. They spread from the chest and back to the whole body. The blisters then become scabs or crusts which fall off within ten days. Rashes of the spots occur at different times, so spots of different ages can appear side by side.

**How long off school?** - the child is infectious until the spots have crusted.

## Meningitis

**Description** - meningitis is a virus which can have serious complications. A single attack would normally provide lifelong immunity.

**Symptoms** - sudden onset of fever, rapid breathing, vomiting, severe headache, high temperature, hands and feet may be cold, drowsiness, stiff neck, confusion and a dislike of bright light. A bruising-like rash of tiny red spots running into purple marks may be visible. All the symptoms may not show at the same time. The rash is a feature of meningitis in many cases. Symptoms can easily be mistaken for flu or a very bad cold. If you are unsure at this point it is always advisable to seek medical attention.

**How long off school?** - recovery time will depend on which form of meningitis the child has. On average two to three weeks.

## Impetigo

**Description** - impetigo is a highly contagious bacterial infection, which can be spread by direct contact between one individual and another. The bacteria that cause this infection infest the skin by entering via a cut, insect bite or a skin condition. It can be uncomfortable and distressing to a child, although in itself is not a serious condition.

**Symptoms** - skin is red with thin walled blisters that contain yellow or honey coloured fluid. The blisters burst and raw, moist sores are left, which gradually enlarge. Cuts form as the surface of the sores dry out.

**How long off school?** - when the treatment of impetigo is finished, the child may return to school. Swimming should be avoided until the skin has healed. Always consult your GP if you are concerned.

## Conjunctivitis

**Description** - conjunctivitis is an inflammation of the transport membrane covering the white of the eye and lining the inside of the eyelids.

**Symptoms** - eyes become red and itchy and they may sting, burn or feel gritty. Vision can be slightly blurred. There is a thin, watery discharge which can be clear or yellow. Conjunctivitis can develop during a cold or throat infection.

**How long off school?** - no time off is required unless advised by a GP.

## Head Lice

**Description** - lice are small black insects which live on the scalp. They lay eggs which attach onto individual hairs. These are called nits. Lice hatch after seven days, are fully grown and lay eggs at 14 days.

**Symptoms** - continuous itching of the scalp, back of the ears, bottom of the head near the neckline and central to the crown.

**Treatment** - purchase a nit comb from your local chemist. Wash the hair and apply conditioner, thoroughly comb through sections of hair. Repeat this every couple of days until all lice and eggs are removed. Follow this procedure once a week. Let your child's school know if they have head lice.

## Immunisation

Whether or not to immunise has been the talking point in surgery waiting rooms since any of us can remember. The importance of these procedures should never be underestimated. The surgery help in many ways to ensure your child has the correct immunisations. Every baby has a record which is completed when the child has each of its injections. A number of checks are made prior to immunisation to ensure the child is fit enough to be immunised that day.

Below is a table of the immunisation programme for children as of July 2008.

Age	Immunisation	Route
<b>2 months old</b>	Diphtheria, Tetanus, Pertussis (Whooping Cough), Polio and Haemophilus influenzae type b (Hib) (DTaP/IPV/Hib)	One Injection
	Pneumococcal infection (Pneumococcal conjugate vaccine, PCV)	One Injection
<b>3 months old</b>	Diphtheria, Tetanus, Pertussis (Whooping Cough), Polio and Haemophilus influenzae type b (Hib) (DTaP/IPV/Hib)	One Injection
	Meningitis C (meningococcal group C) (MenC)	One Injection
<b>4 months old</b>	Diphtheria, Tetanus, Pertussis (Whooping Cough), Polio and Haemophilus influenzae type b (Hib) (DTaP/IPV/Hib)	One Injection
	Meningitis C (meningococcal group C) (MenC)	One Injection
	Pneumococcal infection (Pneumococcal conjugate vaccine, PCV)	One Injection
<b>Around 12 months old</b>	Haemophilus influenzae type b (Hib) and Meningitis C (Hib/MenC)	One Injection
<b>Around 13 months old</b>	Measles, Mumps and Rubella (German Measles) (MMR)	One Injection
	Pneumococcal Infection (PCV)	One Injection
<b>3 years and 4 months to 5 years old</b>	Diphtheria, Tetanus, Pertussis (Whooping Cough) and Polio (dTaP/IPV or DTaP/IPV)	One Injection
	Measles, Mumps, Rubella (German Measles) (MMR)	One Injection
<b>12 to 13 years old</b>	Human Papilloma Virus (HPV)	Three Injections
<b>13 to 18 years old</b>	Diphtheria, Tetanus and Polio (Td/IPV)	One Injection

