



**THE BANKS
AND
BEARWOOD
MEDICAL PRACTICE**

Practice Information Leaflet

Tel: 01202 593444

www.bearwoodmedicalpractice.co.uk

WELCOME TO OUR PRACTICE

This booklet is designed to let you know about the medical and other health services we offer our patients. Please read it carefully to enable you to understand how our Practice is organised and then keep it in a safe place for future reference. There is a list of useful telephone numbers inside the rear cover of this booklet. The Practice area is shown on the sketch map at the back of this leaflet. There is also a facility on our website to check if you are living in our Practice area.

THE BANKS MEDICAL CENTRE: 272 Wimborne Road, BH3 7AT

The Banks Medical Centre is situated between Stirling Road and Bryanstone Road in Winton. There has been a Surgery here since 1924. There is limited parking on the main road and adjoining roads.

THE BEARWOOD MEDICAL CENTRE: Knights Road, Bearwood, BH11 9ST

The Bearwood Medical Centre is situated on the corner of Knights Road and King John Avenue, behind the Co-operative and the Bearwood Pharmacy. There are ample parking spaces in the adjoining car park and dedicated disabled parking places. Please do not park on the yellow lines outside the Medical Centre as this can cause a hazard for other road users.

Disabled access is provided at both surgery premises.

We regret we cannot accept any liability for any accidents or injury to anyone visiting our premises or for loss or damage to any property, however caused. Please do not leave anything in the waiting room when you leave.

GENERAL INFORMATION

The Partners at the Practice hold a contract with NHS England to provide personal medical services. This includes the general management of medical conditions, health promotion advice, emergency care if appropriate and urgently required care for temporary residents.

The Practice believes that to be able to help people most effectively there must be a Partnership between the Practice and our patients. We aim to provide a high standard of medicine and to respond to the needs of our patients in a prompt and efficient manner. We aim to advise patients how best they can help themselves and their families to remain healthy and to deal with health problems as they arise.

REGISTRATION

To register as a patient, ask at the reception for details. As a Patient at the Practice you will have a named GP. However, you are registering with the Practice and therefore you may consult the doctor of your choice by informing the receptionist of your preference.

Please note, if you are a patient from overseas, you may not be eligible for full NHS services and may be charged if certain tests or hospital referrals are needed. More information can be found on the NHS Choices website, which also offers a translation function.

www.nhs.uk/NHSEngland/AboutNHSservices/uk-visitors

APPOINTMENTS

Patients can attend either surgery. The Practice computer system is linked and so patients' records are available to the doctors at whichever site they are working.

Consultations are all by appointment and run at times between 8:30am and 5:30pm. We do run extended hours surgeries on Mondays at The Banks Surgery from 07:30am-08:00am and on Tuesday evenings at Bearwood Medical Centre from 6:30pm-8pm. Please see the appointment information details later in the booklet for further details of a specific doctor's appointment times.

Please be aware that appointments are for 10 minutes and the doctor will not have time to deal with multiple problems in this time.

Routine Appointments

The Practice is extremely busy and the demand for routine appointments at both our surgeries is very high. There may be a wait for a routine appointment, especially if you wish to see a particular doctor who works part-time. Please be patient with our receptionists, who will do their best to help you and will offer you the first routine appointment that is available. Please try to keep your appointment and if you need to cancel let us know in enough time so that the appointment may be offered to another patient.

If your appointment is likely to be delayed by more than 30 minutes, you will be informed. If we are running late, please be patient as next time it may be you that needs the extra time.

Urgent Appointments

If your need is medically urgent, there will always be access to a healthcare professional. **Please be prepared to provide the receptionist with details of your problem so they are best able to help you.**

Urgent Access appointments are to deal with the urgent medical problem only and the doctor / Nurse Practitioner will not be able to deal with any other routine problems. If you wish to discuss a routine matter the doctor / Nurse Practitioner will ask you to make a routine appointment at a later date.

You may find it helpful to look at the section on Common Ailments towards the rear of this booklet for self-advice help on a large number of common problems. **Advice can also be sought from local pharmacies, which might save you a visit to the Practice.**

Telephone Consultations

The Practice offers a number of routine telephone consultation appointments which can be booked in advance. Calls are usually returned at the end of the morning surgery.

If there is an urgent problem, the phone calls are divided between the GPs working on the day.

Please ensure you keep us updated with your current telephone number and that you are able to take the call. Keep your line free, turn your answer phone off and ensure your phone is not in silent mode.

