

Coltishall Medical Practice

Coltishall Surgery

St John 's Close, Rectory Road,
Coltishall, Norwich, NR12 7HA
Tel: 01603 737593

Spixworth Surgery

20 St Peter 's Way, Crostwick Lane,
Spixworth, Norwich, NR10 3NS
Tel: 01603 898583



www.coltishallsurgery.co.uk

Out of Hours

If you require urgent medical assistance which cannot wait until the surgery re-opens please telephone **111**.

If you have a life threatening medical emergency, at any time, dial 999.

THE DOCTORS

Dr C Russell MBBS MRCGP
Partner

Dr F Roberts MBBS MRCGP
Partner

Dr O Ayodele MBChB MRCGP DRCOG
Partner

Dr N Allanson MBBS MRCGP

Dr L Mitchell BMBS BMedSci MRCGP

Dr A Osonuga MBBS MRCGP

Dr T Dipeolu MB ChB MRCGP

ADVANCED NURSE PRACTITIONER

Wendy Shaw RGN Bsc(Hons)

PRACTICE NURSES

Clare Germany	RGN	Practice Nurse
Emilia Bradshaw	RGN BSc	Practice Nurse
Claire Childs	RGN	Practice Nurse
Karen Robinson	RGN BSc	Practice Nurse
Toni Palgrave		Nursing Assistant
Miriam Leah		Nursing Assistant

PRACTICE MANAGERS

Nikki Crawford– Business Manager
Christina Armitage– Practice Manager
Jessica Bane—IT & Data Manager
Dawn Baker—Dispensary Manager
Karen Sims—Reception Manager

You can contact Reception:

Coltishall Surgery - 01603 737593

Monday - Friday 8.00am - 6.30pm

Dispensary Opening Times:

Monday - Friday 08.30am- 6.00pm

Spixworth Surgery - 01603 737593

Monday - Friday 08.00am-5.00pm

Spixworth Surgery closes for lunch: 13.00—13.30pm

**Please note both Surgeries are
CLOSED FOR STAFF TRAINING
between
1.00-2.30pm**

On the 2nd Wednesday of every month. Dates are displayed in each surgery and on the website.

EXTENDED HOURS

Appointments can be booked on-line or with Reception.
Reception phone lines are open from 8am daily.

OUT OF HOURS

Integrated Care 24 covers the Surgery from 18.30 to 08.00 Monday to Friday and from 18.30 Friday to 08.00 Monday, also all public and bank holidays. If you need to see a Doctor during these hours please telephone 111. If immediate and urgent medication is required a prescription will be provided by the service for you to collect from the Pharmacy.

SURGERY APPOINTMENTS.

For routine consultations such as medication reviews, follow-up appointments or the Doctor/Nurse Practitioner asks to see you regularly, appointments can be booked up to six weeks in advance. It would be helpful if you could telephone **after** 10.30am for these appointments.

If you wish to see a specific practitioner please ask when booking your appointment. We will endeavour to offer an appointment with the doctor of your choice however please bear in mind that this may not always be possible.

Please note that we can arrange for further medication if your current supply will not last until your appointment. Please ask when making your appointment.

For medically urgent appointments, needed on the same day that you call, an appointment will be booked with the Advanced Care Practitioner. Telephone lines open at 8am. All other Doctors appointments can be pre-booked on-line.

Help us to Help You

Please try to be as brief as possible on the telephone. **TRY TO AVOID** ringing before 11.00 am for routine matters as the telephone is generally very busy between 8.00 am and 11.00 am. You will find that our Receptionist will ask the nature of your problem, this is at the request of the Doctor and will help her gauge how urgent your problem is and avoid any misunderstanding in the event of an emergency. We realise you may at times feel frustrated by our staff questioning you, but try to remember they are only acting on the Doctors' behalf, to help us to help you

When you make an appointment you will be given a specific time to attend. Although the Doctors endeavour to stay to time this is not always possible. We do ask however that you arrive at the time stated by the Receptionist. If the Doctor is running more than half an hour late the Receptionist will inform you of the delay on your arrival.

****PLEASE LET US KNOW IF YOU ARE UNABLE
TO KEEP AN APPOINTMENT****

HOME VISITS

Home visits should only be requested if the patient is unable to come to Surgery for medical reasons. Please contact the Surgery before 10.30 am if possible. Children can usually be brought to the Surgery and we will try to see them as soon as possible. If you are worried that you or your child may be infectious to other people please discuss this with the Receptionist. We have segregated areas available to minimise any risk.

TELEPHONE ADVICE

The Doctors and Practice Nurses are happy to give telephone advice but obviously we cannot allow consultations to be interrupted for this purpose. Therefore a period is allocated at approximately 11.30 each weekday morning for this.