## TEEN ADVICE

### Did You Know?

- At 13 years of age you can make an appointment at the surgery and see a doctor or nurse in confidence to discuss any problems or to ask advice
- You do not have to tell the receptionist what the appointment is for
- The information given to the doctor or nurse is confidential and cannot be disclosed without your consent
- Condoms can be given to teenagers, ask the surgery for advice
- The surgery provides contraceptive advice including the morning after pill

The surgery team are here to listen to you. They do not tell you what to do, they assist you to get better if you are ill and explain clearly anything else that concerns you.

### Eating

The saying 'are you getting enough' goes for eating too. A good diet is very important, especially breakfast.

### Personal Hygiene

As you mature your body goes through changes and keeping clean and healthy is vitally important. Washing your body, wearing clean underwear everyday and cleaning your teeth are just a small but important part of your personal welfare.

### Smoking and Alcohol

If you are under 16 it is illegal for you to purchase cigarettes and smoke cigarettes. If you purchase cigarettes for a minor you are also breaking the law. If you are under 18 it is against the law to purchase alcohol. It is also illegal for someone over 18 to buy alcohol for anyone under 18.

### Drugs - Just Say No!

**Seven important terms** - do you know what they mean?

**Overdose** - this can happen when someone takes so much of a drug that their body cannot cope with it.

**Stimulants** - drugs like ecstasy, speed and cocaine affect people by speeding up their bodies, making them energetic and excited, commonly known as uppers.

**Addiction** - when a person becomes dependent on a drug and needs it to get by from day to day.

**Tolerance** - the body has got used to the drug so it does not give the same effect anymore.

**Hallucinogens** - drugs like LSD (acid) and magic mushrooms make people hallucinate, they see and hear things that aren't there. These types of drugs are called 'trips'.

**Depressants** - drugs like heroin and tranquilisers slow the body down, making it feel drowsy and relaxed. These drugs are known as downers.

**Withdrawal** - the bad feeling someone gets when they stop using certain drugs which they have been dependent on for a long time.

## Talking To FRANK

FRANK is available to speak to 24 hours a day. You can ring from a landline on 0800 77 66 00, it will not show up on the telephone bill. Your call will be completely confidential. Or, log onto [www.talktofrank.com](http://www.talktofrank.com). This website is for anyone who wants to know anything about drugs.

## GENERIC MEDICINE

### What Does This Mean?

A generic medicine is a medicine which contains the same active ingredients as the original patented one, however it is much cheaper to purchase. It is usually a different shape or colour to the original brand, but it does exactly the same job.

### Why Is This Good For The Patient?

As demands on the health service grow, generic medicines provide patients with safe and effective treatment whilst reducing the cost of pharmaceutical care. Generic medicines are widely demanded in many EU countries and are increasingly prescribed by general practitioners.

Generic medicines stimulate competition between the pharmaceutical companies as soon as the patent on the original brand expires. This means that your doctor can prescribe medicines safely and the costs to the surgery are reduced, allowing the surgery to provide more services for the budget we are given.

### What You Need To Know

If you take regular medication try and remember its strength and its name. Sometimes you may be given a different brand; by going to the same pharmacy for your prescription each time you may avoid this. If you are worried about your medicines, your doctor or pharmacist will be happy to discuss them and put your mind at rest.

