

The Farley Road Medical Practice



MAIN SURGERY

53 Farley Road
South Croydon
Surrey CR2 7NG

Tel: 020 8651 1222

BRANCH SURGERY

125 Holmbury Grove
Forestdale, Croydon
Surrey CR0 9AQ

Tel: 020 8651 1222

<https://accurx.nhs.uk/patient-initiated/H83004>
email: swlicb.farley.admin@nhs.net

Welcome to The Farley Road Medical Practice

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

Mission Statement

Mission: To provide care and services that we and our families would want to use.

Vision: Enabling people to live healthy and a more independent life through high quality, seamless care.

The General Practitioners

Dr Bill M Jasper (M)

MBBS MRCGP DRCOG qualified at London University in 1983

Dr Louis Akindele (M)

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

Dr Neera Jaitly (F)

MBChB DCH DRCOG DFFP MRCGP qualified at Leicester University in 2000

Dr Nishma Galaiya (F)

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

Dr Anie Ayelabola (F)

MBBS BSc MRCGP DRCOG

Dr Sophie Christou (F)

MRCGP BMBS BSc (Hons) DFSRH qualified at Peninsula College of Medicine and Dentistry in 2015

Dr Mohammed Suleman (M)

MBBS qualified at London University in 2015

Opening Hours

MAIN SURGERY

Monday - Friday 8.00am - 6.30pm

Collection of prescriptions Monday to Friday 8.00am - 6.30pm

BRANCH SURGERY

Monday - Friday 8.00am - 6.30pm

Subject to change - contact main branch for details.

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

Extended Access

FARLEY ROAD MEDICAL PRACTICE

(Pre-booked appointments only)

Monday- Friday 4.00pm - 8.00pm

Saturday 9.00am - 5.00pm

Appointments Online -

www.farleymedical.info - Link to Appointments Online

BOOK YOUR NEXT APPOINTMENT AT THE SURGERY ONLINE

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

OTHER FEATURES

Order repeat medication online - You can make requests for repeat prescriptions - without having to visit the practice via email: swlicb.farley.admin@nhs.net, the **NHS App** or <https://accrux.nhs.uk/patient-initiated/H83004> Once the request has been processed (please allow **three working days**) you can then call at the practice to pick up the prescription or have your nominated pharmacy collect it from the practice for you.

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

You can also send non urgent messages via this link:

<https://accrux.nhs.uk/patient-initiated/H83004>

ATTENDANCE ALLOWANCE

You could be eligible for more than £5,000 tax free every year if you are:

- ✓ **aged 66 or over**
- ✓ **working or retired**
- ✓ **suffering from any medical conditions**



Scan the QR code or visit www.opg.co.uk/aa to learn more and receive help with your application.

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

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

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

ICO VISITS TO GENERAL PRACTICES

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

ONLINE SERVICES

You can have access to all your medical records online 24/7, view your medical history, look at your blood results and order your prescriptions.

HOW TO REGISTER AS A NEW PATIENT

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

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

SMS TEXT

We now have the facility to send appointment reminders direct to you via SMS text. This will be sent 24 hours before your booked appointment. There is no charge for this service. There is a short form for you to complete at reception if you would like to register for this. **From time to time you may be sent a link from the practice to fill in information that we may need about your appointment.**

Cancellation Of Appointments

If you are unable to attend a booked appointment you can ring the surgery 24/7 and leave a message to cancel your appointment. You can use the **NHS App** to do this.

Emergencies

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

Need a website but don't know where to start?

Reach a wider audience -
convert visitors into customers.

From just £27.50 + VAT per month with no up-front payment and no extra costs we can provide you with your own business generating website.



Scan for
more info



email payasyougo@opg.co.uk



Blood and Transplant

Right now more than
7000 people
are waiting for an
organ transplant.



You can save up to nine lives when you die as an organ donor and transform many more by also donating tissue.

Add your name to the NHS Organ Donor Register, and let your family know what you've decided.



Visit organdonation.nhs.uk
Use the NHS App or
call 0300 123 23 23

@nhsorgandonor    



Yes I donate
ORGAN DONATION

Home Visits

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

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

What To Do If The Surgery Is Closed

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

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

This service is currently provided by NHS 111.

