

Yorkleigh Surgery

Information For Patients

93 St George's Road, Cheltenham, Gloucestershire GL50 3ED

Appointments: (01242) 255337 • Tel: (01242) 519049

Fax: (01242) 253556

www.yorkleighsurgery.co.uk

Urgent out-of-hours service: 08454 220220



Surgery Opening Hours

The Surgery Is OpenMonday - Friday 8.00am - 6.30pm

Extended Opening Hours.....Monday Evening 6.30 - 8.00pm

The Telephone Lines Are Open.....Monday - Friday 8.00am - 6.30pm

Appointments Are Available Between 8.00am - 11.30am and 2.00 - 8.00pm

Welcome To The Practice

Yorkleigh Surgery is one of 19 practices within the Cheltenham area under the Gloucestershire Primary Care Trust (PCT), offering healthcare to 9,014 patients. We have been operating from our current premises for over 25 years.

We trust you find this booklet useful, but please let us know if there is anything else you would like to know more about.

THE PARTNERS

- Dr Isobel McKenzie** MB ChB (1983) Dundee, MRCGP DRCOG
Dr Andrew Green MB ChB (1990) Birmingham, DCH
Dr Ian McPherson MB BS (1978) London, DA DRCOG MFFP MRCGP
Dr Mark Malden MB BS (1990) London, MRCGP

ATTACHED DOCTORS

- Dr Jane Pringle** MB BCh (1982) Belfast, MRCGP DCH DRCOG
Dr Simon McMinn MB BS (1968) London, MRCS, LRCP MRCGP
Dr Christopher Kinchin BSc MB BS (1976) London, MRCGP
Dr Annalisa Clark MB BS (1996) London, MRCGP DFFP DRCOG
Dr Anna Martindale MB ChB (2001) Leicester MRCGP DFSRH

PRACTICE MANAGER

Mrs Jackie Williams

CLINICAL SERVICES COORDINATOR

Caroline Cole

OFFICE MANAGER

Niki Johnson

RECEPTION MANAGER

Mary Udolloress

NURSE MANAGER

Jane Thomas

PRACTICE NURSES

Teresa, Nicky and Stephanie (*triage and minor illness, wound dressings, immunisations, ear syringing, blood tests, vaccination advice, new patient registrations, blood pressure monitoring, dietary/weight management support, well person checks, clinics for asthma, COPD, diabetes and CHD, travel advice, baby immunisations, smoking cessation, smears, young persons' clinics and contraception advice*).

HEALTH CARE ASSISTANT

Coral (*blood tests, blood pressures, new patient registrations and smoking cessation, dressings and suture removal*).

HEALTH VISITORS

Rachel Wayman and Liz Brumwell

(Tel: (01242) 251199.

There is a pre-bookable clinic from 1.30 to 2.30pm. Drop-in patients will still be welcome and seen from 1.30 to 3.30pm.

COMMUNITY NURSES

Bridget, Jean, Chrissie and Lena

(Tel: (01242) 232757, or out of hours (01242) 272151)

COMMUNITY MIDWIVES

Debbie Mumford and Jennie Sherwood

Antenatal clinics are held weekly at the surgery by appointment. The midwife can be contacted directly on 08454 222318 at any time.

PHLEBOTOMIST

The phlebotomist is available for blood tests at the surgery daily by appointment between 12.40 - 1.00pm for INRs only and between 1.00 - 1.25pm for routine blood tests. The phlebotomist is employed by Gloucestershire Hospitals NHS Trust with the service financed by the Primary Care Trust.

MEDICAL STUDENTS

We are an approved practice for medical students to gain experience in general practice. If your doctor has a student with them, the receptionist and doctor will inform you. You will be given the opportunity to see the doctor alone if you wish.

HOW TO ACCESS THE PRACTICE

The surgery is open Monday to Friday 8.00am - 6.30pm.

When telephone lines are busy an automatic attendant will be activated and you will be asked to hold until an operator is available.

The surgery is closed for one afternoon every three months for staff training. The usual out-of-hours cover is in place during these afternoons.