## YOUR MEDICINE CHEST

### Here is a guide for everyone on how to self treat safely:

Keep all medicines in a secure place, out of reach of small children. Medicines should be kept in their original package or container with the dosage instructions. Always read the instructions and do not exceed the stated dose. Do not keep any medicine which is past its sell by date. Below is a general home medicine chest. Most self medication treatments for minor illnesses can be purchased over the counter at your local pharmacy. Your pharmacist can advise on a wide range of products and their safe use in the home.

**Thermometer** - to check temperature. A child may have a fever if the temperature is over 38 C / 100.4F

**Oral pain relief** - paracetamol or ibuprofen in mixture and tablet form

**Cough mixture** - to prevent or loosen the cough (suppressant or expectorant)

**Cold relief products** - decongestants in spray, drops or rub formula

**Antiseptics** - creams or sprays for minor cuts, grazes or burns

**Hayfever/allergy relief** - antihistamine in syrup for the young and tablet form for older children/adults

**Anti-diarrhoeal solutions** - oral rehydrations like dioralyte

**Aspirin**

## PREGNANCY

If you and your partner are thinking of starting a family there are a few main points which will help towards a happy, healthy pregnancy.

### General Health - Important Tips

It is important when planning your pregnancy to ensure that you are protected from certain diseases, which may affect you and the baby later. German Measles (Rubella) is the most important one to be immune to, a simple blood test will identify whether or not you should be immunised against Rubella. It is very important that you allow three months between the injection and trying to start a family.

A visit to the practice nurse for a cervical smear is a very good idea when planning a baby as some conditions, if not treated beforehand are difficult to resolve during pregnancy.

Check your weight at the start of your planning; being as near your ideal weight as possible will make carrying much easier, and getting your shape back afterwards will not be so difficult.

### Diet

Eating a normal healthy diet with at least five portions of fruit and vegetables per day is a good start. By increasing the amounts of food with good folic acid content, you will naturally help the health of the baby inside the womb. A lack of folic acid in the diet has been linked to Spina Bifida. If you require further general information on the importance of your diet and the need for folic acid then speak to your doctor.

### Alcohol

If you have an alcoholic drink during pregnancy, your baby is having one too. Regular drinking whilst pregnant is not recommended, so limit yourself to the absolute minimum - preferably none.

### Smoking

Some research has linked the increase of childhood asthma and other respiratory conditions with smoking. Try and give up smoking prior to getting pregnant, this gives you and your baby a chance to be happy and healthy. If you need help to stop smoking, make an appointment to see your nurse about the best ways.

### Exercise

Walking, swimming, dancing; all these forms of exercise will help to keep you fit during pregnancy, especially in the later stages when it is easier to just sit. Ask the surgery or check the notice boards for any group activities so that you can be with other expectant mothers to socialise and talk about the important things.

### Congratulations, you are pregnant!

Once you know you are pregnant and have informed the surgery, they will guide and advise you through your pregnancy; you do not have to worry about a thing. Even after the birth the surgery takes care of you and your baby, answering all those questions you never thought of asking before. Your partner will want to feel included so keep him posted and ask him if he wants to come with you when you reach the key stages of your pregnancy.

## HEALTH IN THE WORKPLACE

### Workloads

- Always try and leave your desk clear before you go home
- Prioritise the tasks you need to do the next day by making a list
- Cross each job off the list on completion
- Do your filing whatever kind of filing it is!
- If you cannot get something finished or you need help, do not be afraid to ask
- If you do not know how to do something - ask, do not worry about it
- Do not be afraid to say 'No' if you cannot physically take on more work
- It is better to do quality tasks rather than a quantity of tasks to a poor standard

### Exercise

As you read this, have you been sat at your desk for hours in front of a computer? Or on a factory line busy doing the same thing for the past few hours? Or on a checkout being nice to customers?