HOME VISITS

Please ensure that all requests for home visits reach the surgery by 11am unless a genuine emergency arises later in the day. A doctor may phone you to assess whether a visit is appropriate and the decision to visit is always that of the doctor and not the patient. Please ensure that we have your correct telephone number, all answer phones are turned off and that you keep the line free, so that the doctor can reach you when he/she phones. If a home visit is made, it will be done by the duty doctor who may be a different doctor to the one you usually see. Patients should be aware that 3-4 patients can normally be seen in the Practice in the time it takes a doctor to visit a patient at home. **Please note that a lack of transport is not a reason for requesting a visit by the doctor and you will also be seen much sooner if you come into the surgery.** Thank you for your co-operation.

OUT OF HOURS SERVICE

The out of hour's service is run by South West Ambulance Service NHS Foundation Trust (SWAST) between the hours of 6:30pm and 8:00am Monday to Friday and over weekends and Bank Holidays.

If you have a medical emergency which cannot wait till the surgery opens please phone 111. The answering service is staffed by personnel who will take you details and ask some questions about you illness.

REMEMBER – if you or a member of your family become critically ill and needs immediate medical treatment, you should phone 999 and ask for an ambulance.

APPROPRIATE USE OF NHS SERVICES

ALWAYS contact your GP Surgery first. If we are closed, call the Out of Hours Service on 111. Do not go to hospital emergency departments unless advised to do so or you have a serious or life-threatening condition

REPEAT PRESCRIPTIONS – 2 working days’ notice required

If you require regular medication on a long term basis, you will be issued with a computerised prescription which has a counterfoil slip for your use when requesting repeat prescriptions. Please bring or send this slip of paper to the surgery and enclose a stamped addressed envelope if you require the repeated prescription to be posted back to you. You can also order your repeat prescriptions online via our website at www.bearwoodmedicalpractice.co.uk. The Practice is part of the Electronic Prescribing Service (EPS), whereby prescriptions can be sent electronically to the pharmacy of your choice. Please sign up to the service with your preferred pharmacy or advise a receptionist.

We do NOT accept requests for repeat prescriptions by telephone as mistakes can occur if there are no written details or a computer print-out. If you feel your repeat prescription is incorrect, please inform the receptionist.

Please note 2 working days’ notice is required for repeat prescriptions. Prescriptions brought in on Friday will not be ready for collection or posting until Tuesday. More time must be allowed over Bank Holidays periods. For example a prescription brought in on the Thursday evening before Good Friday will not be ready for collection until the evening of the following Wednesday.

Many local pharmacies offer a prescription delivery service. Please ask the receptionist for details. If you wish the pharmacy to deliver your prescription please be aware that it will take 48 working hours for the prescription to reach the pharmacy and longer for it to be delivered.

The Practice follows the Dorset Clinical Commissioning Group Prescribing Formulary.

TEST RESULTS

If we arrange for you to have a blood, urine, or stool test or x-ray etc., please do not forget to contact the receptionist to check the results. Please phone after 2.00pm when the telephone lines are quieter.

Most blood test results are available a week after the test has been taken; on average it takes 14 days to receive x-ray results or correspondence from the Hospital after an out-patient attendance. If you do wish to discuss a Hospital appointment, it is often very helpful to check that we have heard from the Hospital before the time of your appointment as this can save an unnecessary consultation.

We will inform you of any abnormal test results that have been initiated by the Practice. We may not receive copies of tests arranged by the Hospital.

SPECIMENS

Specimens are collected from both surgeries each weekday. If you have been asked to bring in a specimen then it must be at the Bearwood Medical Centre by 10.30am and the Banks Surgery by 11.30am.

SAFEGUARDING

We are concerned about any patient who might be vulnerable and at risk. A register of such patients is maintained at the practice and a process in place to ensure that these patients are identified and monitored and authorities informed if necessary.

The Practice Clinical lead for all Safeguarding Issues concerning Vulnerable Children and Vulnerable Adults is Dr Clare Davies. Her deputy is Dr Susan Goddard. If you have any Safeguarding concerns you can contact Dr Davies or in her absence Dr Goddard by phoning the surgery

Alternatively you can contact the Safeguarding Teams directly and their telephone numbers are detailed at the back of this leaflet.

CARERS

You are a carer if you provide unpaid care by looking after someone who's either ill, frail or disabled who is a family member, friend of partner. As a Practice we are committed to supporting our patients who are young or older carers. Please ensure you inform us if you fall into this category, and ask the receptionist for a carers pack. Further information can be obtained from the Dorset Carers Hub www.mylifemycare.com/Dorset-carers

The Practice Carers lead is Dr Simon and the administrative Carers lead is Terrie Williams. If you need help or advice Terrie can be contacted by phoning the surgery.

