

The Medical Centre

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Middlesex TW13 6HD

Telephone
0208 481 7989

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www.drwinayakcentre.co.uk



Welcome To The Medical Centre

The purpose-built medical centre in Twickenham Road was completed in 1989. It houses an old established practice dating from the late 40s. This modern centre offers a pleasant, warm atmosphere with ample car parking and easy access for the disabled. The centre is a two-storey building with most of the acute medical services undertaken on the ground floor and some of the health promotion and preventative medicine undertaken on the first floor. The practice has a strict catchment area of one-mile radius and incorporates Hanworth, parts of Feltham, Whitton, Twickenham, Teddington, Hampton Hill and parts of Hampton. There is a map on the back cover of this booklet showing this area.

The practice is part of Hounslow Commissioning Group and is a dynamic, innovative and progressive practice with an enthusiastic and friendly healthcare team.

PRACTICE STAFF

The practice has a group of doctors for a variety of backgrounds. Dr Winayak is the senior clinician.

The following Doctors work at the practice.

Dr Varendar Winayak MBBS DRCOG

Qualified 1978, University College Hospital, London. Joined the practice in 1985. Dr Winayak has a number of specialised interests, including gynaecology, family planning and coronary heart disease. He is the Chair of the Hounslow Local Medical Committee. He was formerly an appraiser and assessor of practices, and was on the Local Commissioning Board.

Dr Heong Chong MBBCh BAO

Qualified 1986 Queens University Belfast, Northern Ireland. Dr Chong undertakes medical sessions in the practice.

Dr Sumi Sorriakumoron MBBS MRCGP DRCOG

Qualified 2001 Imperial College London. Has worked as a local GP for over 10 years. Special interests in women health & paediatrics.

Other Doctors also work within the practice. It is a privilege having a number of dedicated doctors who undertake sessions at the practice as required.

Practice Manager

The practice manager is Mrs Sheena Winayak BA LLB and she oversees the day-to-day administration and smooth running of the practice.

Nurses/Nurse Practitioner

The practice has experienced nurses and a healthcare assistant who work under the supervision of the doctors. The practice nurses see patients via appointment. They are involved in all screening programmes as well as taking bloods, immunisations, travel advice, ear syringing, routine blood pressure checks, cervical smears and family planning. They offer advice on numerous healthcare topics, assist with the clinics and carry out health checks. The nurse practitioner undertakes telephone triage and sees patients with certain medical problems and can give advice on minor ailments and can prescribe.

Dr Winayak's Secretary

Dr Winayak's secretary can be contacted between 12.30 and 13.00hrs Tuesday through to Friday. All referral queries are now dealt with by the Referral Facilitation Service (RFS) on their local number: **0203 416 3611**.

Freephone telephone number (From Landlines): **0800 7567751**.

Receptionists

The practice also employs a full complement of receptionists and supporting administration staff.

HEALTH VISITORS & COMMUNITY NURSES

As the practice has patients from both the Hounslow and Teddington areas, there are a number of health visitors and community nurses who cover the practice.

SURGERY OPENING HOURS

The surgery is open between 8.00 and 18.30hrs on Mondays, Wednesdays, Thursdays and Fridays. On Tuesdays it is open between 8.00 and 19.30hrs. The surgery is closed on Saturdays and Sundays.

SURGERY TIMES

Surgery times vary on a day-to-day basis. Medical and nursing services generally are available between 9.30 and 13.00hrs in the morning and 14.00 and 18.30hrs in the afternoon except Tuesdays when normally they are available until 19.30hrs. Some of the doctors undertake early afternoon surgery (13.30 to 15.30hrs).

EMERGENCIES

These will be dealt with as quickly as possible at all times. In life threatening emergencies such as severe bleeding, collapse, unconsciousness or severe chest pains, telephone **999** immediately.

If you have a medical problem or need medical advice which cannot wait until the surgery is next open then dial **111**, free to all callers both from landlines and mobiles. If for any reason you are unable to reach **111**, dial **0203 402 1111**.

PRIVATE PATIENTS

Dr Winayak sees private patients outside surgery times. For further information contact his secretary.

HOW TO CONTACT YOUR DOCTOR

All consultations are by appointment, which can be made in person or by telephoning the surgery during working hours. It is important to note that the practice runs both booked appointments (up to four weeks in advance) and on the day appointments.