HOW TO MAKE AN APPOINTMENT

Tel: (01242) 255337 8.00am - 6.30pm

Appointments may be made in person or by telephone. Please make a separate appointment for each person. If you cannot attend please cancel as soon as possible. Urgent cases will be seen as soon as possible. Please be considerate if someone else needs to be given priority.

In order to make the best use of practice staff time and resources it is very important that our patients attend their booked appointments, or let us know in plenty of time if they are not able to attend so that we can allocate that appointment time to someone else.

For 24 hour information contact: www.yorkleighsurgery.co.uk

Visit our website on: www.yorkleighsurgery.co.uk

HOW TO REGISTER AT THE PRACTICE

The registration process must be done in person at the practice. A registration form must be completed in full or, if you have your registration card from your previous doctor, this can be completed and brought to the practice. Two forms of ID are required for all permanent or temporary patients, one of which must be photographic, preferably a passport.

Before you are fully registered with the practice you will be asked to make an appointment with the practice nurse or doctor for a new patient introduction appointment/check.

The practice operates a pooled list system where patients are registered with the practice and not with a specific doctor. Should you wish to be seen by a particular doctor then you need to let the receptionist know and your wishes can be recorded on your electronic medical record.

PARKING/DISABLED ACCESS

Parking is available at the front of the building, and at the back where there is also disabled access to the back of the building.

TO OBTAIN A HOME VISIT

Tel: (01242) 519049

If you are too ill or frail to get to the surgery and need a visit at home, please ring the surgery before 10.30am if possible. The receptionist will ask you for a few details to allow the doctor to assess the urgency of the case. Whenever possible, patients will be encouraged to attend the surgery. This saves the doctor time and therefore allows more patients to be seen. It is not possible to visit all our patients immediately after hospital discharge and a visit is rarely required after routine surgery. However, if you are still feeling unwell or not making satisfactory progress, please let your doctor know.

TELEPHONE TRIAGE

Tel: (01242) 255337 8.00am - 6.30pm

The surgery operates a telephone triage system, conducted by the duty doctor or a trained practice nurse, to deal with urgent, same-day appointments or home visit requests. When a patient phones in these circumstances, they will be asked by the receptionist for a phone number and a brief description of the problem. The latter does not have to be given but would help the doctor or nurse to prioritise the call. We endeavour to contact all patients within an hour. If the problem is life-threatening, the call will be put straight through to the triaging doctor or nurse.

The caller may be offered advice over the telephone, an appointment that day, a home visit, or a routine appointment later in the week. In more serious cases, the doctor will visit immediately or arrange for an ambulance to call.

The nurses are trained in triage procedures and also deal with minor illnesses. When offered an appointment, this may be with either a doctor or nurse (you will be informed at the time). If you have a preference either way, please let us know; we will try to accommodate you.

OUT OF HOURS

The out-of-hours service covers the telephone lines between 6.30pm and 8.00am on weekdays, all through weekends and public holidays. If you need urgent medical treatment 'out of hours' that cannot wait until the GP surgery re-opens, you only need to ring one number for help - **08454 220220**.

This number will be answered by specially trained staff who will advise you accordingly. This service is provided by Gloucestershire Primary Care Trust.

For 24 hour information contact: www.yorkleighsurgery.co.uk

NHS DIRECT

You can contact NHS Direct or visit NHS Direct Online for health advice 24 hours a day.

Tel: 0845 4647 Web: www.nhsdirect.nhs.uk

TEST RESULTS

Please telephone (01242) 519049 between 12 noon and 4.00pm for results.

Do not assume the practice will contact you with an abnormal result. It is a requirement of employment that the confidentiality of patients' records is maintained at the highest level by all staff.

REPEAT PRESCRIPTIONS

Fax: (01242) 253556

Repeat prescriptions should be requested either in person, in writing or by fax. Email is via our website www.yorkleighsurgery.co.uk. Repeat medications will have been arranged by your doctor and entered onto your computer record. With your prescription you will also receive a repeat order form. When you require further medication you should tick the items required on the form and return it to the surgery. Please allow two working days for prescriptions to be processed. During practice training days and over bank holidays this time may vary slightly. If you wish to receive your prescription by post, please include a stamped, addressed envelope and allow extra time for it to reach you.