SUGGESTIONS, COMMENTS AND COMPLAINTS

We welcome suggestions to improve our services and a suggestion box is available for this purpose at each surgery. Our Practice Manager is also available by appointment if you wish to discuss any aspect of the service that we provide.

The Practice follows the NHS complaints procedures. If you are dissatisfied with any of our services, please make your complaint known to one of the Partners or the Practice Manager. We will acknowledge your complaint and investigate the issues you raise, providing a response in timely manner. If we cannot resolve your complaint you have the right at any time to leave our Practice and register with another Practice. For further details, please see a copy of our Complaints Leaflet, which is also available from our website.

PATIENT REFERENCE GROUP

If you are happy for us to contact you periodically by email to ask you questions about the Practice and how well we are doing, please complete the form that can be found on our website, or collected from reception and return it to the receptionist.

TEACHING

In addition to providing medical services we are also a Training Practice undertaking the teaching or training of healthcare professionals, or persons intending to become healthcare professionals.

CONFIDENTIALITY AND DISCLOSURE

Every person working within the Practice is contractually obliged to maintain the highest levels of confidentiality at all times in accordance with the regulations set out in both the Data Protection Act (1998) and the Caldicott Report. If a patient or another person is at grave risk of serious harm, which disclosure to an appropriate person would prevent, advice will be sought from colleagues within the practice or from a professional, regulatory / defence body, in order to decide whether disclosure without consent is justified to protect the patient or another person. If a decision is taken to disclose, the patient will always be informed before disclosure is made, unless to do so could be dangerous. Any decision to disclose information to protect health, safety or well-being will be based on the degree of current or potential harm.

If you have any questions regarding issues of confidentiality, or sharing of records with third parties such as hospitals please speak to the Practice Manager.

BEHAVIOUR

Our Practice staff are here to help you. Our aim is to be polite and helpful to all patients. All patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious, sexual or cultural beliefs. If you consider that you have been treated unfairly or inappropriately, please contact the Practice Manager who will be happy to address your concerns.

The Practice has a duty to look after not only the patients, but also its staff and as such we will not tolerate, under any circumstances, violent or abusive behaviour. This includes; shouting or swearing; unreasonable

and or offensive remarks or behaviour; harassment; threatening behaviour; racial abuse; actual assault; damage to employees or employer property or belongings, or attacks on members of the practice staff or public. Failure to respect and comply with this may result in a patient being removed from our Practice List and the police being informed.

The NHS operates a Zero Tolerance Policy with regards to violence and abuse and the Practice has the right to remove patients from our Practice list; in general we will only take this action in the case of patients who repeatedly and persistently ignore their own responsibilities both to us and to our other patients. Should this situation arise, we will notify you in writing and record in your medical records the circumstances leading to your removal. NHS England is then responsible for your future GP care. *We will automatically remove from our list patients who are violent or seriously abusive towards any of the Practice staff.*

ACCESS TO PATIENT INFORMATION AND DATA SHARING

We are responsible for the proper maintenance of your medical records during your period of registration with the Practice. However, the records remain the property of the Secretary of State.

The Surgery is registered under the Data Protection Act 1988 and is required by this Act to maintain your personal medical records in a confidential manner and access to your records is therefore restricted to those persons deemed to be maintaining those records on behalf of the Department of Health and by those directly involved in your care.

Confidential patient data will be shared within the health care team at the Practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality. Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless it is a matter of life or death or there is a serious risk to the health and safety of patients, or it is overwhelmingly in the public interest to do so.

In these circumstances, the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose. That individual will also have a professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which the data is required. We will not disclose information to a third party without your knowledge and consent.

The Care Quality Care Commission (CQC) may request to inspect medical records. They are entitled by law to do this as part of their role in monitoring our levels of care and services. They are bound by the rules of confidentiality.

If you do not wish your medical records to be available for any reason other than your medical care, please let a receptionist know. They will provide you with the Data Sharing Information leaflet and opt out form. Please return the form to Reception and your notes will then be marked accordingly. The leaflet and opt out form are also available on our website.

PRACTICE CHARTER

We have produced our own Practice Charter to inform you of your rights and the standards of health care that you can expect from the Practice. It also informs you of your responsibilities to the Practice. Please ask Reception for a copy or access it via our website.