When you ring to speak to a Doctor or Nurse the receptionist will ask for your name, telephone number, the Doctor/Nurse will then return your call at a convenient time. If it is not an urgent matter this may not be until the following day, but the Doctor/Nurse will return your call.

STATEMENT OF FITNESS FOR WORK

If you are ill and unable to work you should complete a Self-Certification form for absences of up to 7 calendar days—these are available from your Employer or the HMRC website. You will only need to see the Doctor for a certificate if you are away from work for more than seven days.

If a certificate is required for absences of less than 7 days a charge is payable.

PRACTICE WEBSITE

www.coltishallsurgery.nhs.uk

The website is kept up to date with information about the surgery and current health information. You are able to book appointments and order your repeat prescriptions via our website once you have registered your details. Please collect the relevant security information from Reception to register.

REGISTERING WITH THE PRACTICE

Please ask at Reception for the necessary forms to register as a patient at the Practice. Please bring along your medical card and/or NHS Number. You will be asked to make an appointment for a general health check with the Nursing Assistant who will be able to help you with simple lifestyle advice, and collect basic health information i.e. weight, height, smoking, exercise, alcohol, diet. If you need to see a Doctor urgently an appointment will be booked, if necessary, that day.

Once you have registered you will receive a new medical card via the post from Anglia Support Services.

CHANGE OF ADDRESS

Please remember to tell us of any change of name, address and telephone number.

If you move away it may be necessary to register with another GP. If you return it will then be necessary to re-register.

Students on vacation or home for the weekend need to register as a Temporary Resident to obtain treatment.

REFERRALS

If you need to be referred to the hospital your Doctor will refer you and you will be contacted by a member of the Referral Management Service Team or appropriate service. They will be able to discuss the choices available to you and to help you book your appointment in a location and at a time that is convenient for you.

AMBULANCE TRANSPORT

If you are unable for medical reasons to travel for a Hospital appointment, either by your own or public transport, please telephone the Hospital Transport line on **01603 289814** giving at least 5 days notice. You will be asked some questions about your personal circumstances to determine whether you are eligible for free transport. We are advised that accompanying escorts will rarely be allowed.

NON-NHS EXAMINATIONS, PRIVATE REPORTS & LETTERS

Medical examination for special purposes, eg driving medicals, pre-employment, insurance medicals, sports medicals etc can be arranged by appointment.

A fee will be payable for these examinations, reports and letters.

A list of private fees is displayed in the waiting room.

VIOLENT AND/OR ABUSIVE PATIENTS

The Practice adheres to the NHS Zero Tolerance Policy. If a patient is violent or abusive, we reserve the right to ask them to leave the premises and to remove their name from our patient list.

Aggressive behaviour includes any personal, abusive and aggressive comments, cursing and/or swearing, physical contact, or aggressive gestures.

We do understand that patients may be under severe stress at times which may result in uncharacteristic behaviour, but we cannot tolerate any staff feeling vulnerable to verbal or physical attack.

REMOVAL OF PATIENTS FROM PRACTICE LIST

The Practice aims to provide the best possible healthcare.

However there may be circumstances when it would be considered reasonable, or in the patients' best interest to remove them from the list.

These circumstances are:

- ◆ Violent or abusive behaviour
- ◆ Crime and deception
- ◆ Irretrievable break-down in Doctor/Patient relationship.
- ◆ Distance—when a patient moves outside the Practice area and fails to register with another GP.
- ◆ Embarkation—when a patient moves abroad for a period of 3 months or more.
- ◆ Repeated failure to attend pre-booked appointments

Your Personal Information



Your practice takes your privacy very seriously



You can ask questions or complain about how we use your information



We make sure staff are trained to protect your information



We collect, store and use information about you and your health so that we can give you the best possible care



We share your information with other health and social care providers involved in your care, unless you ask us not to



We use other companies to help us deliver services – but we always make sure they protect your information



We use technology to protect your information



We use your information to check our services are safe and good quality



We do not keep your information for longer than necessary



Sometimes we are required to share your information by law



If you move away or register with another practice, we will send your records to the new practice



You have rights when it comes to your information

For more information visit www.coltishallsurgery.nhs.uk or ask at reception

PUBLICATION SCHEME

The Freedom of Information Act 2000 recognised that members of the public have the right to know how public services are organised and run. Details of the Model Scheme and guide to information is available from the Practice Website, please apply to the Practice Manager if a paper copy is required. The majority of the information is available in this leaflet.

Suggestions & comments

We encourage your suggestions and comments so that together we can improve our service to you. If you have a complaint or concern please speak to our practice manager, assistant practice manager or office manager who will advise you of our complaints procedure which is part of the NHS system for dealing with complaints. A copy of this procedure is also available from Reception and the Practice Website.