On the day appointments are strictly for acute and urgent problems. Patients with minor illnesses eg sore throat, eye infections, emergency contraception, wound infection, UTIs may be offered appointments to see the nurse practitioner. You may be asked to describe your symptoms and the doctor will be available to see you, should the nurse think it necessary.

If you wish to see a specific doctor please be aware that there may be a substantial delay. You are encouraged to see the available doctor if you have an urgent problem.

If you would like a copy of your referral letter ask the Doctor at the time of your referral.

The practice is also involved in the minor ailments scheme run by local pharmacists.

The practice has a strict policy of adhering to an appointment system.

Patients walking into the surgery will not normally be seen except in case of emergency.

HEALTH ADVICE OR TELEPHONE CONSULTATION WITH A DOCTOR

Telephone consultations are available on a daily basis and doctors and nurses take telephone enquires after clinical sessions. The practice has a strict policy of not interrupting doctors between consultations, except for emergencies.

APPOINTMENTS

Let's not waste appointments! Please cancel if you are unable to attend. This enables us to offer the cancelled slot to other patients.

Please see the same doctor for on-going problems.

Wherever possible, please tell the receptionist what the appointment is for, so that she can allocate sufficient time for you.

Is a doctor's appointment necessary? Could a nurse or pharmacist help you? Would you be happy to receive advice over the telephone?

Patients consenting to us contacting them via a text message to their mobile will receive confirmation of their appointment by text to their mobile once the appointment has been booked. If you change your mobile number please inform us of your new number.

If you are going to be late please phone reception to inform us. If you are more than ten minutes late the reception will speak to the clinician who will decide if they are able to see you. You may have to book another appointment.

NON-ATTENDANCE

We are experiencing an intolerable number of non-attendances at the practice in excess of 100 appointments a month. This is a waste of an appointment which another patient could have had. It is also resulting in undue delays in seeing doctors and nurses. In conjunction with the Patient Participation Group we have agreed to implement a strict policy of reviewing a patient's registration at the practice if he/she does not attend for an appointment on two occasions. If you are unable to attend, you must cancel your appointment well in time to allow another patient to use the appointment.

ONLINE SERVICES.

Any patient requiring online access must speak to reception and produce proof of ID and address; you will be given a username and password with instructions about how to log on. Online access gives patients the ability to order repeat medication; book routine GP and nurse appointments and you can also request access to a summary of your coded medical records.

HOME VISITS

Home visits are made at the discretion of your doctor. You do not have an automatic right to expect a home visit. Please do not ask your doctor to call unless the patient is genuinely too ill to come to the surgery. A rash or temperature does not prevent patients coming to the surgery and will not endanger others. Simply tell the receptionist on arrival. Where the condition of the patient does require a home visit, please try to let us know before 10.00hrs each day.

SERVICES AVAILABLE

The practice provides full general medical services and also some national and local enhanced services under the new GP contract. This PMS practice also offers a number of service initiatives including elderly annual screening (for all patients aged over 75 years), osteoporosis screening, alcohol misuse and avoidance initiatives and is a teenage friendly practice. These are just a few examples of these initiatives. The practice continues to achieve high Quality Framework Points and encourages patients to attend repeat medication reviews and health checks on a regular basis. The ethos of the practice is Disease Prevention and the healthcare team is strongly committed to this ethos. We undertake annual reviews for patients over 75 and offer three-yearly reviews to all other patients over the age of 16. Details are available at reception.

ACCESSING MEDICAL CARE

FOR LIFE -THREATENING EMERGENCIES, PATIENTS NEED TO TELEPHONE 999 FOR IMMEDIATE RESPONSE FROM AMBULANCE SERVICES.

Apart from the Medical Centre, patients can access the following services free of charge:

- **Teddington Walk-in Centre/Minor Injuries Unit**

Monday to Friday 7.00am - 10.00pm

Weekends/Bank Holidays 8.00am - 9.00pm

Telephone: 020 8714 4004

This is a free walk-in service for NHS patients.

- **Hounslow Urgent Care Centre (At West Middlesex Hospital)**

Open 24 hours a day, every day of the year

Accident & Emergency Units

There are Accident & Emergency Units at Ashford and West Middlesex Hospitals. Both these are for accidents and emergencies only.