FREEDOM OF INFORMATION ACT

The Freedom of Information Act 2000 aims to produce a culture of openness in public bodies, by providing members of the public with the right to access information held. Information about General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

FEES FOR NON NHS SERVICES

Charges will be made for the following services (payable in advance):-

- Pre-employment Medicals
- Private Medicals
- Insurance Claims
- Private Certificates
- Holiday Vaccinations
- Fitness to Drive Medicals
- Private Health Insurance Forms
- Seat Belt Exemption Certificates
- Care of patients not entitled to primary NHS care
- Copying Medical Records
- Letters to outside organisations

Some other services are chargeable; you will be advised of this at the time of your request. Please note, if you are requesting a service from the GP that is not covered by the NHS, the turnaround time will be approximately one working week unless otherwise advised. The GPs have an increasing amount of paperwork such as hospital letters and blood results to deal with, which are their first priority.

WHAT TO DO IN TIME OF BEREAVEMENT

If death occurs at home

1. Telephone the doctor who will visit to confirm the death.
2. Contact a funeral director.
3. Arrange to collect the Doctor's Medical Certificate of Death (usually from the surgery).
4. Take this to the Registrar's office (together with the deceased's medical card and birth certificate, if available) for the area in which the death took place. Alternatively you can register by declaration at any convenient Registrar's Office but certificates will not be available as these will have to be posted to you a few days later.
5. The Registrar will normally issue a green coloured certificate for you to give to your funeral director who will look after necessary arrangements for the funeral. The Registrar will also issue a white notification certificate for the DSS. They will also enquire as to the number of Certified Copies you require for dealing with the deceased finances (a fee is payable for each copy).

If the death occurs in Hospital

1. Contact a funeral director to inform him his services are required.
2. Collect the certificate from the Hospital then follow 4-5 as above.

Note for cremation: Your funeral director will usually liaise directly with the surgery regarding the additional certification required

THE PRACTICE TEAM

The Practice Team comprises of doctors, nurses and a full complement of support staff. The Practice works collaboratively with other healthcare providers.

THE DOCTORS

GP Partners

Dr Clare Davies

Dr Chantal Simon

Dr Veronica Ward

Dr Yasser Kerim

Dr Laura Gilham

Salaried GPs

Dr Susan Goddard

Dr James La Bouchardiere

Dr Catherine Hill

Please be aware that all our doctors work part-time. A timetable showing when the different GPs work is available towards the rear of this booklet.

PRACTICE NURSING TEAM

The Practice Nursing Team is comprised of the following:-

- An Advanced Prescribing Nurse Practitioner
- A Practice Sister with a special interest in respiratory diseases
- A Practice Sister with a special interest in diabetes.
- Two Treatment Room Nurses who will deal with all routine nursing matters.
- A Healthcare Assistant.

The Nurse Practitioner provides appointments for patients who have an urgent medical need. Please be aware this is an emergency clinic and therefore you may have to wait to be seen. She will not be able to deal with routine problems. The Nurse Practitioner is able to prescribe and has immediate access to a GP, should this be required.

All our Practice Nurses are Registered General Nurses and can be seen by appointment at each surgery. They carry out immunisations for all age groups, travel vaccinations, ear syringing (following referral from a doctor), dressings, removal of stitches, cervical smears, routine blood pressure and ECGs.

The Practice Sisters also offer family planning advice, specialised diabetes, asthma, chronic obstructive pulmonary disease and hypertension clinics.

The Healthcare Assistant provides a phlebotomy service at both surgeries, routine blood pressure and weight checks, ECGs and patient health checks, all under the supervision of the Practice Nurses. She can be seen by appointment only.

PRACTICE MANAGER

Our Practice Manager is Sarah Wilson. She is responsible for the business and strategic management of the Practice and is supported by a team of administrative staff. Please ring Reception if you would like to make an appointment to see her.

SURGERY MANAGER

Our Surgery Manager is Sue Thomas. She deals with the day to day running of the Practice and will try to sort out any problems that you may encounter in using our Surgeries. She can be contacted by telephone at the Practice.

RECEPTIONISTS, SECRETARIES AND ADMINISTRATIVE STAFF

The Practice has a full complement of support staff who assist the GPs, Nurses and Practice Management Team. The staff are there to help you and may ask you a few details when you telephone the Practice. The advice they give is strictly to guidelines laid down by the doctors. They have a difficult job so please be nice to them!

SERVICES PROVIDED BY THE PRACTICE

Health Promotion

The Practice Sisters give advice about heart disease, diabetes, blood pressure monitoring and chest disease, including asthma. Many of these conditions are routinely managed by the Practice Sisters and the Doctors are consulted if there are particular problems.

Family Planning

All of the doctors hold Family Planning Certificates and two of our GPs are fully trained to provide a comprehensive range of contraceptive services, following an initial appointment. This includes contraceptive injections, the fitting and removal of contraceptive implants and the fitting and checking of intrauterine devices (coils) and caps.