PATIENT GROUPS

FRIENDS OF COLTISHALL AND SPIXWORTH SURGERIES

This group of fundraisers was formed in 1991. Their objective is to support the Doctors and raise funds for the benefit of all patients living within the community in and around Coltishall and Spixworth.

They are always interested in hearing from people who are interested in joining or who feel they can offer support for their many fundraising events.

PATIENT PARTICIPATION GROUP

The Practice Patient Group was established at the end of 2008. The group was formed to provide feedback on patients' needs, concerns and interests in respect of existing services provided by the Practice and other NHS trusts. Members also represent the Practice at the North Norfolk Patient Partnership events.

Please ask to speak to the Practice Manager if you would like more details about either of these groups.

LANGUAGES

There is a translation service available provided by INTRAN. Please inform reception when booking your appointment if you require the service.

Disabled Access

Both the Coltishall and Spixworth Surgeries have wheelchair access, wide doors and toilet facilities for the disabled. If you are hard of hearing or visually impaired please ask the Reception Staff for any help you may require. The Practice also has a hearing loop to help those who are hard of hearing.

USEFUL TELEPHONE NUMBERS

NHS 111

You should use this service if you urgently need medical help or advice but it's not a life-threatening situation. They will provide health information or reassurance about what to do next.

Norwich Practice Health & Walk-in Centre

NHS Walk-In Centres provide treatment for minor injuries and illnesses seven days a week. You do not need an appointment and will be seen by an experienced NHS GP or Nurse.

Rouen House, Rouen Road, Norwich

Open 9am-7pm seven days a week. Tel: **01603 677500**

NORFOLK & NORWICH UNIVERSITY HOSPITAL

TEL: 01603 286286

Patient advice & liaison service (pals)

PALS provide a confidential service designed to help patients get the most from the NHS. Tel: 01603 289036

Norfolk Health watch

Will provide information about local services. Contact

PHYSIOTHERAPY

The surgery has a physiotherapist in the practice every Wednesday (Spixworth) and Friday (Coltishall). You do not need to be referred to them by the doctor. If you meet the criteria below, reception can book you straight in with them.

Inclusion criteria

- All soft tissue injuries, sprains, strains or sports injuries
- Arthritis
- Problems with muscles, ligaments, tendons or bones, eg tennis elbow, carpal tunnel syndrome, ankle sprains
- Spinal problems including lower back, mid-back and neck pain
- Spinal-related pain in arms or legs, including nerve symptoms, eg pins and needles or numbness
- Post-orthopaedic surgery (may differ between localities).

Exclusion criteria

- Acutely unwell patients
- Children under 16
- Medical management of rheumatoid conditions
- Women's health, antenatal and postnatal problems
- House-bound patients
- Medication reviews for non-MSK conditions
- Neurological and respiratory conditions
- Headaches
- Acute mental health crises
- Patients who do not want to see a FCP.

THE PRACTICE STAFF

Dr Nicola Allanson

Dr Allanson is a GP who works 3 mornings per week and is also responsible for Child Health Surveillance of the under fives. This is the routine screening of well children done in conjunction with the Health Visitor, to whom all queries should be addressed.

The Nursing Team

We have one Advanced Care Practitioners, three Practice Nurses, two Assistant Practitioners to meet all your nursing requirements and more.

Advanced Care Practitioner

Our Advanced Care Practitioners have undertaken specialist advanced education and training to be able to examine, diagnose and treat. They can see both adult and children with minor illness or injury. If you ring for a same day appointment this will be with one of our Advanced Care Practitioners.

Practice Nurses

Practice Nurses assist the GPs in the care of patients, they are highly trained in preventative care screening. They also specialise in wound care, travel, asthma, family planning and blood pressure.

Assistant Practitioners

Our Assistant Practitioner's role covers a variety of procedures. These include taking blood, health checks for existing and new patients, blood pressure checks, weight monitoring, home BP monitoring. They also assist the GP's when necessary.

ADMINISTRATION STAFF

Business Manager

Nikki Crawford is responsible for the smooth running of the Practice administration. If you have any comments or complaints regarding the services we provide, please ask to see her and she will do her utmost to help you.

Medical Secretaries

The Secretaries are responsible for the Doctors' hospital and private referral letters, medical reports, recalls and sending invitations for screening.

Receptionists

The Receptionists are the link between you and the Doctors. They are there to help you and will do their best to do so but it is not easy when appointments are under pressure. It helps her to help you if you can give specific information about your needs— if you are worried about being overheard, ask to speak privately. If you want an emergency appointment, she may ask for a brief description of your problem to help the GP decide who needs to be seen or phoned first.