### Action

- In your breaks go for a walk
- Use muscles that have been idle
- Leave the building, get some fresh air
- Go and speak to someone different and not about work!

### Eating

Do not go all day without something to eat in your lunch break, whatever time of day or night it is. Your body needs to have regular fuel to keep going and long gaps between meals makes the body hold onto fats and water because it is in survival mode. Regular drinks, especially water, stop dehydration and help you to be more alert.

### Stress

Stress can damage physical health, social relationships and the way we function at work and at home. It is important to remember that the following symptoms may have nothing to do with stress but they are often danger signals which should not be ignored:

**Physical signs** - headaches, insomnia, indigestion, high blood pressure

**Behaviour aspects** - poor work performance, accidents, poor relationships at home and work, dependence on tobacco, drugs and alcohol

**Emotional Factors** - irritability, lack of concentration, anxiety, depression

If you feel stressed then look at the positive ways to make your working day better. Try using the workloads, exercise and eating sections above. If nothing is working, it is important to speak to someone about it.

### Holidays

Book a holiday, it does not have to be in Barbados, just a change of scenery, organise a trip, or give yourself a reward for your hard work. This gives you something to look forward to and plan for.

## ALCOHOL

Some studies associate moderate alcohol intake, one per day, with less risk of heart disease. However, there are many effective alternatives to reducing heart disease without the addition of alcohol.

Alcohol is a drug that depresses the brain. We all know that cheeriness can come with the first drink, but alcohol can actually cause severe depression. Alcohol has no vitamin or mineral content, but plenty of calories.

If you are a heavy drinker, alcohol will be doing damage to parts of the body you cannot see. Some long term effects of drinking:

- Liver disease
- Obesity
- Depression
- High blood pressure

If you have any questions your doctor will happily discuss individual queries regarding lowering the risk of coronary heart disease and especially 'bad' cholesterol.

Over the page is a table which indicates how your weight can be affected by regular drinking. An occasional drink as part of a calorie controlled diet is better than a drink in addition to your diet.

Drink	Calories	No. of alcohol units
1 pint of lager/beer	180-300	2 units
1 glass of wine	100	1 unit
1 vodka and orange	140	1 unit
1 gin and tonic	140	1 unit
1 whisky and dry ginger	145	1 unit
1 rum and coke	145	1 unit

In recent years the number of people who drink and drive has decreased dramatically with education and legislation. Alcohol is still a major cause of road traffic accidents. If you are pregnant every time you have an alcoholic drink, your baby is getting one too.

### Support

If you are concerned about your alcohol intake or that of a relative or friend, the surgery will be able to advise you on a safe course of action.

Call the Alcoholics Anonymous helpline on **0845 769 7555**

## EXERCISE

### How Much Should You Do?

It is recommended that 30 minutes of moderate exercise on a daily basis is the minimum required to gain any health benefit. If 30 minutes per day cannot be achieved in one go, short bursts of exercise are just as good. Exercise does not have to be intense, but some vigorous bursts of exercise are thought to be good for you. If you have not exercised for a long time then it is essential to check with your doctor first and follow a programme of exercise which gradually builds strength, stamina and your health.

### What Form Can Exercise Take?

- Heavy Housework
- Gardening
- A Brisk Walk
- Jogging
- Swimming
- Dancing

### What Good Does It Do?

**Weight** - exercise helps to burn off excess fat. Regular exercise should be part of a healthy lifestyle.

**Mental Health** - exercise helps to ease stress, improve general wellbeing and self-esteem. You sleep better, however, do not exercise near bed time because your body will not have slowed down enough for restful sleep.

**Osteoporosis** - exercise helps to prevent 'thinning of the bones'. The pulling and the tugging on the bones by the muscles helps to stimulate bone-making cells, it is these cells that strengthen bones.