Please do not order your medication until you have no more than a 10-day supply left. Requests for early medication will be queried. For example, are you going on holiday? Have you lost some medication? Does the pharmacy owe you some pills? We will try and contact you so please make sure your contact details are up to date.

PLEASE NOTE: Prescriptions received before 12 noon will be ready for collection after 2.00pm in two working days - Monday to Friday.

Repeat prescriptions should be requested either in person, in writing or by fax. Email is via our website www.yorkleighsurgery.co.uk.

We do not accept requests for prescriptions over the telephone.

COMMENTS, CONCERNS AND SUGGESTIONS

Comments, complaints and suggestions are a good way for us to learn about how to improve our service. If you have reason to make a complaint, comment or make a suggestion about our services, please write to Mrs Jackie Williams (Practice Manager). Your comments will be treated in confidence. If you have an issue you cannot discuss with the practice, you can call the Community Patient Advice and Liaison Service (PALS). This service can help you with advice, information and support. Call: **08000 151 548/0845 658 3888**.

We are keen to involve local people in shaping local health services. If you would like to get involved why not visit: www.gloshealthservices.org.uk/get_involved or ask the receptionist for a 'Get Involved' booklet.

EXPERT PATIENT PROGRAMME

If you have a chronic condition (or are living with someone with a long-term health condition) ask your GP about the Expert Patient Programme. It is a self-management programme designed to give patients additional skills to help them to manage their own condition eg exercise and diet advice, problem solving, getting the most out of your visit to the GP or hospital. The six-week (two hours a week) course is free and is run by patients themselves.

Visit our website on: www.yorkleighsurgery.co.uk

VIOLENCE

Staff treating patients have a right to work free from any form of threat, fear, abuse or violence. The GP practices in Gloucestershire have agreed a Zero Tolerance Policy. Depending on the gravity of the incident, a patient who is verbally rude or mildly abusive may be given a 'Yellow Card' as a final warning. Any further incident will result in a 'Red Card' with the patient being removed from the practice list.

Following a 'Red Card', the patient may face police charges resulting from the incident and will not be seen by any local GP practice. The patient will have to travel to Gloucester to the Vaughan Centre to receive any further GP services in a secure environment and will not receive home visits.

LOOKING AFTER YOUR HEALTH - 10 STEPS TO A HEALTHIER LIFESTYLE

- Eat five portions of fruit or vegetables every day
- Cut down on the amount of fried food you eat
- Try and keep within the ideal weight range for your height
- Drink more water and less sugary drinks
- Drink no more than one or two units of alcohol a day
- If you smoke, try to cut down or think about giving up
- Take a brisk walk every day
- Keep out of the midday sun
- Set aside a time for relaxation
- Make sure you get enough sleep to see you through the day

WHAT TO DO IN AN EMERGENCY

CALL AN AMBULANCE

DO NOT MOVE THE PATIENT IF

- You think there may be a back or neck injury or any other injury that could be made worse by movement
- The person is in shock
- The person has breathing problems
- The person has severe chest pains

IF THE PATIENT IS NOT SERIOUSLY ILL OR INJURED

- Take the patient directly to the accident department of the nearest hospital

WHEN TO SEEK URGENT MEDICAL ATTENTION

- Head injuries
- Loss of consciousness
- Severe bleeding, chest or stomach pains
- Broken or dislocated bones
- Choking

For 24 hour information contact: www.yorkleighsurgery.co.uk

RECOVERY POSITION

If the patient is unconscious but breathing

- Turn them on their side
- Check airway is open by lifting their chin and tilting the head back slightly

HOW TO RECOGNISE SEVERE CHEST PAIN OR A HEART ATTACK

- Vice-like pain in the middle of the chest, often spreading down the left arm and jaw
- Shortness of breath
- Sudden faintness or giddiness
- Grey pallor to the skin
- Lips look blue

WHAT TO DO IF THE PAIN DOES NOT EASE

- Ring 999
- Make the patient comfortable

HOW TO RECOGNISE MEDICAL SHOCK

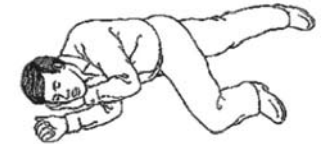
- Patient becomes pale, sweaty, drowsy and confused

IF CONSCIOUS

- Seek urgent medical help
- Reassure the patient
- Do not give anything to eat or drink

IF UNCONSCIOUS BUT BREATHING

- Place in recovery position as shown here



VISITING YOUR CHIROPRACTOR

Treatment consists of well defined manipulation techniques which are aimed to improve joint pain and muscle spasms. Chiropractic is currently the second most frequently consulted complementary therapy.

