



The Orchard Surgery

We Care

Christchurch Medical Centre, 1 Purewell Cross Road, Christchurch, Dorset BH23 3AF

PRACTICE INFORMATION 2017 Version



To contact the surgery during opening hours

Monday to Friday 8.30am to 6.30pm

Tel: 01202 481901

(The Surgery is open at 7.30am on Tuesday mornings and until 7.30pm on Thursday evenings)

For urgent medical attention outside of surgery hours

Weekdays 6.30pm to 8.00am

Tel: 111

Weekdays 8.00 to 8.30am

Tel: 01202 481901

Weekends and Bank Holidays

Tel: 111

Fax: 01202 486887 www.orchard-surgery.co.uk

Welcome To The Surgery

We Care

We offer a comprehensive range of health care. This publication will give you and your family all the information you require. Please keep it handy for future reference.

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THE GROVE **NHS** PHARMACY

Pharmacists:

Mitesh Patel MRPharmS, MPharm.Hons.

Bhavini Patel MRPharmS, MPharm.Hons.

Opening Hours:

Monday - Friday 9.00am - 6.00pm

Saturday 9.00am - 1.00pm

- **PRESCRIPTIONS COLLECTED FROM LOCAL SURGERIES**

- **FREE PRESCRIPTION DELIVERY SERVICE** •

For everyone - not just the housebound and elderly

- **MEDICINES CAN BE SUPPLIED IN MONTHLY DOSAGE BOXES** •

Call the pharmacy for more services

Tel: 01202 484310 Fax: 01202 474727

48 The Grove, Christchurch BH23 2HB

Every prescription item counts in supporting your local independent chemist

www.thegrovepharmacy.co.uk

Ask your pharmacist...you'll be taking good advice!

Our other branch:

Parley Cross Pharmacy, 143 New Road, West Parley, Ferndown BH22 8EB

Tel: 01202 573191

For the latest information click to: www.orchard-surgery.co.uk

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

Prescription For Success

The Grove Pharmacy was taken over by husband and wife team Mitesh and Bhavini Patel in February 2009, and they share a vision to reshape the very nature of the business. "We don't just want to be a pharmacy where you come to get your prescription filled or ask about a cough mixture," says Bhavini who oversees the day-to-day running of the pharmacy. Their vision is to introduce a wide range of services such as a Minor Ailment Scheme where medicines can be prescribed by the pharmacist, a weight loss clinic, smoke stop clinic, emergency contraception, daily dosage boxes as well as a comprehensive prescription collection and delivery service. If you think you can benefit from any of these services please do not hesitate to contact the pharmacy on 01202 484310 or via the website www.thegrovepharmacy.co.uk for more information. As this pharmacy is a small independent family-run business providing NHS services, it is crucial that it can count on a high level of local support. So please think about joining the prescription collection service.

Here's how it works:

1. Sign the consent form and leave your repeat slip at the pharmacy. (Alternatively, the pharmacy can bring the consent form to your home and collect the repeat slip. All you need do is telephone the pharmacy to request this.)
2. Telephone the pharmacy five days before your medicines run out or, if you prefer, order online via the website.
3. Then you simply collect your medicine from the pharmacy or wait for it to be delivered to your home. We collect from over ten different surgeries so please be sure to tell all your friends and family about this wonderful service.

Along with your prescription we can also deliver to you products from our wide selection in store. We look forward to welcoming you soon. And remember - every prescription item counts in supporting your local independent pharmacy!

Foot problems?



Due to the high demand for podiatry services, NHS provision is often reserved for those with long term conditions. Even if you qualify for an NHS appointment, waiting lists can be long.

Why wait? Contact a local podiatrist today for more details.

Want to stop smoking or lose weight?



Hypnotherapy can help with these conditions as well as stress, depression or anxiety.

Call a fully qualified local hypnotherapist now to find out how to transform your life.

In need of foot care?