NHS 111. For telephone advice, telephone: **111** or **0203 402 1111**.

Online service: www.nhsdirect.nhs.uk

LOCAL PHARMACISTS

Pharmacists can usually give simple advice on minor ailments. Most can also provide a repeat prescription service.

LABORATORY SPECIMENS

Specimens are sent to the hospital on Monday to Friday at 12.00hrs. If you are asked to bring a specimen please ensure that you put your name on it and bring it with the accompanying form in the plastic container provided. An unlabeled specimen will not be accepted. The specimen must reach the surgery by 12.00hrs. Specimens arriving after that time will not be accepted and you may have to bring in the specimen the following day.

RESULTS OF MEDICAL TESTS

With the introduction of the new computer system we are able to text patients the results of blood tests, **(we do therefore need your up to date mobile telephone numbers)**.

Results may also be obtained by ringing **0208 481 7989** between 13.00 and 16.00hrs.

The receptionist will then inform you of the result and ask you to make an appointment with your Doctor or a Nurse if necessary. It is practice policy to only give results of medical tests to patients over 16 and to the parents of those below this age. Please do not ask for the results of your partner or spouse. Confidentiality does not allow us to reveal results to anyone other than the patient. Results are usually available as follows:

Blood tests - within five working days

Urine and stool specimens - within five working days

ECGs, chest x-rays and ultrasounds - within 14 working days

Cervical smears - within three weeks

Please note we cannot usually hurry this process.

REMEMBER: IT IS THE PATIENT'S RESPONSIBILITY TO CONTACT THE SURGERY FOR TEST RESULTS, IF THEY HAVE NOT BEEN NOTIFIED OF THE RESULT BY TEXT.

REFERRALS

If a doctor has discussed a possible referral for another opinion, they will also discuss the hospital of your choice for the referral. All NHS referrals now go through the Referral Facilitation Service (RFS) which processes the referrals. If you have not heard from the RFS within three to four weeks, please contact them on freephone 0800 756 7751 or on their local number 0203 402 1111, and they will help you further with your referral.

If you are disabled, elderly or invalid and are unable to arrange your own transport, you need to mention this clearly to your doctor at the time of the conversation regarding your referral.

If you have Private Medical Insurance and would like to be referred as a Private Patient please discuss this with your Doctor and the time of referral.

If you would like a copy of your referral letter ask the Doctor at the time of referral.

The practice will no longer be able to make arrangements for transport. These arrangements are made by the RFS. If you have a follow-up at a hospital then you should ensure that your transport arrangements are made directly with the hospital prior to leaving the hospital.

REPEAT PRESCRIPTIONS

Repeat prescriptions will normally be ready within 48 hours for collection from the surgery. We do not accept repeat medication requests via telephone or fax. Patients must use the appropriate repeat prescription system, which is explained in detail at the initiation of treatment. Patients must tick or circle medication they require. The practice will not accept request for repeat prescriptions over the telephone or on bits of paper. **Patients must use the 'Part B' of the prescription to request further prescriptions.** Please try to ask for all your medication at the same time. You can also order your regular repeat prescriptions for most drugs via the On-line ordering Service, if you have registered to use this service with reception. Certain drugs e.g. anti-depressants etc are excluded from this service.

All patients are asked to attend a regular review of their chronic disease and further repeat medication will not be given until such a review has taken place. This review also offers the opportunity of synchronising your repeat medication so that they all run out at the same time.

ELECTRONIC PRESCRIPTIONS

Did you know that you can have your repeat prescription sent directly to your usual chemist rather than having to come to the surgery to collect them? Speak to reception for more information.

REPEAT DISPENSING

The practice utilises a system of repeat dispensing whereby patients who are stable on medication are able to obtain prescriptions directly from local pharmacists on a regular basis for a period of up to one year. Repeat dispensing can only occur with the agreement of a Doctor. Strict criteria include an annual medication and health review, and regular drug monitoring where appropriate. If patients do not attend for a regular review, repeat dispensing will be withdrawn. Please ask reception for further details.