**Older People** - you are less likely to fall and be injured in the later years of life if you exercise regularly.

### What About Risks?

**Injury** - if you choose to take up competitive sport you may suffer from sprains and strains. To combat this sort of injury always warm up and warm down and wear the correct footwear.

**Medical Condition** - if you have a medical condition and you are not sure how to proceed safely with an exercise regime, make an appointment with your doctor to discuss how to get yourself fit and healthy with the right type of exercise.

**Remember** - exercise is good for you and walking instead of using the bus or the car is probably the best exercise you can get.

### Smoking Cessation

It is never too late to stop smoking. If you are serious about stopping your nurse/HCA will provide help and information about the local smoking cessation group. This will mean that you will get support from fellow smokers who wish to give up too.

- Smoking kills over 100,000 people per year in the United Kingdom
- Smokers are more likely to get ill and die earlier than non-smokers
- Nicotine is ten times more addictive than heroin.

### The Smoking Cessation Group has a number of tips to help you stop:

- Plan your attempt to quit smoking
- Pick a date and keep to it
- Support from family and friends is vital
- Reward yourself with 'treats' from the money you save
- Always take one day at a time
- Be positive

Your nurse/HCA will be able to advise you about Nicotine Replacement Therapy (NRT). NRT increases your chances of quitting successfully. The products are available on prescription.

### Support

Your nurse/HCA will have the contact number for your local Smoking Cessation Group.

Call the NHS Smoking Helpline

**0800 169 0169**

**Good Luck! Remember, it's never too late to give up. Can you?**

## PARKING

The surgery has its own car park and limited off-street parking is available.

## DISABLED ACCESS

The surgery is easily accessible by wheelchair and has disabled toilet facilities.

## THANK YOU

The surgery would like to thank all the advertisers who have sponsored the publication of this annual Practice Booklet.

## USEFUL TELEPHONE NUMBERS

Age Concern .....	01372 732456
Alzheimer's Disease Society.....	020 7306 0606
Asthma Society .....	020 7226 2260
Benefits Contributions Agency .....	01372 734600
British Deaf Association .....	01228 28844
British Diabetic Association.....	020 7323 1531
British Dyslexia Association.....	0118 966 8271
British Epilepsy Association .....	0113 243 9393
British Migraine Association.....	01932 352468
British Pregnancy Advisory Service.....	01564 23225
British Red Cross Society .....	01737 356077

### Chemists

Madisons, Nork Way, Banstead .....	01737 354963
Boots, Banstead .....	01737 350158
Lloyds, Banstead .....	01737 354720
Lloyds, Tattenham Corner .....	01737 355260
Asda, Burgh Heath .....	01737 377310
Citizens Advice Bureau.....	01737 360632
Community Health Council .....	01372 745641
Community Midwife .....	01372 735368
Counselling - Pathways .....	01372 743338
CRUSE - Bereavement.....	020 8393 7238
Dr Barnardo's .....	020 8550 8822
East Surrey Health Authority .....	01372 731111
Emergency Dental Service (East Surrey Hospital).....	01737 768511
Family Health Services Authority .....	020 8399 5133
Freeline Benefits Agency .....	0800 666555
Help The Aged .....	0800 289404