- TOENAIL CUTTING
- CORNS AND CALLUS REMOVED
- INGROWING TOE NAILS
- ALL IN ONE TREATMENTS AVAILABLE (CHIROPODY + PEDICURE)
- ALL TREATMENTS INCLUDE A FOOT MASSAGE
- TOENAIL RECONSTRUCTION



RITA HALLAM M.INST.CH.P
HPC REGISTERED
OVER 39 YEARS EXPERIENCE
HIGH STANDARDS AND FRIENDLY APPROACH
TREATMENT FOR ALL AGES



www.burtonfootcare.co.uk
burtonfootcare@outlook.com

01202 948075 / 07774434848
96 STONY LANE BH23 7LE

James Solly

Hypnotherapist Hyp. BA GQHP

Helpful Hypnotherapy

Helping you take control of your life...

07540 358297

www.helpful-hypnotherapy.com

THE PRACTICE TEAM

THE DOCTORS AND PRACTICE MANAGER



Dr Jo White
MBBS DRCOG DCH MRCGP Registered June 1986 (UK)
Special Interests - Gynaecology and Child Health



Dr Nick Jones
MBChB DFFP Registered December 1995 (UK)
Special Interest - Diabetes



Dr Clive Quinell
GP Trainer, Locality Prescribing Lead, Orchard Palliative Care & End of Life Lead
MBChB MRCGP Registered 2005



Dr Temitope Odetoyinbo
MD DGM DRCOG DFSRH MRCGP 2004
Special Interest - Elderly Care and Women's Health

Claire Richards (Business Manager)

Nicola Payne (Practice Support Manager)

PRACTICE NURSES

Our experienced nursing team is responsible for the treatment room, health promotion and lifestyle advice, immunisation and travel advice, cervical cytology and specialist clinics for asthma, diabetes, coronary heart disease and hypertension.

Diane Hollamby RGN Ann Edwards RGN

Jennifer Cable RGN Joanne Chadwick RGN

Denise Blackmore and Lesley Morritt are our nurse practitioners.

RECEPTION STAFF

Our receptionists are here to help you in any way they can. They are fully trained and bound by the same strict rules of confidentiality as the doctors and nurses. They will make appointments, organise repeat prescriptions, take requests for home visits and answer queries. We ask you to treat them with courtesy and respect. They are:

Lin Horlock Angela Applin Heidi Goff Tina Cook

Elaine Ling Mandy Scholz-Conway Jane Day Jane McGuigan

Linda Kilmurray

Stay in touch with our website: www.orchard-surgery.co.uk

SECRETARIES

Our secretaries, Sue Morris and Debbie Martin, deal with most of the correspondence between the practice and outside agencies such as hospital outpatient departments and private consultants.

ADMINISTRATION STAFF

Caroline Ambrose, Gillian Drinkwater and Julie Bailey help to maintain the smooth running of the practice.

COMMUNITY STAFF ATTACHED TO THE PRACTICE

HEALTH VISITOR

Our health visitor is a qualified nurse with specialist training in the healthcare of children, the elderly and handicapped.

NURSERY NURSE

Our nursery nurse assists the health visitor with her duties.

DISTRICT NURSES

They provide nursing care to patients in their homes at the request of the hospital or the doctor.

AMBER TEAM

The Team consists of:

Senior Staff Nurse:	Sarah Legg
Staff Nurses:	Angela Caballero
Self Care Support Workers:	Naomi Gainard, Yvonne Fearby and Lynn Finlay
Admin Support:	Julie Bullman

The AMBER Team is made up of two staff nurses and three support workers. Their aim is to reduce unnecessary emergency hospital admissions and to improve the quality of life for people with long-term conditions and those who have had several unplanned hospital admissions within the last 12 months, or anyone considered to be vulnerable within the community and at risk of admission.

COMMUNITY MIDWIFE

She provides support to expectant mothers, both before and after birth.

TRAINING PRACTICE

We are now a "Training Practice". This means we train young/qualified future GPs of tomorrow. As part of their training, they might be observing your consultation with the normal GP. If you prefer the consultation only to be with your GP, please let us know.