For a routine appointment, say whether you would prefer to wait to see a particular Doctor or Nurse, see the first one available or wait for a convenient date or time. Tell her if a phone consultation would suit you better.

The Receptionist can also pass on messages to and from your Doctor. She can advise you whether a letter, test result or a report has arrived and/or being actioned, or chase it up if necessary.

THE DISPENSARY

Dispensing Staff

We are a Dispensing Practice and the Dispensary Staff are responsible for dispensing medication to those who live over one mile from the Pharmacy, as well as issuing repeat prescriptions once they have been authorised by a Doctor.

Repeat Prescriptions

As we Practice in a rural area we are able to dispense medicines from the Surgery. Unfortunately if you live within one mile “as the crow flies” of one of the local Pharmacies, this service is not available to you.

If the Doctor advises you to have repeat prescriptions, in order that we can give an efficient service, please give **3 working days** notice before collection of the prescription. The Dispensing Staff will only issue your medication or prescription sooner in exceptional circumstances. Please do try to plan ahead.

You can order your repeat prescriptions by any of the following methods:

Patient Access—Please ask reception for login details.

Email—nnccg.dispensary@nhs.net

Repeat slips

Automatic ordering—Please ask dispensary for details

Footfall—via our website - www.coltishallsurgery.nhs.net

Phone—Calling the surgery between 19am—5pm and pressing option 2

EMERGENCY MEDICATION

In an emergency:-

The Pharmacy is able to supply medication out of hours by providing full details of the medication including a repeat slip or medication container with a label from the Surgery.

A charge may be payable even if you are normally exempt from paying prescription charges.

If you require a prescription to be posted to you please provide us with a stamped addressed envelope.



NORTH NORFOLK CLINICAL COMMISSIONING GROUP (NNCCG)

The Practice is a member of NNCCG which is a local membership organisation led by family doctors. It is responsible for planning and paying for healthcare services. For further information contact Rebecca Champion 01603 257000.

NHS ENGLAND (NATIONAL COMMISSIONING BOARD)

NHS England is nationally accountable for the outcomes achieved by the NHS and provide leadership for the new commissioning system. Tel: 0300 311 22 33

NORFOLK COMMUNITY HEALTH & CARE, NHS TRUST

The Trust employs District Nurses and Health Visitors who work with the Practice to look after our patients

DISTRICT NURSE

They visit patients at home, when requested to do so by a Doctor. The Nurses can be contacted by leaving a message with the Receptionists at the Surgery.

COMMUNITY LINK NURSE

Natasha Smith is an experienced Community Nurse attached to the Surgery, acting as an Intensive Case Manger. The Doctor can arrange for Natasha to visit patients to assess and prescribe care packages designed to make it easier for them to remain at home.

HEALTH VISITOR

The Health Visiting service is available to all families registered with the Practice. The Health Visitor works closely with the GPs and Midwives and liaises with a wide range of health agencies. The Health Visitor can help all members of the family but in particular 0-5 year olds.

Please contact Health Visitors on: 0300 3000 123

COMMUNITY PSYCHIATRIC NURSING TEAM

The Team can be contacted via the Surgery.

OTHER SPECIALITIES

You can also see a Physiotherapist and a Counsellor at the Surgery. You will need to be referred by your Doctor on a Private basis to see the Counsellor.

MIDWIVES

The Community Midwives provide antenatal and postnatal care to enable you to have a happy, healthy pregnancy and a full-term healthy baby. Your antenatal care will be carried out mainly by the midwife, apart from seeing your GP at 31 weeks.

Please make an appointment with the midwife as soon as possible and no later than 8 weeks. Please ensure you let the Receptionist know it is a first appointment as these can take up to an hour.

It would be helpful if you could complete an Antenatal Booking Questionnaire in advance of your first appointment. These are available from reception. Clinics are held on a Wednesday afternoon at Coltishall.

**If you need to contact the Midwife, Amber Marshall-Nichols
Please telephone Medicom on 01603 481222 in an emergency,
or
the Surgery on 737593 who will take a message.**

**You can also contact:
Hoveton Maternity Unit on 01603 777928**

Services available during core hours (8.00 am to 6.30 pm)

Core services:

- General management of medical conditions
- Health promotion advice
- Emergency care if appropriate
- Referral for other services, if appropriate
- Urgently required care for temporary residents

Additional services:

- Cervical screening
- Contraceptive services including contraceptive implants
- Vaccinations and immunisations
- Child health surveillance
- Maternity services
- Phlebotomy
- 24 hour ECG Monitoring
- Post Operative Wound Care
- NHS Health Checks
- Sexual Health

Enhanced services:

- Rheumatology monitoring
- Anticoagulation services monitoring
- Minor injury
- Flu vaccination clinics

In addition:

- Registered patient aged 16-75 who have not been seen for 3 years may request a consultation
- Registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation

These can be conducted by the Practice Nurse, however please ask to see the Doctor if you have any specific medical problems, which you feel need to be discussed with the Doctor.