Our Practice Nurses have also been trained to help us provide family planning care. For contraceptive advice or repeat pill prescriptions, please make an appointment during a normal surgery with one of the Practice Nurses.

Preconception Care

We are always pleased to offer advice to couples planning to start a family in the near future. We can check immunity to Rubella (German Measles) and arrange vaccinations if necessary, offer advice about folic acid supplements and keeping healthy for pregnancy.

Emergency Contraception

The morning after pill is available for use up to 72 hours after the failure of another contraceptive. **Please contact the receptionist as soon as possible who will ensure you receive advice the same day.** This can be done over the telephone. The most effective method of emergency contraception is the intrauterine device (IUCD). We do offer an emergency IUCD service but in the case of annual leave of the GPs who fit coils, you may be asked to attend one of the local Contraceptive Clinics. Emergency contraception is also available at most pharmacies.

Child Health

We recommend full immunisation for all children. Our Practice Nurses normally perform these important procedures and follow the current Department of Health Guidelines.

Development and health checks are provided by the Health Visitors and Doctors. The first check is completed by a doctor when your child is 6 weeks old and this is normally undertaken at the same time as the postnatal check-up. The Health Visitor usually performs checks 11-14 days, 6 weeks, 4 months, 10-12 months and 2 years.

Travel and Routine Vaccination

If you are travelling abroad, please ensure you check on the vaccination requirements for the country you are visiting and arrange to be vaccinated in plenty of time. Information can be obtained by looking at www.fitfortravel.nhs.uk. You should allow at least 6 weeks before you are due to travel for your vaccinations to be completed. Please contact Reception who will advise you of the Practice procedure to obtain travel vaccinations. **Please note that, although the NHS provides some travel vaccinations, several have to be paid for by the patient.** You will be advised if there is a charge for a vaccine. Please note all fees for vaccinations must be paid at the time of the vaccination. In some cases where we have to order expensive vaccines you will be asked to pay at the time they are ordered.

We can also provide vaccinations that you may need for your employment, subject to an occupational health assessment being completed by your employer prior to the vaccination being given. **Please note that a fee will be payable for this service and we will need confirmation from your employer that the fee will be paid.** Payment will be due at the time of the vaccinations. Relevant forms can be requested from Reception or downloaded from our website.

Cervical Smears

We recommend cervical smears every three years for women aged 25-50 and every 5 years until the age of 64 unless they have been advised to have one sooner, or they have had a hysterectomy. Patients will receive a reminder to make an appointment from the local cervical screening unit. Please contact Reception to make an appointment with a member of the Practice Nursing team.

Well Woman and Well Man Screening

Our practice nursing sisters offer health checks to any patients who have not been seen by the Doctors in the previous three years. If you would like a routine check please phone the receptionist to make an appointment.

Over 75 Health Check

If you are aged 75 years or over, and are not already seeing a GP or Nurse about your health, you can make an appointment with our healthcare assistant for a health check. Please contact Reception to make an appointment.

Smoking Advice

If you wish to give up smoking, please contact Live Well Dorset on 0800 8401628 / 01305 233105. Alternatively visit their website at www.livewelldorset.co.uk

Minor Surgery

Many minor surgery procedures are carried out at by a Partner within the Practice or, if necessary, you may be referred to a designated clinic. Please note, procedures are conducted at the doctor's discretion and will not be conducted for cosmetic conditions.

Cryotherapy

Cryotherapy for non-cosmetic lesions is by doctor referral only. Please note you may be referred to the locality clinic.

Joint Injections

Joint injections are undertaken within the Practice following referral by a doctor.

Acupuncture

Acupuncture treatment is undertaken within the Practice following referral by a doctor.

Physiotherapy

The doctor can refer you to the locality clinic of your choice if a clinical need is indicated.

Chiropody

The chiropody service is only available to a limited group of patients with specific medical conditions, such as diabetes. If you think that you need

chiroprody, please make an appointment with the doctor of your choice who will be able to refer you to the locality clinic if you meet the criteria.

Psychological Therapy and Counselling

Patients may refer themselves for help with anxiety, depression or emotional difficulties by ringing Steps2Wellbeing, which is our local counselling and psychology service, on 0300 7900 542. See www.steps2wellbeing.co.uk for more details. The doctors are pleased to advise you if you need advice or your problem is severe or urgent.