The Medical Research Council have found that chiropractic is more effective than hospital outpatient treatment for lower back pain. Chiropractic treatment is particularly favoured for easing back pain, sciatica, tension, neck, shoulder and arm pain.

CHILDHOOD AILMENTS

CHICKENPOX

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours, 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.

Visit our website on: www.yorkleighsurgery.co.uk

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 to ten days after that date.

Immunisation can prevent this disease

MENINGITIS

This is a rare illness that is most common in babies, children under four years and teenagers, and requires urgent attention. It is important to be aware of the symptoms which we have listed below.

Signs and symptoms in BABIES and VERY YOUNG CHILDREN are:

- Difficulty waking
- A high pitched cry that is different from a normal cry
- Repeated vomiting
- Refusing feeds
- Pale or blotchy skin, especially with red or blue/black bruises that don't go white when you press on them
- Tight or bulging soft spot on the top of your baby's head

If you are in any doubt contact your doctor immediately.

Signs and symptoms in OLDER CHILDREN and ADULTS are:

- A high temperature
- A constant headache
- Vomiting
- Drowsiness or confusion
- Dislike of bright lights
- Stiffness of the neck (moving their chin to the chest will be particularly painful)
- A rash of red/blue spots or bruises that don't go white when pressed with a tumbler

If you are in any doubt contact your doctor immediately.

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 to ten days after that date
- If the pain is severe you should consult your doctor

Immunisation can prevent this disease

HOW TO LOOK AFTER A CHILD WITH A TEMPERATURE

A child will develop a fever because of an infection. Usually the child will get over such an infection without the need for antibiotics. That's because most childhood infections are caused by viruses and these do not respond to antibiotics. The following advice will help to bring your child's temperature down and make them feel better.

Always keep a supply of paracetamol syrup (Calpol, Disprol) at home. If you wait until you need it, there will be none close at hand.

If your child feels hot or appears unwell:

- Give the maximum dose of paracetamol stated for a child of that age.
- Dress your child in cool clothes. A lot of heat is lost through a child's head, so leave it uncovered. Cool down the room by opening doors and windows.
- Give your child plenty of cool drinks as fluid is lost with a fever. If they are reluctant to drink, encourage small amounts from a favourite cup.
- Sponging your child down with a tepid flannel will make them feel better as well as bringing their temperature down. Using tepid water is more effective than using cold water.
- Repeat the dose of paracetamol every four hours as necessary, up to the maximum daily dose stated.
- A child with a fever is likely to be restless at night. Offer cool drinks and sponge them down if they wake.
- If your child does not improve after giving paracetamol and sponging, or appears particularly ill, call the doctor.
- Very rarely, a child under five years will have a convulsion with a high temperature.

They will shake all over and become very still. It usually subsides 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 phone a doctor. If not, call when the convulsion has passed.

SELF TREATMENT OF COMMON AILMENTS

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

BURNS

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

BACK PAIN

Back pain affects thousands of people, but in most cases is not serious and medical treatment is not always necessary.

Most Back Pain Is Caused By:

- Stiffness or spasm of the muscles caused by sleeping in an uncomfortable position
- Doing activities you are not used to

Other Causes

- Being overweight
- Pregnancy
- Incorrect lifting techniques
- A disc between the base of the spine moving out of position or pressing on a nerve

Common Back Pain

- Pain of the upper or lower back
- Pain spreading from the back of the thigh to the ankle (sciatica)

Back Problems Can Be Prevented By:

- Keeping active
- Keeping to a healthy weight
- Sleeping on a firm mattress
- Lifting heavy weights correctly - crouch down, straighten knees and keep your back straight

Treatment At Home

- Stay in bed, but no longer than one or two days
- Massage the painful area; apply heat
- Take painkillers
- Exercise gently

COLDS AND FLU

Colds and influenza are both caused by viruses transmitted through the air. They both have common symptoms, but are not similar. Unlike a common cold, flu can be dangerous. Both symptoms are treated the same, and neither can be treated with antibiotics.