NHS 111

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

You should use the NHS 111 service if:

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

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

South West London ICB
Bernard Weatherill House
2nd Floor
Zone G
8 Mint Walk
Croydon CR0 1EA

Tel: 020 3668 1300

www.farleymedical.co.uk

Prescriptions

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

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

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

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

Disabled Facilities

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

Named Accountable GP

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

Phlebotomy Service - Blood Tests

Blood tests are available at Farley Road and are also offered at our Branch Surgery. Please telephone the Surgery on 020 8651 1222 to make an appointment or use the **NHS App** to book your appointment online.

Blood tests are also available at Croydon University Hospital Monday, Wednesday, Friday 7.00am - 4.30pm; Tuesday and Thursday the clinic is open until 7.00pm (must pre-book, no walk-ins - telephone 020 8401 3028).

Results Of Medical Tests

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

If you sign up to the NHS App, you can view your medical records and test results at any time.

Specimens - Please bring to the surgery before 10.30am.

Practice Staff

The team consists of:

Tracy Ford - Practice Business Manager	Danielle Chapman - Operations Manager
Practice Secretary	Reception Manager
Nurse Manager	Practice Nurses
Healthcare Assistant	Phlebotomist
Administrators	Receptionists
Care Coordinators	Lead Practice Pharmacist
Social Prescriber	Pharmacists
Prescription Clerks	Paramedics

NURSE PRACTITIONERS/PRESCRIBER

Julia Yiadom, has received advanced training, specialises in Asthma management and offers appointments that complement those of the doctors.

Lisa Fishpool specialises in diabetes.

PRACTICE NURSES

Lisa Fishpool, Karen Page Belkhadem, Karen (HCA)

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

PRACTICE AND BUSINESS MANAGER

Our Practice and Business Manager, Tracy Ford, is responsible for the administration and finance of the practice.

OPERATIONS MANAGER

Our Operations Manager Danielle Chapman manages all the administration for patients with her team.

RECEPTION MANAGER

Danielle Chapman, the Reception Manager, looks after the reception team at Farley Road. Danielle is available to help with any issues or complaints you may have, deal with your enquiries and help you to make the best use of our services.

SECRETARY

Practice Secretary Laura Burton is responsible for the referrals and is available Monday - Thursday 9.00am-5.00pm and Friday 9.00am-1.00pm.

IN-HOUSE PHARMACISTS

Sonal Patel - Lead Pharmacist looks after the team we have at Farley Road. They are Nikita Jethwa and two prescription clerks Greg Tucker and Chris Pauley. They work alongside the doctor and the local chemists.

SOCIAL PRESCRIBER

Social prescribing link workers connect people with local community activities and services that can help improve their health and wellbeing and support to banish loneliness. An important part of their role will be to build relationships with the people they are helping by listening carefully to what is important to them and what motivates them.

TELEPHONE CHARGES

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

DISTRICT NURSES

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

HEALTH VISITORS

The health visitors are available to help with health matters relating to the under fives eg feeding problems, vaccinations etc. They can be contacted on 020 8714 2950.

COMMUNITY MIDWIVES

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

PATIENTS PARTICIPATION GROUP

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

Patient Information

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

Security

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

Patient Confidentiality

Use of computers and personal health information:

We are registered under the General Data Protection Regulation 2018 (GDPR) and have systems in place to protect your confidentiality. See website for more information. Personal health information is used to monitor the practice's screening activities. Your medical history will not be given to you as the patient without suitable identification. Neither will information be given to anyone else unless they are health care professionals or have your written consent. Occasionally, anonymised health information is sent to the CCG to monitor quality standards.

Patient Access to their GP Record

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

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

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

Once this has been approved when you next log in you will have access to your medical records. You can also download the NHS App to book appointments, order medication and view your medical records.

Complaints Procedure

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

NHS South West London ICB

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

NHS South West London ICB, 120 The Broadway, Wimbledon SW19 1RH

Tel: 0800 026 6082

Email: contactus@swlondon.nhs.uk

Private Medical Fees

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

Freedom Of Information Act Publication Scheme

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

Zero Tolerance

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

Interpreter

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

Chaperones

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

LGBTQIA+

"LGBT" is one of the most commonly used acronyms, and so shows up in far more searches. However, it's far from comprehensive and excludes a number of identities: as such, we use "LGBTQIA+" to promote active inclusion. For a resource and guidance on bigotry, including basic definitions, please visit the LGBTQIA+ page of our website.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data.