Private Medical Examinations

These may be required for HGV / LGV licensing, for elderly driver's insurance or for life assurance purposes. These can be arranged by contacting the receptionist who will offer you an appointment with one of the doctors at a convenient time. This will be outside normal surgery hours. Some fees are payable by patients and our charges are set at or below the level recommended by the British Medical Association.

HEALTHCARE PARTNERS

Community Nursing Team

The Community Nursing Teams are employed by Dorset Healthcare and are locality based. The teams comprise of trained nurses and healthcare assistants. They provide home nursing services for those patients who are unable to leave their own homes. Contact telephone numbers for the Community Nursing Teams can be found at the rear of the booklet.

Community Midwives

The Community Midwives are employed by Royal Bournemouth Hospital and provide all antenatal services for the Practice. If you wish to make an initial appointment please ring 01202 704915. The Birth Centre at Royal Bournemouth can be contacted on 01202 704685 for other general enquiries. The Midwives at Poole General Hospital can be contacted on 01202 448472.

If you think you are in labour, please contact the Dorset Maternity Labour Line on 0300 369 0388. This telephone service is operated by trained midwives and is available 24 hours a day, 7 days a week.

Health Visitors

The Health Visitors are employed by Dorset Healthcare and are made up of locality based teams. The Health Visitors advise on, and monitor the health and development of young children and families. Their contact details can be found at the back of this booklet.

PATIENT SELF-HELP INFORMATION

Please remember that advice about most conditions is available on www.nhs.uk, the NHS choices website or www.patient.co.uk. These sites also have a translation function. Alternatively, visit your local pharmacist who is highly trained and able to advise on many conditions and whether a visit to the GP is really necessary. For parents, a useful resource is www.whenshouldiworry.com

Backache

Back pain is very common, affecting most people at some time in their lives. It usually improves on its own over a few weeks. If you have only had pain for a few weeks, **the best advice is to remain active** and do as many of your usual daily activities as possible. Excessive bed rest leads to muscle deterioration

which can make pain worse. Try over the counter ibuprofen or paracetamol if needed for pain. Hot or cold compresses can be tried. Try the exercises on the NHS Choices website.

Signs of a serious problem which should be reported immediately include:

- Loss of bladder or bowel control or difficulty passing urine
- Numbness around the genital area/buttocks/back passage
- Pain that is worse at night or constant, without any break
- Unexplained weight loss or high fever
- Swelling in the back or pain in the chest or pain after an accident

Exercise has been shown to be the most effective intervention to prevent back pain. It is also important to maintain a healthy weight.

Burns and Scalds

In the event of a burn/scald, apply large quantities of cold water to the affected area as quickly as possible for 20 minutes. Remove jewellery and clothing unless stuck to the skin. Do not use iced water/greases or ointments. Cover the burn with cling film in a layer. Pain relief can be taken in the form of paracetamol or ibuprofen.

Cuts

In the event of bleeding, apply continuous pressure for 3-4 minutes which will usually stop the flow of blood. If the cut is on the arm, elevate it. If it is on the leg, lie down and lift the leg to help the bleeding to stop. During the bleeding process, germs will normally have been washed away by the blood and the wound can be covered with a sterile plaster/dressing. If bleeding does not subside or if the wound looks dirty or has foreign objects in it, you should contact the surgery

Grazes

Grazes should be thoroughly cleaned with plenty of clean water. Cover with a dressing to avoid infection.

Chicken Pox

Chickenpox is rarely a serious illness in normally healthy children. It can take 2 to 3 weeks to develop after being in contact with the illness. It is characterised by the development of small blisters starting on the chest and tummy and gradually spreading to the face, arms and legs. The blisters are the size of large grains of sugar, raised and initially filled with a clear fluid later becoming

cloudy. The blisters then dry to form scabs. The scabs finally fall off after about 1 to 3 weeks. Give your child Paracetamol if they have a temperature. Allow them to have cool baths which will help the itching. If itching from the spots is very troublesome you can get an antihistamine medicine such as Phenergan from your pharmacist which will help settle the problem.

Some children may be ill enough to require an appointment with a doctor.

When to see a doctor:

- If your child has spots on the edge of the eyelid or in the eye
- If your child has spots in the mouth which are making it difficult for them to swallow
- If your child has spots down below making it difficult for them to pass urine.
- If your child develops a bad cough.