For the common cold the symptoms of headache, runny/blocked nose, runny eyes, slight fever and dry cough can be alleviated by taking regular aspirin or paracetamol, decongestants and cough suppressants along with plenty of fluids and rest. A cold will last 7-10 days, while influenza has additional symptoms of fever (high temperature) lethargy, sweating, joint aches and pains which can last over two weeks. If you are elderly or have a chronic health problem (eg heart disease, chest disease or diabetes) we would recommend an annual flu jab.

COUGHS

There are two types of coughs, chesty and dry. A chesty cough has phlegm on the chest, a dry cough does not. Until you are certain which type of cough to treat, simple linctus can be used for both types of cough. Dry coughs can be treated with cough suppressants or antitussives which stop the urge to cough. Pholcodine is one such recommended linctus. Productive coughs should be actively encouraged to aid removal of phlegm from the chest. Glycerine, honey and lemon are soothing. Other additional remedies can also help break up the phlegm, eg steam inhalations with menthyl or Olbas Oil, taking a hot bath or shower, and using a vapouriser at night.

Generations of care for you

Call us free on 0500 202211

There's a wealth of knowledge and experience at Badham Pharmacy.

We're here to help with your needs and to offer health advice and support.

You are very welcome to visit our pharmacy for all your dispensing needs or even just for a chat; we'd be only too pleased to see you.

- Free prescription collection and delivery service
- Diagnostic testing
- Specialist service to nursing/residential homes
- Private consulting area
- Homeopathic and herbal products



Opening Hours

Monday-Friday 9am-6pm
(Closed between 1-2pm)
Saturday 9am-1pm

Sunday opening available
at Church Road, Bishop's Cleeve
Open 11am to 1pm
and 6 to 7pm on Sundays
Telephone: 672653



6 Prestbury Road
Pitville, Cheltenham
Telephone: 01242 523226

For 24 hour information contact: www.yorkleighsurgery.co.uk

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.



Proud to be friends and carers

Professionally and family run, we have built an enviable reputation for the highest standards of care in a warm and friendly environment. Why not come and see for yourself and visit us without obligation?

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oakhaven
residential care home

01242 528377

136-140 Hales Road, Cheltenham. www.oakhaven-rch.co.uk

Would a Care/Nursing Home Provide the Solution?

One part of life's rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it's very important to make the right choice.

Until recently there were two distinct types of home available - Nursing Homes and Care Homes (often referred to as Rest Homes or Retirement Homes). The title means very little but the type of care available varies considerably from home to home. The aim in all cases is to ensure that care is flexible and tailored according to the needs of the individual.

Some homes now cater for both nursing and residential care. This means avoiding the trauma of having to move again if the patient's health deteriorates and nursing care becomes necessary.

Normally, in either case, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes and exploring the various options may be difficult. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS – it is your right to choose!

Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call **0800 612 1408** or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

If **YOU** are reading this,
then so could patients
looking for your kind
of service.



To place an advertising feature
in our practice booklets
and book a daily reminder
of your service on our
appointment cards and website
simply phone Jenny Mellenchip
now on 0800 612 1516.

CONSTIPATION

Constipation is the decrease in frequency of bowel motions. There may be many reasons, eg poor diet, insufficient fluid intake and too little exercise. Changes to lifestyle can remedy most of these causes. Initial treatment is with the use of laxatives which will improve bowel movement. There are four types of laxatives available: stimulant, osmotic (draws water from the bowel), bulking agents which add fibre and lubricating agents which allow the motion to pass more easily. Consult your GP or pharmacist for the most appropriate treatment for you.