Asthma Care

This is run by our Practice Nurse. You may need to see the Doctor at some point, but the Nurse will advise you of this. Please remember to bring your inhalers along to the appointment as the nurse will need to check your inhaler technique.

Blood Pressure Appointments

This is run by our Practice Nurse. You may be asked to alternate this with a regular Doctor's appointment. The Doctor/Nurse will advise you of this.

Cervical Smears

Cervical smears are recommended every 3 years for women from the age of 25 up to the age of 49, and 5 years for women aged over 50 up to the age of 64. The test is quick and painless and can pick up abnormalities early, preventing the development of cervical cancer. The Practice operates a recall system so you will be sent an invitation to attend when your smear is due. The smears are usually carried out by our Practice nurses. Smears are very important so even if you do not wish to have a smear please come and discuss it with the Doctor or Practice Nurses rather than ignoring the smear letter invitation.

Diabetic Care

This is run by our Lead Nurse. You may be asked to alternate this with a regular doctor's appointment. The Doctor/Nurse will advise you of this.

Children's Immunisation

Appointments are available at Coltishall and Spixworth. Please make an appointment when you are notified when your child's immunisation is due.

Family Planning

We provide a full service. Our Nurses are specially trained and you may consult them by appointment for advice.

Minor injury

The Doctor or Nurse will be happy to see and treat any minor injuries at the surgery. However, depending on the severity of your injury you may have to attend A& E.

Minor Surgery

Minor Surgery procedures can be performed within the Practice which will save an appointment at the Hospital. Please speak to your Doctor who may be able to perform the procedure himself or at our Minor Surgery Clinics.

Rheumatology Care

We offer monitoring and advice for patients with Rheumatology conditions. This is performed by a specially trained Nurse and is designed to complement the care offered by the hospital, with the aim of maintaining an individuals well-being and quality of life.

Anticoagulation Care

We offer an in-house service for those patients who require monitoring of the anticoagulation therapy.

Well Person Screening

This is run by our Assistant Practitioner. Well person screening may be appropriate to review or discuss areas of health promotion not covered by other appointments.

Flu Clinic

We run a Flu Vaccination Clinic every year during October/November. We generally start booking these around late August/early September - you will see the publicity material in the Surgery. Please ask at reception and book early. These are specifically for 65+ or patients with a chronic disease. There is also a programme to vaccinate children aged 2/3/4 years using a nasal spray.

Travel Clinic

To advise on recommended immunisations when travelling abroad and to administer any necessary protection. This clinic is run by a specially trained Nurse and all advice and injections regarding foreign travel will be discussed during the appointment. Other items - please refer to Dispensary.

Tetanus

Tetanus is a life-threatening disease. It is fortunately rare mainly because of immunisation. Tetanus spores are present in the environment and may be introduced into the body by trivial or unnoticed wounds. An initial course of 3 injections at monthly intervals gives 10 years of protection. Two subsequent boosters at 10 yearly intervals are required to complete a full course of vaccinations. It is now believed that if a person has had 5 jabs their immunity is likely to be lifelong. If you think you may not be fully immunised or that your immunity has lapsed, please make an appointment with the nurse. Remember that boosters are still recommended after particularly bad or dirty wounds.



MANAGEMENT OF COMMON AILMENTS

Burns

Remove clothing and jewellery if possible—not if anything has stuck to the burn. Apply cool water for a good 20 minutes. If there is blistering or the skin is broken apply cling film or suitable non-stick dressing. If the burn is larger than the patients own hand attend the surgery or if out of hours seek medical attention.

Colds, Flu & Sore Throats

These usually start with a runny nose, cough, temperature and aches. They are caused by viruses and antibiotics are of no use in their treatment. Treatment consists of taking recommended doses of Paracetamol for the temperature and aches, and drinking plenty of fluids. Do not worry if you do not eat for a few days, you will come to no harm.

Diarrhoea & Vomiting

In adults and children, diarrhoea and vomiting will usually get better on its own over a few days. Treatment consists of good rehydration: drink water/squash or oral rehydration sachets such as Diorlyte. Take small and often sips.

For babies: give breast/bottle feeds in small but often feeds. Gives sips of water in between.

Eat when you feel able—you don't need to avoid or have any specific foods. If diarrhoea contains blood or severe pain or high fever contact the surgery. Children especially can dehydrate so if any concerns contact the surgery. See advice and prevention chart .