Colds

Symptoms usually start by the patient feeling feverish (hot/cold) a soreness at the back of the nose/throat and a general feeling of being tired and achy. An increase in temperature (normally between 37.5 and 38 degrees) can be controlled by taking the recommended dose of paracetamol. A common cold will normally last for around 7-10days. There is little that can be done for the common cold other than to rest until the symptoms subside

Diarrhoea

Adults with diarrhoea should have an adequate intake of clear fluids, preferably water mixed with juice or soup broth or over the pharmacy oral rehydration sachets to replace salts and sugar. Certain medications such as diuretics (water tablets), some blood pressure treatments such as Ramipril and Candesartan and Metformin should be discontinued temporarily for a couple of days, to avoid dangerous dehydration and acute kidney injury. Bouts of stomach cramps will often accompany diarrhoea but the pain should not be continuous. If diarrhoea persists for more than two days, if stomach pain is constant, if there is blood mixed with the stools, or if the patient has just returned from overseas, consult a Doctor. Adults may eat when they feel able to if they are drinking normally.

In babies and young children however, particularly careful attention is needed. Solid food should be replaced with boiled (cooled) water or rehydrating fluids

such as Dioralyte (which can be bought from any pharmacy) unless the child is drinking well and not showing any signs of dehydration. Breast feeding should continue as usual. If symptoms persist for more than 24 hours or if the baby is under 6 months old, you should consult a doctor, this is particularly important if diarrhoea is accompanied by vomiting or weakness.

Hay-Fever

The symptoms of hay-fever can be confused with those of the common cold. Differences normally include watering/itchy eyes and sneezing from the outset and it is not normally combined with a fever. Remedies to relieve the symptoms, such as antihistamines (e.g cetirizine) can easily be obtained from your pharmacist but if you are unduly concerned, please contact the practice.

German Measles (Rubella)

This is usually a very mild illness in children. There is often a faint rash which generally only lasts for 2 or 3 days. You should keep your child off school and, if you can, away from people in the early stages of pregnancy. There is no particular treatment required for this illness.

Head lice

Their presence is not caused as a result of poor hygiene and can affect anyone/everyone in the family. Regular (at least weekly) head-checking, thorough hair brushing and use of a nit comb can help to control head lice. Treatment and advice can be obtained from your Pharmacist.

Insect Bites and Stings

Symptoms will normally be a spot of around 4-6mm that is very itchy. They occur most commonly on exposed parts of the body such as arms and legs. The itching can be relieved by using Calamine Lotion/Creams and Antihistamine medication can be obtain over the counter from your Pharmacist. When removing a bee sting, scrape it away rather than plucking it out, this avoids squeezing the venom sac into the wound.

Measles

This takes between 2 and 3 weeks to develop following contact with a sufferer. Please make an appointment with your doctor if you think your child may be suffering from measles so that this may be identified by the doctor. Initial symptoms include cough, cold and temperature and then after around 3 days a rash develops. The rash consists of slightly raised red spots which are the size of a pinhead. The rash begins on the face before spreading down across the

rest of the body. The cough tends to continue through the whole illness , about seven to nine days. Give Paracetamol for the temperature and encourage your child to drink plenty of fluids. Do not worry if they don't want to eat.

Mumps

There is often swelling of the glands on one or both sides of the face, just in front of the ears. The swollen glands are often uncomfortable and tender and sometimes your child will have a temperature. Paracetamol and rest at home will generally see the illness settle within a week.

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose continuously just below the bone for a least 10 minutes, by which time the bleeding should have stopped. At the same time you can apply an ice pack to your forehead. When going to bed, sleep on two or three pillows avoid hot drinks or blowing your nose for 12 hours. When to see the doctor: if symptoms persist then consult a doctor or attend the casualty department.

Stomach Ache

Most attacks are not serious and are usually caused by indigestion, wind or constipation. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a simple antacid will help. If the pain lasts for longer than 8 hours or increases in intensity you should consult a doctor.

Sprains

New advice for sprains is as follows: M.I.N.E.

M - Mobilise gently

I - Apply a cold compress with ice for up to 30 minutes to reduce the swelling

N - Take Non-Steroidal Anti-inflammatory medication i.e. Ibuprofen if it does not cause indigestion and you do not suffer with asthma

E - Elevate the limb when possible

Sunburn

Do not apply a bandage to the injury. Treat as for other burns with cold water to remove the heat. Calamine Lotion can relieve the irritation whilst Paracetamol tablets will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over exposure to the harmful effects of the sun. Use of a high factor sun cream is advisable to prevent burning in children.