To find out more information about how we are processing and storing your data, please refer to our website www.farleymedical.co.uk

Primary Care Networks - What are they and what are we doing?

A primary care network consists of groups of general practices working together with a range of local providers across primary care, community services, social care and the voluntary sector, to offer more personalised, co-ordinated health and social care to the local population.

Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS.

We will be working alongside paramedics, clinical pharmacists, social prescribers and physician's assistants to deliver a holistic approach to healthcare, with a strong focus on prevention and personalised care.

We will use data and technology to assess population health needs and health inequalities; to inform, design and deliver practice and populations scale care models; support clinical decision making, and monitor performance and variation to inform continuous service improvement.

We will make sure that we are making the best use of collective resources across practices and other local health and care providers to allow greater resilience, more sustainable workload and access to a larger range of professional groups.

If you would like to know more about our PCN SELNASH do please look on our website.

Clinics

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

ANTENATAL CLINIC

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

CHILD HEALTH CLINIC

All new babies are invited for regular check-ups from eight weeks old. Child health clinics are available on Wednesday and Thursday afternoons. Please call the surgery to book an appointment.

MINOR SURGERY

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

COILS & IMPLANTS

Please contact the surgery to arrange an appointment with Dr Galaiya.

Routine Childhood Immunisations - From January 2026

Age due	Diseases protected against	Vaccine given & trade name		Usual site
Eight weeks old	Diphtheria, tetanus, pertussis (whooping cough), Polio, Haemophilus, Influenzae type b (Hib) and hepatitis B Meningococcal group B (MenB) Rotavirus gastroenteritis	DTaP/IPV/Hib/HepB (6 in 1 vaccine) MenB Rotavirus	Infanrix hexa or Vaxelis Bexsero Rotarix	Thigh Thigh By mouth
Twelve weeks old	Diphtheria, tetanus, pertussis, polio, Hib and hepatitis B MenB Rotavirus	DTaP/IPV/Hib/HepB (6 in 1 vaccine) MenB Rotavirus	Infanrix hexa or Vaxelis Bexsero Rotarix	Thigh Thigh By mouth
Sixteen weeks old	Diphtheria, tetanus, pertussis, polio, Hib and hepatitis B Pneumococcal (13 serotypes)	DTaP/IPV/Hib/HepB (6 in 1 vaccine) PCV	Infanrix hexa or Vaxelis Prevenar 13	Thigh Thigh
Age due	Diseases protected against	Vaccine given & trade name		Usual site
One year old (on or after the child's first birthday)	Pneumococcal Measles, mumps, rubella Varicella MenB	PCV MMRV MenB	Prevenar 13 ProQuad or Priorix Tetra Bexsero	Upper arm or thigh
Eighteen months old	Born on or after 1 July 2024 Diphtheria, tetanus, pertussis, polio, Hib and hepatitis B Measles, mumps, rubella, Varicella	Born on or before 30 June 2024 No appointment DTaP/IPV/Hib/HepB MMRV	Infanrix hexa or Vaxelis ProQuad or Priorix Tetra	Upper arm or thigh
Age due	Diseases protected against	Vaccine given and trade name		Usual site
Eligible paediatric age group	Influenza (each year from September)	Live attenuated influenza vaccine LAIV	Fluenz	Both nostrils
Age due	Diseases protected against	Vaccine given & trade name		Usual site
Three years four months old or soon after	Born on or after 1 Jan 2025 Diphtheria, tetanus, pertussis and polio	Born on or before 31 Dec 2024 Diphtheria, tetanus, pertussis and polio Measles, mumps, rubella Varicella	DTaP/IPV REPEVAX MMRV ProQuad Or Priorix Tetra	Upper arm
Age due	Diseases protected against	Vaccine given and trade name		Usual site
Boys and girls aged 12 to 13yrs	Cancers and genital warts caused by specific human papillomavirus (HPV) types	HPV	Gardasil 9	Upper Arm
14 years old (school Year 9)	Tetanus, diphtheria and polio Meningococcal groups A, C, W and Y	Td/IPV MenACWY	Revaxis MenQuadfi	Upper arm Upper arm