NEW PATIENTS

The practice only takes on new patients within a strict catchment area. All potential new patients need to complete a questionnaire. It is recommended that all new patients over the age of 15 who wish to register with the practice to book an appointment for a health screening examination. You will also be required to provide a urine specimen as part of the health screening. Parents of patients under five will be expected to bring records of the child's immunisations and/or the child's "red book".

MATERNITY

The practice provides antenatal and postnatal care. When you first book maternity care you will be provided with an antenatal schedule indicating where and when you will be assessed. When booking an appointment for a doctor at the surgery, please clearly indicate to the receptionist the expected dates for antenatal care so that an appropriate appointment can be given. The practice provides joint care with midwives and the local hospitals.

MEDICAL EXAMINATIONS

Medical examinations for special purposes such as fitness to travel, pre-employment, insurance, driving medicals etc, are undertaken outside normal medical hours by Dr Winayak. A fee is payable: check at reception regarding appropriate fees. Please note that if you arrange for a fee-paying medical and do not attend you will automatically be charged a non-attendance fee of £50.00. Special medical examinations will not be taken during medical sessions. To make an appointment contact Dr Winayak's secretary.

FAMILY PLANNING

The practice offers Family planning services to all patients. Doctors and nurses will be happy to help with Contraceptive needs and advise appropriately. If you require Emergency Contraception please ask for an 'on the day appointment' with the practice nurse. We no longer undertake IUCD, (coil) or IUS (Mirena) fittings within this practice. There are a number of local Family Planning Clinics who provide this service. The practice staff will be able to provide details on request.

ACCESSIBLE INFORMATION STANDARDS

If you have a need for information or communication support please advise the reception or the clinician of your need. Our Practice staff have been trained to support you with these needs.

DISABLED ACCESS

The practice has a designated parking area for disabled patients. This is adjacent to the front entrance. There is also level access available for wheelchairs and a wheelchair accessible WC.

PRACTICE INFORMATION

The practice is actively involved in regular audits and research. The practice has been accredited as a Research and Development Centre of the Primary Care Research Network.

PRACTICE WEBSITE

The practice has its own website which is regularly updated. Patients may wish to access this to obtain further information about the practice services. The practice website address is www.drwinayakcentre.co.uk

CHANGE OF PERSONAL DETAILS

Please advise reception if you change your name, address or telephone number (both landline and mobile). It would be a great help if you would also ensure that we have your home telephone number, mobile number and your postcode. It is practice policy not to contact patients via mobile telephone for safety and confidentiality reasons.

CONFIDENTIALITY

In the National Health Service we aim to provide you with the highest quality healthcare and to do this we must keep records about you, your health, any treatment you have received previously and the care that we have to provide or plan to provide to you. These records may include; your details, such as your address, date of birth and next of kin. Contact we have had with you such as clinical visits, notes and reports about your health, details and records about your treatment and care, records of medicines you have been prescribed, results of X-rays and laboratory tests etc and relevant information from people who care for you and know you well, such as health professionals and relatives. If you think anything is incorrect or inaccurate please inform a receptionist or healthcare professional at the practice immediately.

This information is recorded on the computer and prescriptions are computerized. We are registered under the Data Protection Act 1998. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team who have a legal duty to keep information about you confidential. We will maintain full and accurate records of the care we provide you and keep records about you confidential and secure. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team. Your records are used by the people who care for you to provide a good basis of all health decisions made by you and healthcare professionals, and allow you to work with those providing care, make sure that your care is safe and effective. These records enable us to analyse various aspects of health care and to produce an annual practice report.

In line with the Local Commissioning Group's initiative, your medical information could be shared with other providers whose services you use. **HOWEVER, THIS SHARING WILL ONLY OCCUR WITH YOUR SPECIFIC CONSENT SOUGHT BY THE CLINICIAN SEEING YOU AT THE TIME.** Please note that ALL of your medical records are then available to the clinician to view. It is within your rights to refuse to consent. We will not pass on your information on to third parties without your permission unless there are exceptional circumstances such as when health and safety is at risk or where the law requires that information be disclosed. Others who receive information from us in such circumstances are bound by the same legal duty of confidentiality. Our guiding principle is that we hold your records in strict confidence.

SUMMARY CARE RECORD

Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced

Healthcare staff will ask for your permission every time they need to look at your Summary Care Record.

You can choose to have a Summary Care Record, or to opt out. An information leaflet is available in reception.