USEFUL TELEPHONE NUMBERS

Banks and Bearwood Medical Centre	01202 593444
Banks Fax Number	01202 548534
Bearwood Fax Number	01202 590107
Community Nurses (Banks)	01202 528990
Community Nurses (Bearwood)	01202 247777
Health Visitor (Banks).....	01202 547307
Health Visitor (Bearwood)	01202 247777
Midwives at Royal Bournemouth (general enquiries).....	01202 704685
Midwives at Poole General Hospital.....	01202 448472
Dorset Maternity Labour Line.....	0300 369 0388
Out of Hours	111
Out of Hours Critical illness.....	999
Royal Bournemouth Hospital.....	01202 303626
Poole General Hospital.....	01202 665511
St Ann’s Hospital.....	01202 708881
Safeguarding Team (Bournemouth)	01202 458102
Safeguarding Team (Poole).....	01202 735046
Safeguarding Team (Christchurch).....	01202 474106
Safeguarding Team (Out of Hours).....	01202 657279
PRAMA.....	01202 522144
CRUSE Bereavement Care	01202 538177
Samaritans.....	01202 551999
Steps2Wellbeing.....	0300 7900 542
Alcoholics Anonymous.....	01202 296000
Social Services (Bournemouth).....	01202 458700
Social Services (Poole)	01202 633902
Care Direct.....	0800 444000
Smoking Cessation Advice.....	01305 233105

PRACTICE TIMETABLE - DOCTORS (subject to change)

Week One

Dr C Davies (F)

Tues: Bearwood morning & afternoon

Wed: Bearwood morning & afternoon

Fri: Bearwood morning & afternoon

Dr C Simon (F)

Mon: Banks morning & afternoon

Thurs: Banks morning & afternoon

Dr V Ward (F)

Tues: Banks morning & afternoon

Thurs: Bearwood morning & afternoon

Dr Y Kerim (M)

Mon: Bearwood morning & afternoon

Tues: Bearwood afternoon

Wed: Banks morning & afternoon

Fri: Banks morning & afternoon

Dr L Gilham (F)

Mon: Bearwood morning & afternoon

Tues: Bearwood morning & afternoon

Thurs: Bearwood morning & afternoon

Dr S Goddard (F)

Mon: Bearwood morning & afternoon

Wed: Banks afternoon

Thurs: Bearwood morning

Dr J La Bouchardiere (M)

Mon: Banks morning & afternoon

Wed: Bearwood morning & afternoon

Thurs: Banks morning

Fri: Bearwood morning & afternoon

Week Two

Dr C Davies (F)

Tues: Bearwood morning & afternoon

Wed: Bearwood morning & afternoon

Fri: Bearwood morning & afternoon

Dr C Simon (F)

Mon: Banks morning & afternoon

Thurs: Banks morning & afternoon

Dr V Ward (F)

Tues: Bearwood morning & afternoon

Thurs: Bearwood morning & afternoon

Dr Y Kerim (M)

Mon: Bearwood morning & afternoon

Tues: Bearwood afternoon

Wed: Banks morning & afternoon

Fri: Banks morning & afternoon

Dr L Gilham (F)

Mon: Bearwood morning & afternoon

Tues: Banks morning & afternoon

Thurs: Bearwood morning & afternoon

Dr S Goddard (F)

Mon: Bearwood morning & afternoon

Wed: Banks afternoon

Thurs: Bearwood morning

Dr J La Bouchardiere (M)

Mon: Banks morning & afternoon

Wed: Bearwood morning & afternoon

Thurs: Banks morning

Fri: Bearwood morning & afternoon

<p>Dr Catherine Hill (F) Tues: Bearwood morning & afternoon Wed: Banks morning Fri: Banks morning & afternoon</p>	<p>Dr Catherine Hill (F) Tues: Banks morning & afternoon Wed: Banks morning Fri: Banks morning & afternoon</p>
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PRACTICE TIMETABLE – NURSING TEAM (subject to change)

<p>Siji Emmanuel (Nurse Practitioner) Mon: Bearwood morning Tues: Bearwood morning Thurs: Bearwood morning Fri: Bearwood morning</p> <p>Sister Carol Joy (Practice Nurse) Wed: Bearwood morning & Banks afternoon Thurs: Banks morning & afternoon Fri: Bearwood morning & afternoon</p> <p>Sister Sally Coates (Practice Nurse) Mon: Banks morning & afternoon Tues: Bearwood morning & afternoon Wed: Bearwood morning</p>	<p>Marion Miller (Treatment Room Nurse) Mon: Bearwood morning Tues: Banks morning Thurs: Bearwood morning & afternoon</p> <p>Helen Drake (Treatment Room Nurse) Tues: Bearwood morning Wed: Banks morning Fri: Banks morning & Bearwood afternoon</p> <p>Claire Stutter (Healthcare Assistant) Mon: Banks morning Tues: Bearwood morning Wed: Bearwood morning Thurs: Banks morning</p>
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Practice Catchment Area