As part of the junior doctors' training to be a GP they will spend anytime from 4 to 12 months in the surgery. They have usually worked for two to three years in a variety of hospital specialities before they join us.

As part of their training they are asked to video some of their consultations. If your consultation is going to be recorded you will be asked for your permission first.

TEACHING

The practice undertakes continuing education and training of health care professionals working at the practice and teaches medical students and student nurses. All patients have the right of choice whether or not to be booked into those surgeries where a student is present.

SURGERY TIMES

The surgery is open:	Monday 8.30am – 6.30pm	Tuesday 7.30am – 6.30pm
	Wednesday 8.30am – 6.30pm	Thursday 8.30am – 7.30pm
	Friday 8.30am – 6.30pm.	

The surgery is closed on Bank Holidays. Appointments are available morning and afternoon, Monday to Friday inclusive.

APPOINTMENTS

Please make appointments by telephoning 01202 481901 or by calling at the surgery.

The receptionists will usually ask you for some basic details about your request for an appointment. They are instructed to do this by the doctors. This is to ensure we can assist you as speedily as possible and to ensure you see the most appropriate health professional for your problem. They are not being nosy and are bound by the same strict rules of confidentiality as the doctors and nurses.

Extended Hours

We also offer routine appointments outside of normal surgery times for patients who cannot attend during normal working hours, such as people in full-time employment, carers etc.

Routine Appointments

These can be booked over the telephone or in person at the surgery. They are pre-bookable up to five weeks in advance for routine reviews, assessment of existing or non-urgent medical problems and medication reviews. It is advisable to book well in advance as advanced appointments for your preferred GP may be limited and go very quickly.

Same Day Appointments

These appointments are held back for release on any given day and are to accommodate the needs of those patients that need to be seen on the day.

Telephone Appointments

It may be easier for you to book a telephone consultation with a doctor instead of coming to the surgery. This can easily be arranged.

Repeat medical certificates can often be organised by telephone - the receptionist will advise you.

Nurse Practitioner

We also have a specialist nurse who has been trained to deal with more minor ailments and you may be offered an appointment with her rather than a doctor. She will always ensure that you see a doctor as well if appropriate or at your request.

Chronic Diseases

We have a number of specially trained nurses who deal with the monitoring of chronic illness such as asthma, diabetes, heart disease, etc. You will normally be invited during or near the month of your birthday for review.

All patients with urgent medical problems are guaranteed to see a doctor the same day. Sometimes a longer waiting time is involved if you have been added to a surgery as an extra.

IF YOU CANNOT KEEP AN APPOINTMENT PLEASE TELL US AS SOON AS POSSIBLE.

HOME VISITS

Patients may be seen at home if the doctor considers a home visit necessary because of the patient's medical condition. Requests can be made by telephoning preferably between 9.30 - 11.00am. Please do not ask the doctor to call unless the patient is genuinely too ill to come to the surgery.

If the patient has a temperature or a rash, coming to the surgery will do no harm and will not endanger others, but please inform the receptionist on arrival so that the patient can be seated comfortably in a side room. We will assume that a visit later in the day is acceptable unless you state that you think it may be more medically urgent.

OUT-OF-HOURS CALLS

If you are unwell when the surgery is closed there are a number of options:

- If your injury or illness is severe, or you have had a serious accident, call 999 and ask for an ambulance or you can visit your local accident and emergency department. **Please carefully consider if this is appropriate.**

- For urgent medical situations that cannot wait until the surgery is open contact the **Dorset Emergency Care Services on: 111**

(Between 8.00 and 8.30am Monday to Friday ring 01202 481901)

When you ring the Dorset Emergency Care Service your call will go through to the call centre at St. Leonards. A trained member of staff will answer the phone and take some details from you. They will pass the details straight over to a doctor or nurse who will ring you back to ask you more about the problem and, with you, will decide the best option for you. Depending on the seriousness of your condition, this might be:

- Advice over the phone
- A visit to a local treatment centre or
- A home visit by a nurse, doctor or paramedic.