CHAPERONE POLICY

Doctors will normally use a chaperone when carrying out certain examinations of patients. If you would like a Chaperone please ask Reception or the Clinician you are booked with at the start of the consultation.

STAFF PROTECTION

A Zero Tolerance Policy towards violent, threatening and abusive behavior is now in place throughout the National Health Service. The staff in this practice have the right to do their work in an environment free from such behavior and everything will be done to protect that right. At no time will any violent, threatening and abusive behavior be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our medical list.

PATIENT PARTICIPATION GROUP

For some years now, the practice has had a patient participation group which provides views of patients and enables the practice to obtain feedback from the practice population. If you wish to join PPG please contact the Practice Manager.

FRIENDS & FAMILY TEST

The Practice is actively participating in a National programme of feedback from our patients, we would encourage you to complete the Friends & Family questionnaire and respond to NHS surveys, we require your feedback to improve our services.

SUGGESTIONS OR COMPLAINTS

We are very happy to receive constructive comments and suggestions for improving our service to patients. If you have any concerns about any aspect of our service let us know. Please write or speak to Dr Winayak, practice manager or reception staff who will be happy to help. In most cases concerns can be resolved quite easily, however if you feel we have not dealt with the issues raised and you wish to make a formal complaint, you will need to write in to the Practice Manager who will implement the Practices Complaint Procedure. Patients may also seek the advice of the NHS England telephone 0300 311 2233 or email england.contactus@nhs.net or by post NHS England, PO Box 16738, Redditch, B97 9PT.

STANDARDS OF CARE

The practice is devoted to achieving and maintaining a quality health service to meet your requirements.

GPs' RESPONSIBILITIES

You will be treated as an individual and will be given courtesy and respect at all times. You have the right to be treated confidentially.

Respect for religious and cultural beliefs will be honored.

We will answer the telephone promptly and courteously.

You have a right to information about your own health (illness and treatment, possible side effects, prevention of recurring illness etc). We will offer medical advice and information for promotion of good health. You have the right to see your own medical records subject to the limitations of the law. A charge may be incurred.

Home visits will be made when requested and if a doctor feels that you are not well enough to attend the surgery. The final decision rests with the doctor.

We will give you test results when you telephone the surgery for them, or you may be asked to make an appointment with the doctor or nurse to discuss them.

On registering as a new patient you will be offered a health check with the nurse.

If your doctor believes that you need a second opinion then they will arrange this.

You will be given a time to see the doctor in accordance with the system used in this practice. If there is a substantial delay for any reason, you will be given an explanation.

Repeat prescriptions will normally be ready for collection within two working days.

Routine referral letters for hospital appointments will normally be dispatched within three working days of the referral being agreed with the doctor. When an appointment or acknowledgement of routine referral for a hospital appointment is not received within four weeks, please phone the Referral Facilitation Service (RFS) on 0800 756 7751 / 02034021111 . Urgent referrals for hospital appointments may be faxed, telephoned or provided as a handwritten note for the patient to take to the hospital if the patient is to be seen as an emergency.

If you are male and 70 years or older or female and 75 years or older, you will normally be offered an annual health check.

PATIENTS RESPONSIBILITIES

We ask that you treat our doctors and all practice staff with courtesy and respect.

The first hour of the morning can be extremely busy. Please keep telephone calls brief. If possible, leave routine calls until later in the day. Please ring between 13.00 and 16.00hrs for your results.

You are responsible for your own health and that of your children. Please take the advice given to you at the practice.

Let us know immediately if you change your name or address and remember to give your home or work telephone number, mobile phone number and postcode. If you move out of the "Practice's" strict catchment area you will be advised to register with a new GP nearer to your new address. The Practice will continue to look after you for a period of one month, however, you will be expected to attend the surgery and we will not visit you at home during this period.

You are expected to attend appointments as arranged. If you are unable to attend, please contact the surgery at least 24 hours before the appointment so that your appointment can be offered to another patient.

If you require a home visit please contact the surgery between 8.00 and 10.00hrs for a home visit during the day.

Please ask for a night visit if it is truly necessary.