DIARRHOEA

Diarrhoea can be due to several causes, ranging from viral infection, food poisoning bacteria, to travellers' diarrhoea. Diarrhoea is an increase in frequency and volume of bowel motions, often accompanied by nausea, vomiting and gripping pain. Most diarrhoea is short-lived and the only recommended treatment is oral rehydration sachets which replenish lost body salts and water from the diarrhoea. Loperamide capsules available from the pharmacist can help stop diarrhoea, but are not recommended in the first 24 hours. They work by absorbing anything in the bowel which may be causing the diarrhoea. If the symptoms persist longer than five days consult your GP. With children and diarrhoea in general continue to breast feed, or if bottle feeding offer normal strength formula and give extra fluid in the form of oral rehydration fluid (eg Dioralyte, Rehidrat) then consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, more than six hours.

GASTROENTERITIS

Diarrhoea, together with vomiting is called gastroenteritis. The lining of the stomach is often inflamed, therefore medicines can be immediately vomited up. It is important to remain hydrated at all times by drinking plenty of fluids, little and often.

INDIGESTION

The stomach is the most common part of the gastrointestinal tract that patients report problems with. This is often referred to as indigestion and symptoms can occur from excess stomach acid that can follow spicy or greasy meals, large intakes of alcohol and can relate to bloating, flatulence and heartburn. Choices of treatments vary in the forms of antacids, alginates and h₂-antagonists. The main aim of these is to remove excess stomach acid and reflux which cause heartburn.

STOMACH ACHE

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

SPRAINS

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

NOSEBLEEDS

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

MINOR CUTS AND GRAZES

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

SUNBURN

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

HEAD LICE

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

HEALTHY LIVING

It's easy to take your health for granted. By following a healthy lifestyle you can reduce the risk of getting seriously ill. You will feel better and it will help improve your immune system.

ALCOHOL

Consumed in moderation, alcohol is acceptable, and in small quantities, alcohol can actually be beneficial to health. In large quantities, on a regular basis, it can have a very serious negative effect on health.

- An accepted safe limit is 21 units a week for men and 14 units for women, a unit being approximately a small glass of wine, half a pint of beer or a single measure of spirit
- This recommended maximum presumes that the consumption is spread throughout the week and not consumed all at once in a 'binge'

SMOKING

- Lung cancer is the second most commonly diagnosed cancer in the UK and causes more than a fifth of all deaths from cancers
- Over 100,000 people die each year in the UK from smoking-related diseases

HOW TO GIVE UP

Stopping smoking is all about motivation. Without the real desire to give up you will be unable to succeed. You must want to give up rather than feel you should give up.

For 24 hour information contact: www.yorkleighsurgery.co.uk

- Set a date a week or so in the future when you intend to stop
- Tell all your friends, relations and work colleagues that you're giving up on that day and ask for their support and encouragement. If at all possible, find someone to give up with you
- When the big day comes, plan it carefully with plenty to keep you occupied. Avoid situations where the desire to smoke will be strongest such as whilst drinking
- Finally, carefully put the money you would have spent on cigarettes on one side, each day, to save up for some special treat as a reward

If you've tried everything and failed but are still keen to give up, seek help from your doctor or practice nurse.

DIET

A balanced diet combined with regular exercise will help maintain a healthy body. The Food Standards Agency provides eight tips for eating well:

1. Eat lots of fruit and vegetables
2. Base your meals on starchy foods
3. Eat more fish
4. Cut down on saturated fat and sugars
5. Try to eat less salt, no more than 6 grams daily
6. Get active and try to maintain a healthy weight
7. Drink plenty of water
8. Don't skip breakfast (it can make you gain weight if you do)

EIGHT WAYS TO KEEP HEALTHY

BLOOD PRESSURE

Has yours been checked in the past five years?

OVERWEIGHT

Some people are overweight - others are 'undertall'! Chances are you weigh more than you should.

SMOKING

More and more people are giving up smoking. There are various programmes available to help you give up.

EXERCISE

Regular exercise has both physical and mental benefits.

RELAXATION

Tension and anxiety can be helped by a psychologist or counsellor.

ALCOHOL

Consumed in moderation, alcohol is acceptable.

CERVICAL SMEARS

We recommend women should have regular three-yearly cervical smears.

TETANUS PREVENTION

We will check if you are immune and bring your cover up to date.

Visit our website on: www.yorkleighsurgery.co.uk

HOLIDAY HEALTH

It is always a wise precaution to pack some essential items in case of illness on holiday.