- Visit a local pharmacy (chemist). Your local paper will have details of pharmacies open late on weekdays and on Saturdays, Sundays and Bank Holidays.

REGISTRATION OF NEW PATIENTS

The practice welcomes new patients - please ask reception for details. When registering, you will be asked to complete a health questionnaire which helps us to provide care before your medical records become available to us.

The practice will provide, if considered appropriate by the practice or requested by the patient, a consultation to a patient newly registering with the practice.

Registration in surgeries is now with the practice rather than an individual GP. However, if you wish to choose to see a particular partner for some or all of your medical conditions please let the receptionist know and she will note this in your medical records. We will always try to ensure that this is possible, but there may be occasions when it is not possible.

CARERS

Please tell us if you are a carer or are cared for. We can direct you to the right information, support and services to help you.

REPEAT PRESCRIPTIONS

The best way to order your medication:

- Many local pharmacies are happy for you to leave your list with them. They will deliver it to us, collect your prescription and dispense it ready for collection. Please allow longer time for this method.

- You can order online. To use this facility you must request to register at the practice. Once you have been accepted and allocated with a user name and password you can use the link below: <https://SystemOnline.tpp-uk.com/Login?/PracticeId=J81056>

- Use the list of items from your last prescription and **clearly mark with a tick the items you need.** Return this list to the surgery (include a stamped addressed envelope if you wish the prescription to be posted back to you).

Please remember:

The prescription system works on a 72-hour cycle (slightly longer if you order through the pharmacy).

In line with official advice and except in special circumstances, **we do not take prescription requests over the telephone.**

TEST RESULTS

If you need to ring the surgery to check on your results, please ring after 10.30am when the telephone is less busy and the receptionists have more time to find the results for you, if they are available. Enquiries about tests ordered by the hospital should be directed to the hospital unless you have been asked to contact your doctor for the result.

HEALTH CHECK ROOM

We have a blood pressure machine designed for patients to take their own. So if you would like to come into the surgery and take your own blood pressure, a print out will be provided of the reading which you can leave at the reception to be checked.

Please can you also weigh yourself and measure your height and complete the health information slip. Thank you.

SPECIAL PURPOSE CLINICS AND SERVICES

FAMILY PLANNING

The practice offers a full family planning service during surgery time including coils and implants.

ANTENATAL CLINIC

Antenatal clinics are held regularly every week by the midwife.

CHILD HEALTH SURVEILLANCE

We provide child health screening for all children (birth to five years) registered with the practice. This service will be provided by the doctors in conjunction with our health visitors.

CHILD HEALTH CLINIC

These clinics are now held off site - please speak to your health visitor for details.

PARENTCRAFT CLASSES

These are arranged by the health visitor and midwife for all mothers-to-be and their partners.

CERVICAL SMEARS

We believe that regular smears offer a high degree of protection against cervical cancer. They can be taken by the practice nurse or by the doctors during their ordinary surgeries. Reminders are sent at appropriate intervals.

TREATMENT ROOM SESSIONS

These are held by the nurses and appointments are available for: dressings, injections, removal of stitches, immunisations and ear syringing.

MINOR SURGERY

The practice undertakes minor operations to help save long waits for hospital treatment. See your doctor first to discuss whether the operation is necessary and to arrange a mutually convenient time.

CHILD IMMUNISATIONS

It is important that your children are fully immunised against all the childhood diseases. If you have any questions about these immunisations, your doctor or health visitor can give you advice.

ADULT IMMUNISATIONS

Are you up to date with your Tetanus and Polio vaccinations?
If not, or you are uncertain, please contact the practice nurse.

FLU VACCINATION

This is recommended for patients aged 65 and over or with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. The vaccination campaign normally starts in October each year.

TRAVEL AND HOLIDAY ADVICE

Appointments are available with the nurses to discuss travel abroad including immunisation, malaria prophylaxis and all aspects of travel health.