If you have any blood tests or other investigations ordered by your Doctor we would normally text you the results when they are available provided that you have given us your mobile number. However, if you do not have a mobile phone or have not received a text then **IT IS YOUR RESPONSIBILITY TO CONTACT THE SURGERY TO OBTAIN THE RESULTS.**

Please read the rest of the practice booklet to get the best out of the services available. Please check our patient information booklet for the procedure for getting repeat prescriptions. Where an appointment or acknowledgement of a routine referral for a hospital appointment is not received within four weeks, please ring the Referral Facilitation Service (RFS) on 0800 756 7751 / 02034021111 .

If you have private medical insurance please inform the doctor at the time the referral is made. There is a different procedure for private referrals.

IMMUNISATIONS

The current recommended schedule is:

2 month (8weeks) Given at GP	- 5 in 1 (Diphtheria, Tetanus, Polio, Pertussis and Hib) - Pneumococcal - Rotavirus (oral vaccine) - Meningococcal Group B
3 months (12 weeks) Given at GP	- 5 in 1 (Diphtheria, Tetanus, Polio, Pertussis and Hib) - Meningitis C - Rotavirus (oral vaccine)
4 months (16 weeks) Given at GP	- 5 in 1 (Diphtheria, Tetanus, Polio, Pertussis and Hib) - Pneumococcal - MenB
12-13 months Given at GP	- Hib/MenC (booster) - Pneumococcal - MMR (measles, mumps and rubella) - MenB booster
Two to six years Given at GP	- Influenza And Pneumonia Vaccine
3 years and 4 months Given at GP	- 4 in 1 (Diphtheria, tetanus, whooping cough and polio) - MMR (measles, mumps and rubella)
Girls 12-13 years Given at School	- HPV vaccine (Cervical cancer)
14 – 18 years Given at School	- 3 in 1 Booster (tetanus, diphtheria and polio) - Meningitis ACWY booster (Also available to new university students through the GP)
Girls 17-18 years Given at school	- HPV vaccine (Cervical cancer)
65 years 65 years + 70 years All Given at GP	- Pneumococcal (23 serotypes) - Influenza (each year from September) - Shingles

In accordance with Department of Health guidelines, we recommend influenza plus pneumonia vaccination for patients with diabetes, chronic heart, lung or kidney disease, residents of nursing and rest homes, and carers of elderly or disabled patients. Influenza vaccination is available from late September. The practice hopes to complete this vaccination programme by early December. Please contact the receptionists for further details.

TRAVEL ADVICE

Our practice nurses will be pleased to give advice to those patients going abroad. We offer travel vaccinations to both practice patients and non-patients. Allow adequate time 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 board/embassy of the country you intend to visit for any special precautions you may need to take. At least two months before departure discuss any vaccination requirements with the practice nurse. Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets etc; ask at the pharmacy.

When Abroad

Check on the quality of the drinking water. If in any 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. 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 return. When donating blood, tell the transfusion staff which countries you have visited.

HEALTH PROMOTION

The aim of promoting health is to try to identify risk factors at an early stage and prevent them from causing ill health. For this reason we will ask you about drinking and smoking habits and measure your blood pressure and weight from time to time. This is especially advisable in people with a family history of heart disease, diabetes or stroke.

Preventative Measures

You can improve your health by:-

Not smoking	Drinking alcohol in moderation
Not becoming overweight	Taking regular exercise
Eating a healthy diet	Having your blood pressure checked regularly.

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.

USEFUL TELEPHONE NUMBERS

Hospitals

Ashford Hospital	01784 884488
St Peter's Hospital	01932 872000
Teddington Hospital	020 8408 8210
Kingston Hospital	020 8546 7711
Hammersmith Hospital	020 3313 1000
Charing Cross Hospital	020 3311 1234
West Middlesex University Hospital	020 8560 2121

Clinics

Feltham Centre for Health	020 8630 3757
Bedfont Clinic	020 630 3880
Whitton Clinic	020 8458 5333
Teddington Clinic	020 8714 4004

Chemists

Hampton Hill Pharmacy 020 8979 9084
Maple Leaf 020 8898 5033
Crossroads 020 8755 1952
Family Planning Clinics (FPA)
Feltham Centre for Health 020 8630 3757
Heart of Hounslow Centre for Health 020 8104 0810