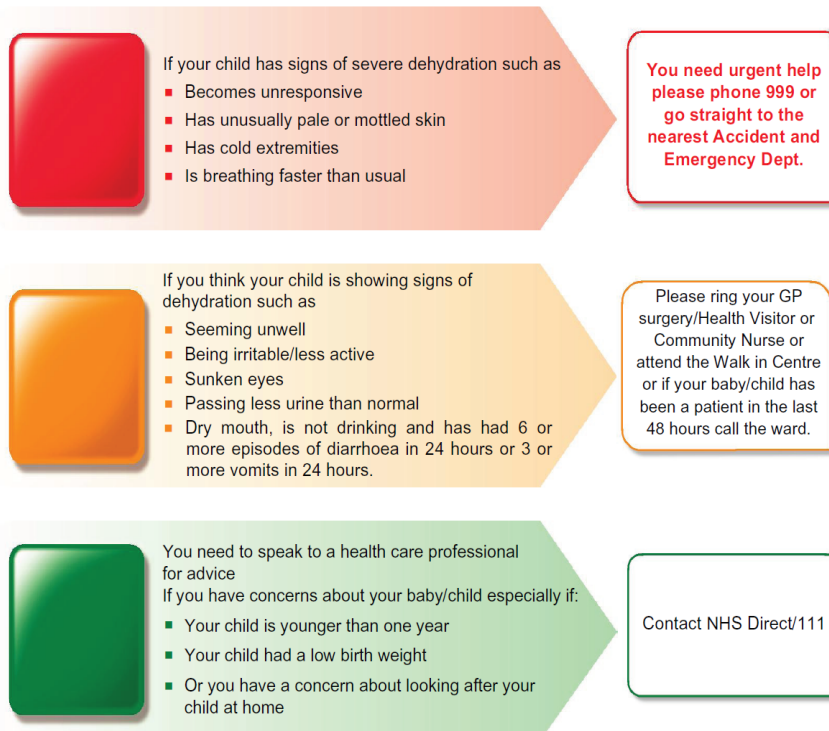
Insect Bites & Stings

Most of these need no treatment. Anti-histamine tablets can be obtained from the Chemist without prescription and will relieve most symptoms.

Diarrhoea & Vomiting Advice Sheet for Children 0-5 years



Most children with diarrhoea and vomiting get better very quickly, but some children can get worse. You need to regularly check your child and follow the advice below.



Keep the following items in your medicine cabinet ready for when you may need them:

- Paracetamol Suspension (eg; Calpol/Medinol)
- Ibuprofen Suspension (eg; Nurofen) Caution in Asthmatics
- Oral Rehydration Sachets (eg; Dioralyte)

Remember to keep these in date and out of reach of children.

Preventing Diarrhoea & Vomiting in Children 0-5 years



Diarrhoea and vomiting caused by gastroenteritis are common in children younger than 5 years. Severe diarrhoea and vomiting can lead to dehydration, which can be serious, but gastroenteritis can usually be managed at home with advice from healthcare professionals. Diarrhoea usually lasts for 5-7 days, improving during that time. Vomiting usually lasts for 1-2 days and stops within 3 days.

Preventing the spread

Washing hands with soap (liquid if possible) in warm running water and careful drying are the most important ways to prevent the spread of gastroenteritis.

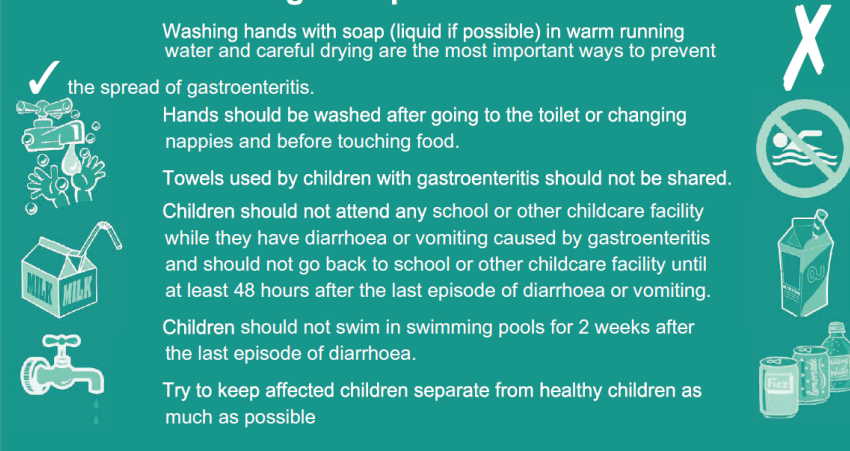
Hands should be washed after going to the toilet or changing nappies and before touching food.

Towels used by children with gastroenteritis should not be shared.