PLEASE NOTE: It is very important to book an appointment well in advance of your holiday as some vaccinations take a while to become effective. Not all immunisations are provided under the NHS and some have to be charged for.

DIABETIC, HEART AND RESPIRATORY DISEASE

Our practice nurses have been given further specialist training in the management of the above conditions. They are responsible for monitoring your care and will contact you when your medical is due. They work closely with the doctors and will refer to them any problems which may arise.

NON-NHS SERVICES

Some items are not covered by the NHS and you may be asked to pay a fee. These include private medical certificates, private health insurance forms, insurance and employment medicals, fitness to drive and fitness to travel, passport applications, etc. Appointments are undertaken outside surgery hours. Please telephone to arrange a time.

SICK CERTIFICATES

An NHS certificate is not needed if you are off work for less than seven days (including the weekend). This period is covered by a self certificate available from your employer (or us). You need to see the doctor if the absence is for longer or if your employer requires a private certificate (for which a charge is payable).

OTHER SERVICES PROVIDED ON SITE

Following referral by your doctor - counselling, physiotherapy and chiropody. The last two services also operate on a private basis.

PARKING

There are parking facilities on site for use at your own risk.

FACILITIES FOR THE DISABLED

Reserved car parking spaces for the disabled are marked near the front door. If access proves difficult there is a special bell to summon help. The entrance and all internal doors have been designed to cope with wheelchairs and there is a disabled patients' WC.

BABY CHANGING

We have facilities for baby changing. If you need to breastfeed your baby please ask one of the receptionists and they will find you somewhere quiet.

COMMENTS, SUGGESTIONS AND COMPLAINTS

We constantly strive to give you the best possible care and attention. We recognise, however, that occasionally things do not go as smoothly as we would like. We welcome comments and suggestions and provide forms in the waiting room for your use. If there is a matter which you would like to discuss confidentially with the practice manager or a member of our Patient Participation Group, please ask for details at reception.

Should you have any reason to complain, please make this in writing to the practice manager who will make contact with you and undertake any investigations necessary. A copy of the procedure is available at reception.

CONFIDENTIALITY

Your medical records are held in strictest confidence. Information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team.

Information is only passed on with your consent, within the confines of the NHS, by law, or if it is overwhelmingly within the public interest.

CHANGES TO YOUR PERSONAL DETAILS

It is very important that you notify us immediately of any changes of name, address or telephone number. There are many reasons why we may need to contact you. You can register any changes by completing a form at reception or online via the practice website.

FREEDOM OF INFORMATION ACT 2000

Details of how to acquire a copy of our Publication Scheme can be obtained from the practice manager.

VIOLENT PATIENTS - ZERO TOLERANCE

The NHS operates a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the person in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. The PCT is then responsible for providing further medical care for such patients.

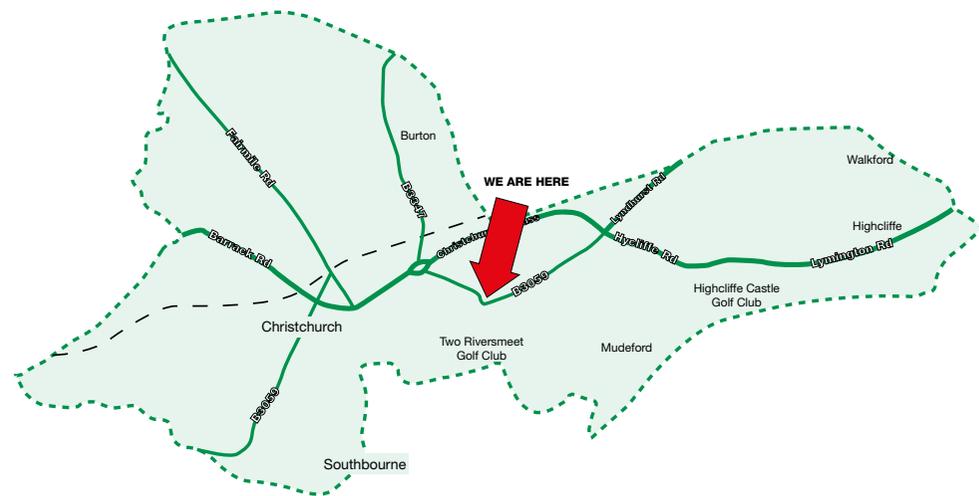
CONTACT DETAILS FOR DORSET CCG

Dorset CCG is party to the NHS contract held by this practice. Further details of primary medical services in this area may be obtained from them at the following address:

Dorset CCG, Canford House, Discovery Court Business Centre, 551 - 553 Wallisdown Road, Poole, Dorset BH12 5AG

Telephone: 01202 541400

OUR PRACTICE AREA



Please ask at reception for more exact details of limits.

PRACTICE CHARTER

You have the right to expect a high standard of medical care from our practice and we will try and provide this within the resources available. No care or treatment will be given without your informed consent. Please ask us questions if you are unsure of anything.

In our Practice Charter are the standards set for the benefit of our patients.

OUR RESPONSIBILITIES

You will be treated as a partner in the care you receive.

You will be treated as an individual and with courtesy, respect and confidentiality.

You will be able to see a doctor rapidly in the case of emergency, within 24 hours in case of urgency and otherwise, where possible, within two working days.

Telephone calls will be answered as promptly as possible taking into account the resources available.

We will try to see you within 20 minutes of your appointment time. You should receive an explanation if we cannot do this.

If we consider that you need a second opinion we will try to inform you of the best way to obtain this.

We will visit you at home if you are too ill or infirm to be brought to the surgery. Please make your request before 10.30am if possible. Most children can quite safely be brought to the surgery by car or taxi.

For emergencies outside of normal hours please use the number indicated on the front and back covers of this booklet. Please do not automatically attend a hospital casualty department unless the matter is very urgent.

We have the right to remove patients from our list if they repeatedly ignore their responsibilities to us and other patients.

We very much welcome feedback about our services and provide a number of ways for this to happen.

YOUR RESPONSIBILITIES

Help us to help you! Being a partner means that we have responsibilities to each other.

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

Please be aware that the doctor of your choice may not always be available due to other commitments such as study or holidays.

Please keep your phone call brief and avoid calling about non-urgent matters for the first two hours each morning

Please do everything you can to keep appointments and to be punctual. Please tell us as soon as you can if you are unable to attend.

You have the right to ask for a second opinion.

The less time a doctor spends travelling, the more time is available for patients. Please do not ask for a home visit unless it is strictly necessary.

Please do not call out of hours except for emergencies. Wherever possible, it is best to wait for the next surgery.

If you are unhappy with us or the services we provide you have the right to leave our list and register with another practice.

Please see the appropriate section in our practice booklet.

We very much welcome feedback about our services and provide a number of ways for this to happen.

PATIENT PARTICIPATION GROUP

Orchard Surgery's Patient Participation group, are active volunteer patients that work in partnership with practice staff and GPs. This unique partnership between patients and their practices is essential to achieving high quality and responsive care. We are looking for new members, please contact the surgery if you are interested in joining the group.

SELF MANAGEMENT OF COMMON PROBLEMS

Many common disorders can be simply managed by yourself without the need to consult a doctor.

Back Pain

If the pain has been caused by strain, ie lifting too heavy weights etc, do take things easy. Sit as upright as possible with a support for the small of the back. Rest your back by lying on a firm mattress. If you have a soft one then put it on the floor, or place a board between the mattress and the bedbase. Take aspirin, paracetamol or ibuprofen regularly to relieve the pain. Try to return to normal activity as soon as possible. Learn how to lift correctly. It is advisable to consult your doctor if bad back pain persists for more than a few days.

Burns

Apply large quantities of cold water to the affected area as soon as possible. Keep on 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 to five inches in diameter, or if the skin is broken, consult your doctor or the casualty department as soon as possible.