Other Useful Numbers

Social Services

London Borough of Hounslow 020 8583 2000
London Borough of Richmond 020 8891 1411
Age UK
Hounslow 020 8560 6969
Richmond 0208 538 9254
NHS Hounslow CCG 020 8538 2400
NHS Richmond & Twickenham CCG 020 8734 3000
NHS East Surrey CCG 01883 772800
Alcoholics Anonymous 0207 407 0700
NHS England 0300 3112233
NHS 111 111 or 0203 402 1311
Harmoni Out of Hours 020 3402 1311
Feltham Open Door 020 8844 0309

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

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

Back Pain

The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take paracetamol which will not only relieve the pain but will also help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

Pressure Ulcers

Pressure ulcers are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

Burns

To treat a burn, follow the first aid advice.

- **Immediately get the person away from the heat source** to stop the burning
- **Cool the burn** with cool or lukewarm running water for 20 minutes – don't use ice, iced water, or any creams or greasy substances such as butter

- **Remove any clothing or jewellery** that's near the burnt area of skin, including babies' nappies - but don't move anything that's stuck to the skin
 - **Make sure the person keeps warm** – by using a blanket, for example, but take care not to rub it against the burnt area
 - **Cover the burn** by placing a layer of cling film over it – a clean plastic bag could also be used for burns on your hand
 - **Use painkillers** such as paracetamol or ibuprofen to treat any pain
 - **If the face or eyes are burnt, sit up as much as possible**, rather than lying down - this helps to reduce swelling
- Always seek medical help for :
- **All chemical and electrical burns**
 - **Large or deep burns** – any burn bigger than your hand
 - **Burns that cause white or charred skin** – any size
 - **Burns on the face, hands, arms, feet, legs or genitals that cause blisters**

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.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take paracetamol. Do not take antibiotics as these will have no effect!

Coughs

Dry coughs usually cure themselves and can be eased by medicine from the chemist. Children with colds often cough at night and this may be eased by propping them up with a pillow. Decongestant measures may help. If your cough lasts more than 3 weeks, see the Doctor.

Diarrhoea and Vomiting

Usually due to a viral infection or a sudden change of diet, the best treatment is to rest, eat nothing and drink clear fluids such as Dioralyte. It is unwise to take 'over the counter' preparations, as these may prolong the illness.

Young children and babies need careful attention and advice should be sought from your doctor.

Earache

This can often be helped by paracetamol and measures to decongest (including steam). Children or adults with persistent earache should see a doctor the next day.

Irritated Eyes

Small pieces of grit or dirt in the eye are best washed out with plenty of water. Try to avoid rubbing the eye as this will make things worse. If the eye is still sore after this, then medical help may be necessary.

Fever

Cooling down hot children will make them feel better.

1. Give paracetamol suspension regularly four times daily.
2. Strip the child down to light underwear and bathe with a tepid sponge if still hot.
3. Plenty of fluids by mouth will help replace the fluid lost by sweating.

Head Lice

Regular application of hair conditioner and fine tooth combing the hair is the best prevention.

Influenza

A viral illness, this is common in winter. High temperature, aching muscles and fatigue can last several days. Rest, plenty of clear fluids and regular aspirin and paracetamol are usually all that is needed. If you have another medical problem (diabetes, heart disease or chest trouble) it would be wise to seek medical advice. We have an active campaign of influenza immunisations that usually starts early September. Ask at reception if you would like to be immunised.

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.

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.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

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.

Vaccination against measles, mumps and rubella (MMR) is offered to children and susceptible adults.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Slapped Cheek

Seen in children between six and ten years, it starts with a mild fever and slight malaise and is followed by a characteristic facial rash resembling a 'slapped cheek' and a fine

widespread rash on the limbs and body. The disease is self-limiting. Care should be taken if contacts of this disease are pregnant or immunosuppressed.

Sore Throats

Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children paracetamol syrup and fluids (aspirin should NOT be given to children under 16). For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirins in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing. If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should come and see us at the surgery.

Sprains

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

Stomachache

A stomach ache is a term often used to refer to cramps or a dull ache in the tummy (abdomen). It's usually short-lived and is often not serious.

Severe abdominal pain is a greater cause for concern. If it starts suddenly and unexpectedly, it should be regarded as a medical emergency, especially if the pain is concentrated in a particular area. Call your GP or go to Accident and Emergency.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