Children should not attend any school or other childcare facility while they have diarrhoea or vomiting caused by gastroenteritis and should not go back to school or other childcare facility until at least 48 hours after the last episode of diarrhoea or vomiting.

Children should not swim in swimming pools for 2 weeks after the last episode of diarrhoea.

Try to keep affected children separate from healthy children as much as possible



HOW TO PREVENT DEHYDRATION

If your child has gastroenteritis but is not dehydrated:

Keep feeding them as normal (for example breast milk) and offer plenty of drinks.

Fruit juice and fizzy drinks should be discouraged, because they can make diarrhoea worse

Your Healthcare professional, for instance your Doctor may recommend that you give your child a special fluid known as Oral Rehydration Solution (ORS). This can help prevent dehydration from occurring. It is also to treat children who have become dehydrated.

You may be advised to give and Oral Rehydration Solution (ORS) for up to six hours, after this time return to normal diet as tolerated.

Nose bleed

Sit in a chair leaning forward with your mouth open. Pinch your nose just below the bony/bridge of your nose on the soft part. Hold for 10 minutes—bleeding will usually stop. If bleeding continues consult your doctor. For the next 24 hours after a nose bleed avoid hot drinks, hot baths/showers, blowing or picking of your nose as these can trigger re bleeding.

Backache & Strains

Back pain is very common and will usually resolve over a few weeks or months. Things can help back: try to keep yourself active, do some back stretches, apply ice/heat pads, take simple painkillers such as paracetamol. If the pain is not settling, worsening or affecting your day to day life see your doctor.

Headlice

These creatures prefer clean hair and are not a sign of poor hygiene. Medicated shampoos can be obtained from your chemist without prescription.

Sprain

Sprains are common, they can take some weeks to settle. Firstly apply a cold compress/ice for approx. 15-30 minutes to help with pain and reduce swelling. Rest the limb, apply ice regularly, use compression and if it feels more comfortable and elevate. Seek attention if symptoms are worsening or not resolving.

Childhood Infections

Chickenpox

On the first day a rash appears with small red spots 3 or 4 mm wide. Within a few hours these develop into small blisters at the centre. During the next 3 or 4 days further spots will appear and the earlier ones will turn crusty and fall off. Calamine Lotion may be applied to help the itching. The most infectious period is from 2 or 3 days before the rash appears until the last spots have crusted and dry. Patients must stay at home for a minimum of 6 days from the onset of the rash.

Measles—should be seen in surgery

The rash is blotchy and red and appears on the face and body on about the 4th day of feeling unwell and is often accompanied by a cough. It is most infectious from 2 or 3 days before the rash appears until 7 days afterwards. Immunisation can help prevent this disease.

German Measles or Rubella—should be seen in surgery

The rash appears during the first day of the illness and usually covers the body, arms and legs in small pink spots about 2-4 mm wide and does not itch. There are usually no other symptoms apart from occasional aching joints. It is infectious from 2 days before the rash appears until the rash disappears in about 4 days. **The only danger is to unborn babies and it is important to avoid people who are pregnant.** Immunisation can help prevent this disease.

Mumps—needs reporting

The symptoms are swelling of the salivary gland in front of one or other ear, often followed a few days later by a swelling in front of the other ear. It is infectious for 2 or 3 days before the swelling starts until the swelling subsides. Immunisation can prevent this disease. **(Usual pain killer 15—20 minutes before a meal helps towards more comfortable eating)**

All of the above infections are caused by viruses and usually do not require treatment from the doctor. However if your child appears particularly unwell or you are worried, your Doctor will be happy to give advice.

A Temperature

A temperature occurs commonly even with mild infections. Give Calpol if child is symptomatic. If using calpol/ibuprofen—do not give both agents simultaneously. A child or adult with a temperature will not come to any harm. Keep light clothing—not under-dressed or over wrapped.

OUR COMMITMENT TO YOU

- You can expect to be greeted in a friendly, helpful and professional manner.
- All home visit requests will be met the same day where medically necessary.
- Every effort is made to make Surgeries run on time, but you will appreciate that some consultations take much longer than others and it is not possible to predict in advance when these will be. If there is a significant delay the Receptionist will make you aware of this.
- To work in partnership with you to achieve the best medical care possible.
- We will respect your need for dignity, privacy and your religious and cultural beliefs.
- If you are disabled or have special needs we will ensure our premises and services cater for you as far as possible

YOUR RESPONSIBILITIES TO US

- Our Practice Staff are here to help you. Please treat them as you would wish to be treated yourself. Reception staff may have to ask some personal questions to assist us in providing you with the best service.
- Let the Surgery know as soon as possible if you cannot keep your appointment. This will allow us to offer the appointment to another patient.
- Only request a home visit if the patient is too ill to get to the Surgery.
- An appointment is for one person only. If more than one member of your family needs to be seen please book a double appointment to help us run on time.
- You are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the Practice in endeavouring to keep you healthy.