### Hospitals

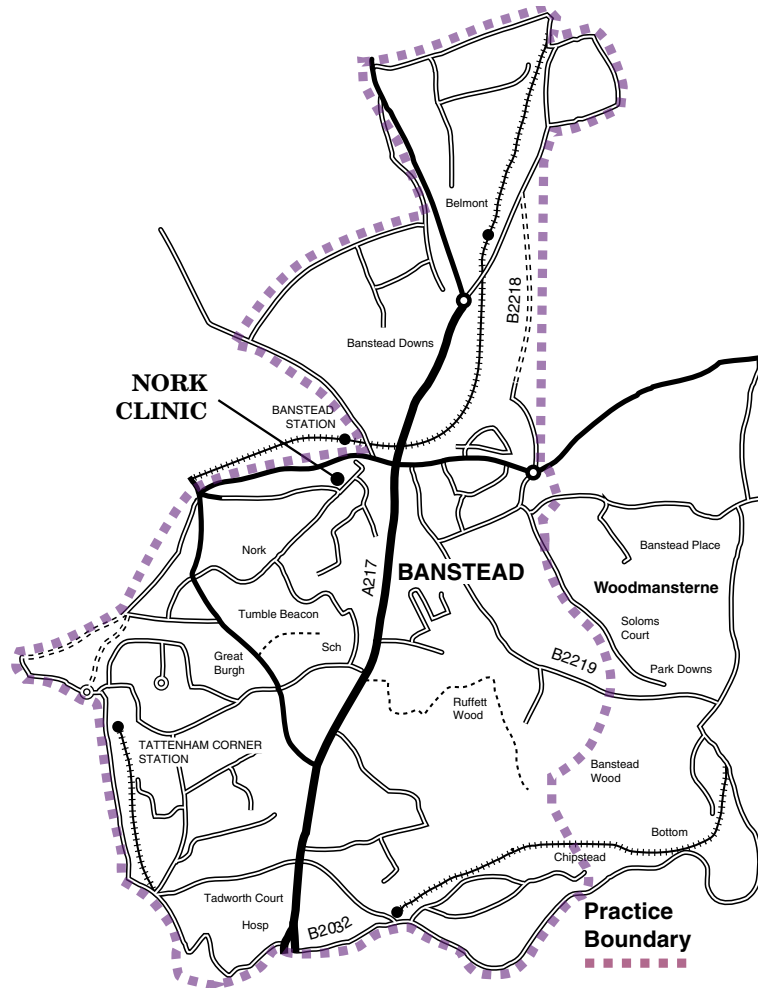
Ashted Hospital .....	01372 276161
Epsom General Hospital.....	01372 735735
Kingston Hospital .....	020 8546 7711
Leatherhead Hospital .....	01372 384384
New Epsom And Ewell Cottage Hospital .....	01372 735735

Royal Marsden Hospital .....	020 8642 6011
St Anthony's Hospital .....	020 8337 6691
St George's Hospital.....	020 8672 1255
St Helier Hospital.....	020 8644 4343
Sutton Eye Hospital .....	020 8644 4343

### Hospices

Princess Alice Hospice .....	01372 468811
St Raphael's Hospice .....	020 8337 7475
Jarvis Breast Screening Centre.....	01483 782000
LIFE.....	020 8882 5477
Mastectomy Association.....	020 7837 0908
MENCAP .....	020 7253 9433
Multiple Sclerosis Society .....	020 7736 6267
Myalgic Encephalomyelitis (ME) Association.....	01375 642466
National Back Pain Association .....	020 8977 5474
National Childbirth Trust.....	020 7221 3833
NHS 111 .....	111
NSPCC .....	020 7242 1626
Parkinson's Disease Society Of The UK .....	020 7255 2432
Physically Handicapped And Able Bodied (PHAB) .....	020 7388 1963
Police .....	020 8667 1212
Pregnancy Advisory Service.....	020 7637 8962
Primary Care Agency .....	020 825 81000
Rape Crisis Centre.....	020 7278 3956
Red Cross Medical Loan .....	0870 24 24 250
REFUGE (For Women Suffering Domestic Violence).....	020 8995 4430
Registrar Of Births And Deaths, Leatherhead.....	0300 200 1002
Relate.....	01372 722976
Royal Association In Aid Of Deaf People .....	020 8743 6187
Royal National Institute For The Blind.....	020 7388 1266
Royal National Institute For The Deaf .....	020 7387 8033
RNIB Talking Book Service .....	020 8903 6666
Samaritans .....	01372 375555
Spinal Injuries Association.....	020 8444 2121
Social Services .....	01372 740631
Tinnitus Helpline .....	0845 709 0210

# PRACTICE AREA MAP



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