Colds and Flu

Unfortunately, there is still no magic cure for the common cold. Please do not ask the doctor for antibiotics or take any old ones you may have in the house - these will have no effect! Take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Children under the age of 12 should be given the appropriate dose of paracetamol or ibuprofen mixture.

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. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also be helpful. The most infectious period is from two days before the rash appears and up to five days after this date. Children may return to school eight days after the appearance of the last crop of new spots. Contact the doctor if the sufferer is particularly unwell or if pregnant.

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. Repeat firm pressure if required.

Diarrhoea and/or Vomiting

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be cured directly. It is very important to maintain an adequate fluid intake. This means a minimum of three litres of fluid per day for adults. Rehydration fluid can be made up from sachets bought from the

chemist, or use flat cola. A good home-made rehydration solution can be made: one litre of water + eight level teaspoons of sugar + one level teaspoon of salt + half a cup of fruit juice.

Symptoms will usually settle within 24-48 hours but if they persist or are unusually severe contact the doctor.

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 milk and solids and feeding it a rehydration solution from sachets which are available from a chemist. Please follow the instructions on the sachets carefully. Breast-fed babies can continue to breastfeed but should be offered extra rehydration fluids. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, contact your doctor.

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.

Nose Bleeds

Sit on a chair leaning 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. If symptoms persist, consult your doctor.

Sprains

First, apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest until the discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. Use simple painkillers.

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. 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.

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.

Sore Throats

Most sore throats are caused by a viral infection which antibiotics cannot treat or cure. With the simple treatment the sufferer usually gets better in four or five days. A sore throat may occur with the common cold. There may be dryness of the throat, pain on coughing and loss of voice.

Treatment for adults:

Use soluble aspirin or soluble paracetamol dissolved in water. Try to gargle before swallowing.

Repeat the treatment every four to six hours. If the aspirin causes indigestion, use paracetamol. Drink plenty of non-alcoholic fluids. Eat as little or as much as you wish.

Treatment for children:

Children should be given paracetamol suspension every four to six hours in the right dose for their age. When to see the doctor: If there are other symptoms or features that cause you particular concern, including particularly high fevers, unusual drowsiness, or complete inability to swallow.

Looking after a child with a fever

Fevers develop in response to infection. Usually the child will get over the infection without antibiotics. Most childhood infections are caused by viruses, and these do not respond to antibiotics. A few children, usually under five years old, will have a convulsion (febrile fit) with a high temperature. The child suddenly shakes all over and then becomes very still. This information is designed to help you bring your child's temperature down to avoid a convulsion and make them feel better. If your child feels hot and appears unwell take their temperature if you have a thermometer. The normal temperature is 37 degrees centigrade. If the temperature is raised, or if you don't have a thermometer but think your child has a temperature, try to lower it as follows:

Give your child the correct dose of paracetamol suspension. Give the higher recommended dose.

Dress your child in cool clothes, for example, a t-shirt and shorts.

Give your child plenty of cool drinks - small amounts frequently.

Sponge your child down, especially the head. Use tepid water, not too cold.

Use a fan if you have one.

Repeat the dose of paracetamol every four hours if necessary. If you are still worried by the condition of your child especially if they are not any better two hours after giving paracetamol, contact the doctor. You will not make your child worse if you take them in a pram or car to see the doctor. If your child does have a convulsion, it should subside in less than five minutes. Lie the child on their side and stay with them while it lasts. If there is another adult in the house, ask them to call the doctor. If not, then call the doctor when the convulsion has stopped.

Sunburn

Best avoided!

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation. Simple painkillers may be necessary.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun. Do not expose children to the sun for long periods.

Use high factor (15 or above) protective sunscreens even in the shade. Take plenty of cool drinks to avoid dehydration.

First Aid Kit

We recommend every household should always have...

A good first aid kit.

Paracetamol for children and adults.

A first aid book eg latest edition of St John Ambulance/British Red Cross First Aid Manual.

A list of phone numbers for emergency services.

A well-displayed house number outside.