Do choose medicines according to your needs and the country you are visiting.

If you take prescription medicines regularly remember to pack them too.

HOLIDAY KIT

- Paracetamol
- Travel sickness tablets
- Plasters
- Rehydration solutions such as Dioralyte
- Anti-diarrhoeal, eg Imodium
- High factor sunscreen; calamine lotion

IMMUNISATION

- Always check whether you need any immunisations or malarial tablets before you travel
- Seek advice well in advance in case you need a course of injections

OTHER ESSENTIALS TO PACK

- Anti-malarials
- Water purification tablets
- Insect repellent
- Condoms/other contraceptives

MEDICAL INSURANCE

- Arrange medical insurance
- Obtain a form from the Post Office to apply for a European Health Insurance Card or apply online at www.ehic.org if you are travelling in Europe. This will entitle you to free or reduced cost medical care within the EU. Take the card with you on holiday. (Care can still be very expensive even with an EHIC card.)

MUSCLE AND JOINT PAIN

Pain in muscles and joints are common and seldom need to be treated by a doctor.

WHAT TO LOOK FOR

- Stiffness and pain especially with movement

CAUSES

- Strain due to overexertion
- Injury
- Inflammation
- Wear and tear

For 24 hour information contact: www.yorkleighsurgery.co.uk

TREATMENT AT HOME FOR MUSCLE PAIN

- Massage affected part and keep it warm
- Rest
- Take painkillers such as paracetamol or ibuprofen

TREATMENT AT HOME FOR JOINT PAIN

- Rest the sore joint
- Take painkillers as for muscle pain

STRAINS AND SPRAINS

RICE -

Rest the injured part

Ice wrapped in a cloth - or a bag of frozen peas - can be used to reduce the swelling

Compress the injury gently with a bandage

Elevate the injured part

WHEN TO SEE YOUR DOCTOR

- If the pain in the joint or muscle does not improve after three days
- If the joint looks deformed
- If there is swelling
- If mobility is badly affected

PREPARING FOR PREGNANCY

If you are planning to start a family you must, of course, cease contraception. If you are taking the pill you should change to a barrier method for a period of at least three months. This is to allow for the normal hormone levels and egg production cycle to re-establish itself.

If you smoke, both you and your partner should stop. A woman who smokes during pregnancy stands a 30% greater risk of miscarrying or losing the baby at birth due to a variety of complications. You should also ensure that your alcohol consumption is kept to an absolute minimum if you are unable to abstain totally.

Both partners should give attention to their diet with particular regard to choosing fresh unrefined foods. Ask your doctor to check if you are immune from rubella (German measles); if not, he will arrange immunisation. In such a case you should continue with a barrier method of birth control for a period of at least two months whilst the vaccine takes effect. Unless you've had one during recent months it is advisable to arrange for a smear test to ensure you have a healthy cervix prior to becoming pregnant.

PROBLEMS IN CONCEIVING

One in ten couples experiences some degree of difficulty in conceiving. This difficulty may equally be caused by a problem concerning either partner. The causes of infertility are wide and varied but most can be helped with treatment. Good pre-conceptual care will lessen the need for such treatment.

Visit our website on: www.yorkleighsurgery.co.uk

GETTING THE RIGHT TREATMENT

With the NHS nowadays, there are lots of choices. By making the right choice at the right time, you get the best possible treatment.

HAVE YOU TRIED YOUR PHARMACIST OR CHEMIST?

Pharmacists are qualified to give advice on common complaints, such as coughs, colds, flu, sore throats, aches and pains. They can also answer any questions about medicines and other issues, such as healthy eating and giving up smoking. Your pharmacist can advise you when your symptoms are more serious and may suggest you visit your GP.

HAVE YOU CALLED NHS DIRECT?

NHS Direct is a confidential 24-hour advice and health information service staffed by nurses and professional advisers. You can call NHS Direct on **0845 4647**, any time, for immediate advice on what to do if you or a family member feels ill. NHS Direct also provides information on particular health conditions; self-help or support organisations; and local health services. For those whose preferred language is not English, there is the choice of a confidential translation service. For patients' safety, all calls are recorded. Calls are charged at local rates.