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PATIENT CHARTER

Staff work hard to deliver the highest standards of healthcare to all patients at Coltishall Medical Practice.

We provide safe and effective care to thousands of people every year but sometimes, despite our best efforts, things can and do go wrong.

If a patient is harmed as a result of a mistake or error in their care, we believe that they, their family or those who care for them, should receive an apology, be kept fully informed as to what has happened, have their questions answered and know what is being done in response. This is something that we call Being Open and we make a commitment to our patients to:

- Apologise for the harm caused;
- Explain, openly and honestly, what has gone wrong;
- Describe what we are doing in response to the mistake;
- Offer support and counselling services that might be able to help;
- Provide the name of a person to speak to;
- Give updates on the results of any investigation.

Infection Prevention and You

You are an important part of infection prevention



Speak up if you have any concerns



Keep cuts covered, do not touch dressings or invasive devices



Share important information with your health care provider



Follow preoperative advice and guidance



Take all medicines as prescribed, remember not to share them with anyone else



Avoid preventable infections by having your vaccinations



Remember Catch it, Bin it, Kill it

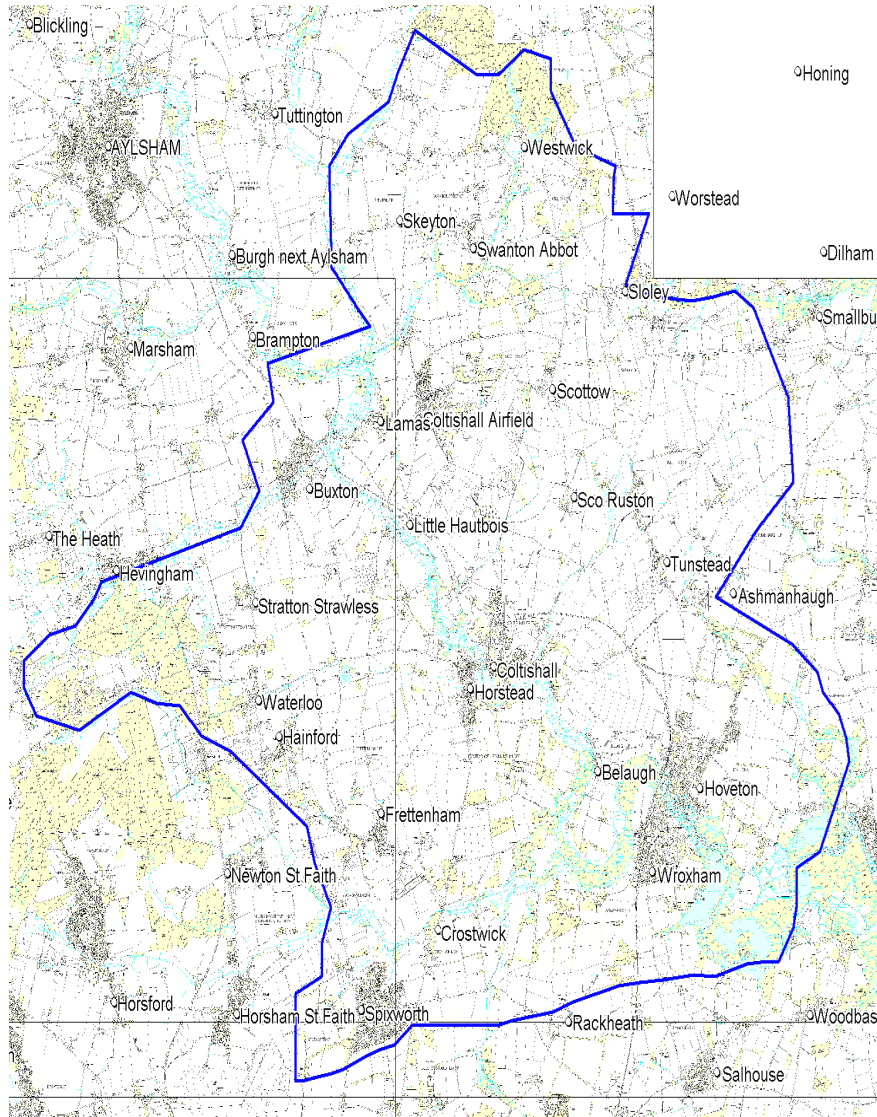


Clean your hands and remember its ok to ask others to wash theirs too

Think Infection Prevention

COLTISHALL MEDICAL PRACTICE

PRACTICE BOUNDARY



If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please contact the Practice Manager who will do her best to help.