Smoke alarms and fire extinguishers.

Consider also having a family-health book to consult (NB: outdated or poorly written books can be more of a worry than a help!). The Royal College of Nursing Manual of Family Health Care is an excellent work.

TIPS FOR HEALTHY LIVING

Giving up Smoking

There are a number of risks associated with smoking:

Cancer

Chronic Bronchitis

Heart and Arterial Disease - heart attack and stroke

Ulcers

We can give you information about how to join a stop-smoking programme.

Sensible Drinking

Small amounts of alcohol do no harm but you may damage your health if you drink too much. For men a sensible limit is up to 21 units a week and up to 14 for a woman. One unit is 10 gms which is equivalent to:

Half a pint of beer

Less than half a pint of export beer, lager or strong cider

A small glass of wine (a 75cl bottle contains about eight units)

A pub single measure of spirits.

DONATIONS FOR MEDICAL EQUIPMENT

From time to time it is necessary to buy new or replacement medical equipment for patient care. Occasionally, to help supplement the cost, we run fundraising activities or individual patients kindly make donations.

If you are interested in making a donation at any time then please telephone the practice manager, Nicola Payne, or ask the receptionist for details.



Inter-County Nursing & Care Services

Supporting you in your own home

www.inter-county.co.uk

Inter-County can provide experienced staff to help you remain independent at home through a range of services including:

- Personal Care/Meal Preparation
- Sleeping/Waking night duty
- Respite Care
- 24 hour Live In Care & Support



For further information please contact us on

01425 280811 or call in to see us at:

293 Lymington Road, Highcliffe, Christchurch, Dorset BH23 5EB

We would also welcome applications from experienced Care Assistants looking for local, flexible work. For further information please contact us on the above number.

Inter-County Nursing & Care Services Ltd Providing Professional Care and Support at Home

Inter-County Nursing & Care Services is a small independent company committed to providing a professional and quality service within the local community. Inter-County can offer a positive alternative to admission into a Care or Residential Home, by providing experienced staff to help individuals remain independent at home.

The need for help or care may arise at any time. It might be that extra help is needed around the home, assistance is needed with personal care, or perhaps respite help is required for a friend or relative to have a break. Inter-County combines experience and professionalism with a genuine understanding of the need to tailor each care package to suit individual requirements.

The local branch in Highcliffe, is managed by Mrs Pauline Ellis who is a qualified Nurse with many years' experience working within the Healthcare sector. Pauline and her team fully understand the importance of selecting staff to ensure that their skills are appropriate to the work they undertake and with a rigorous recruitment process in place, clients have the reassurance that all staff have been thoroughly screened before being placed for work.

Inter-County is also a member of the United Kingdom Home Care Association (UKHCA) and is regulated by the Care Quality Commission (CQC).

If you would like further information regarding the services provided, or would like to join Inter-County as a carer or nurse, please contact Pauline on 01425 280811.

Advertising Feature

To encourage our patients to become your clients or customers, advertise your business now through our practice booklets, appointment cards and website. Simply call 0800 612 1516 for more information.

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

USEFUL TELEPHONE NUMBERS

FOR GP ADVICE OR VISIT (Daytime Mon-Fri)01202 481901
URGENT MEDICAL ATTENTION OUTSIDE SURGERY HOURS 111
IN TRUE MEDICAL EMERGENCY TEL: (FOR AMBULANCE) 999

LOCAL HOSPITALS AND OTHER SERVICES

Audiology01202 301255
Bournemouth Nuffield01202 291866
Chalybeate (Soton).....023 8077 5544
Christchurch (No A & E).....01202 486361
Citizens Advice Bureau01202 482023
Dorset PCT01305 368900
Lymington Hospital (Casualty 24 hours)01590 677011
Macmillan Unit01202 486361
Police - Christchurch01202 486333
Poole General (Casualty 24 hours)01202 665511
Red Cross01202 484074
Royal Bournemouth Hospital (Casualty 24 hours)01202 303626
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