DO YOU NEED TO VISIT YOUR GP SURGERY?

Your local GP surgery provides a range of services, including general medical advice and treatment; prescriptions; referral to a specialist or hospital (where appropriate); jabs and tests (such as immunisations, blood tests or cervical smears). Remember to tell your doctor if you have tried or are still taking any self-care treatment. For most medical problems arising within normal surgery hours, you can phone your surgery to make an appointment with your GP or practice nurse. If your surgery is closed and you need urgent treatment, call NHS Direct for advice, or phone your GP surgery and follow the recorded instructions.

DO YOU NEED EMERGENCY HOSPITAL TREATMENT?

If so, you should make your own way to your nearest accident and emergency (A&E) department or call 999 for an emergency ambulance. An emergency is a critical or life threatening situation which may include loss of consciousness, severe chest pain or loss of blood. Remember to keep calm, do everything you can to help the person, but don't put yourself in danger and don't give the person anything to eat, drink or smoke. Please remember that hospital accident and emergency departments are designed to treat accidents and emergencies only.

DO YOU NEED AN AMBULANCE?

People are all familiar with the 999 phone number to call an ambulance, but when is it right to ring? The service is for emergencies, when an immediate response is vital. As soon as your call is received, an emergency ambulance is sent to your location. Situations requiring this service include:

- Serious accidents
- Unexplained collapse or if unconscious
- Breathing problems
- Blood loss
- Chest pains
- Overdose

For 24 hour information contact: www.yorkleighsurgery.co.uk

HOW TO ACCESS INFORMATION

You need to apply in writing to view your records and an appointment will be sent to you. During the viewing you will be accompanied by a member of staff should any questions need to be answered or any data entries clarified. There is a charge for this service and an additional charge is made for any photocopying.

FREEDOM OF INFORMATION ACT

The purpose of the Act is to give everyone greater rights of access to information about how public authorities work. Gloucestershire PCT has produced a publication scheme of all documents available to the public on its website at: www.glospct.nhs.uk
For more information about the Freedom of Information Act visit: www.foi-uk.org

USEFUL CONTACTS

Gloucestershire Primary Care Trust, 1250 Lansdowne Court, Gloucester Business Park, Brockworth, Gloucs GL3 4AA. **Tel: 0845 658 3800**

Gloucestershire Family Health Services - Victoria Warehouse, Gloucester Docks, Gloucester GL1 2EL. **Tel: (01452) 300222**

Gloucestershire Hospitals NHS Trust - **Tel: 08454 222222**

Gloucestershire Partnership Trust (Mental Health and Learning Disabilities Service) - **Tel: (01452) 891000**

Guide (Health, Social Care and Disability Information Service) - **Tel: (01452) 331131**

FINDING A DENTIST

If you need to find a dentist in your local area, you can call the Gloucestershire Dental Helpline on **(01452) 318858** or call NHS Direct on **0845 46 47**.

Visit our website on: www.yorkleighsurgery.co.uk

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

SOLUBLE ASPIRIN TABLETS

Good for headaches, colds, sore throats (gargle with the solution), and pains in general. Aspirin should NOT be given to children under 16.

PARACETAMOL MIXTURE

For relief of pain or fever in young children.

SEDATIVE COUGH LINCTUS

For dry or painful coughs - but not coughs caused by common colds.

MENTHOL CRYSTALS

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

VAPOUR RUB

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

EPHEDRINE NOSE DROPS

For runny noses in children over one year old. Use before meals and at night but not for more than four days.

ANTISEPTIC SOLUTION

One teaspoon diluted in warm water for cleaning cuts and grazes.

ANTISEPTIC CREAM

For treating septic spots, sores in the nose and grazes.

CALAMINE LOTION

For dabbing (not rubbing) on insect bites, stings and sunburn.

DRESSING STRIPS

For minor cuts.

3" WIDE CREPE BANDAGE

To keep dressings in place. To support sprained or bruised joints.

COTTON WOOL

For cleaning cuts and grazes.

THERMOMETER

For fevers.

TWEEZERS

For removing splinters.

Remember that your local chemist can give you advice about medicines.

For 24 hour information contact: www.yorkleighsurgery.co.uk

NOTES

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