Selective Childhood Immunisation Programmes

Target group	Age and schedule	Disease	Vaccines required
Babies born to women with hepatitis B infection	At birth, four weeks (if born before 1 July 24 give additional dose at one year)	Hepatitis B	Hepatitis B (Engerix B/HBvaxPRO)
Infants in areas of the country with TB incidence $\geq 40/100,000$	Around 28 days old	Tuberculosis	BCG
Infants with a parent or grandparents born in a high incidence country	Around 28 days old	Tuberculosis	BCG
Children in a clinical risk group	Age under 2 years (If first ever flu vaccine give second dose at 4 weeks)	Influenza	Inactivated flu vaccine
	Age 2-8 years (If first ever flu vaccine give second dose at 4 weeks) Age 9-17 years (Only one dose required each flu season)		LAIV or inactivated flu vaccine if contraindicated to LAIV
Pregnant women	At any stage of pregnancy during flu season From 16 weeks gestation From 28 weeks gestation	Influenza Pertussis RSV	Inactivated flu vaccine Tdap (ADACEL) RSV Vaccine (Abrysvo)



The safest way to protect children and adults



65 Years+ Routine Immunisation

65 years old	Pneumococcal (23 Serotypes)	Pneumococcal Polysaccharide Vaccine (PPV23)	Pneumovax 23	Upper arm
65 years of age And older	Influenza (each year from September)	Inactivated influenza vaccine	Multiple	Upper arm
65 from Sept 2023	Shingles	Singles vaccine	Shingrix	Upper arm
70-79 years of age (plus eligible age groups And severely immuno-suppressed)	Shingles	Singles vaccine	Zostavax (or Shingrix if Zostavax contraindicated)	Upper arm
75 years of age	Respiratory Syncytial Virus (RSV)	RSV vaccine	Abrysvo	Upper arm
Eligible Paediatric group See annual flu letter at www.gov.uk/government/collections/annual-flu-programme	Influenza (each year from September)	LAIV (Live attenuated influenza Vaccine)	Fluenz (contains Porcine gelatine)	Both nostrils

Health Promotion

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

EXERCISE

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

DIET

A healthy diet not only helps control weight loss but also can reduce cholesterol and help prevent heart attacks.

BLOOD PRESSURE

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

ALCOHOL

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

SMOKING

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

How To Give It Up

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

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

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

Travel Advice

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

BEFORE YOU GO

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

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

WHEN ABROAD

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

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

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

ON YOUR RETURN

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

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

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

TRAVELLING OUT OF THE COUNTRY FOR LESS THAN THREE MONTHS

For patients who inform us they will be out of the country for less than three months, we will provide sufficient medicines for an existing condition (eg asthma, diabetes) for the period while the patient is away where it is safe to do so. Drugs that require frequent monitoring may not be prescribed where there are safety concerns. Supply of any medication is at the discretion of the GP.

TRAVELLING OUT OF THE COUNTRY FOR MORE THAN THREE MONTHS

Patients who inform us they will be leaving the country for more than three months will be prescribed sufficient medication to enable them to make alternative arrangements at their destination (up to three months' supply where safe to do so).

They will also be removed from our patient list. We will be pleased to re-register patients on their return to residence in the UK and can reassure patients that their electronic notes are kept on file for reference on your return.

Patients and relatives should not seek medication for themselves while they are abroad as this constitutes NHS fraud.

PRESCRIPTIONS FOR MEDICINES IN CASE OF ILLNESS WHILE ABROAD

GPs will only prescribe NHS prescriptions in this case for exacerbations of pre-existing illnesses, eg antibiotics for patients who have frequent infections secondary to an underlying lung condition.

GPs may provide private prescriptions if it is clinically appropriate and they can be self-administered safely without medical assessment while abroad. These prescriptions are not free. Patients should be aware that some drugs commonly prescribed in the UK may be illegal in certain countries and you should check with that country's embassy before you travel.

Self Treatment Of Common Illnesses

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

CHICKENPOX

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

GERMAN MEASLES (RUBELLA)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

MUMPS

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

Immunisation can prevent this disease.

Useful Telephone Numbers

HOSPITALS

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

DRUG DEPENDENCY/ALCOHOL ACTION TEAM

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

SELF HELP

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

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