

Dr L.C. Hunter and Partners



**The Hoveton & Wroxham Medical Centre
Stalham Road, Hoveton
Nr Norwich, Norfolk NR12 8DU**

**Telephone 01603 782155
www.h-wmc.co.uk**

Welcome

The Hoveton and Wroxham Medical Centre aims to provide good quality care for its patients. We offer services to over 8,300 permanent residents, and the many people that come to the central Broads area during the summer months. We are constantly looking at ways to improve our performance so that we offer the best service possible to our patients.

The practice is involved with teaching and we are linked with the University of East Anglia to provide education for doctors. We believe that the involvement of the practice in delivery of services and education improves the level of services to our patients. However, this may mean that the doctor you prefer to see is not always available.

Practice Area

Hoveton, Wroxham, Neatishead, Barton Turf, Horning, Irstead, Dilham, Soley, Ashmanhaugh, Tunstead, Smallburgh, Salhouse, Rackheath (see map of our area at the back of this booklet)

Outreach Surgeries

Rackheath	Newman Road Thursdays: 11.30am
Salhouse	Village Hall Mondays: 2.30pm
Horning	Village Hall Thursdays: 2.00pm

Patients with routine needs, are requested to be at the outreach surgery for the start time as the doctor will leave after seeing patients who have arrived. It is also helpful for those who are able to travel and attend the main surgery that they do so, because there are more effective medical facilities available to them there. There may be occasions when the outreach surgery cannot be offered but this will be notified in advance.



The Practice Doctors

Dr L C Hunter **MB BS DCH MRCGP** (Female)
Qualified London 1988

Dr V H Fowler **MB Bchir DRCOG MRCGP** (Female)
Qualified Cambridge 1989

Dr C A Singh **MB ChB DRCOG DCH MRCGP** (Female)
Qualified Leeds 1993

Dr M R Morley **MB BS DRCOG** (Male)
Qualified London 1995

Dr H Bindel **MSE(GER) MD(GER) DRCOG** (Male)
Qualified Griefswald 1996

Dr C Dervedde **MSE(GER) MRCGP** (Male)
Qualified Hamburg 1994

General Practitioner Training

As well as the partners, we regularly have locum doctors and registrars (GPs in training) working in the practice.

We have registrars here for six months at a time.

Medical students from the Norfolk & Norwich University Hospital will be joining us to do their training. Patients will be asked in advance if they would agree to a student being present during a consultation, but if not we will make other arrangements.

The Practice Nurses

Mrs A C Harston

Nurse Practitioner

Mrs V Newell

Nurse Practitioner

Ms C Mansfield

Nurse Practitioner

Mrs M Lodge

Practice Nurse

Mrs C Hands

Phlebotomist/Health Care Assistant

Practice Manager

Mr M J Hammond

Office Manager

Mrs J Rodda

Dispensary Manager

Mrs D Wade



Surgery hours

Monday - Friday

8.30am – 6.00pm

Consulting hours:

8.30am – 10.30am

11.00am – 12.00pm

3.00pm – 5.30pm

Registration of new patients

You will need to come into the practice and collect a 'new patient registration form' from our reception desk. If repeat medications are required then a nurse practitioner (NP) or doctor's appointment will be offered.



How to make an appointment

Please telephone reception **01603 782155**. The receptionist will ask you a few brief details to help them make the correct type of appointment. Routine appointments may be booked up to two weeks in advance.

Each day we also hold an 'urgent on the day' clinic between 11.00am and 12.00noon for new acute problems. A dedicated team of GPs and a NP (dependent on cover available) will see patients on a wait and see basis, we cannot guarantee you will see your registered GP. As this is not a walk in service you will need to telephone to make an appointment for this clinic before 11am.

Certain other appointments such as, INR blood tests, well women and the Long Term Management Clinic (LTMC), are available to be booked up to four weeks in advance.

LTMC recall appointments are pre-booked and sent out to patients as necessary. These are for patients who have ongoing conditions such as, asthma, diabetes, stroke and cardio vascular disease. Our LTMC appointments are for 20 minutes. It is essential that patients tell us in advance if they are unable to attend so the appointment can be offered to another patient.

Contacting the medical centre by telephone

If the reason for contacting the medical centre is not urgent, for example, blood test/x-ray results, would you please call after 11.00am. Monday mornings are extremely busy so if your call is not necessary for a Monday, we would advise you to ring on another day.

Please note: We will occasionally record telephone calls for the purposes of training.



Emergencies

Between the hours of 8.00am - 8.30am and 6.00pm – 6.30pm, emergency calls are covered by our Practice Duty Doctor.

Telephone: **01603-782155** or **01603-488488**.

Anglian Medical Care cover all other hours out of normal surgery times. If the medical centre is closed, a recorded message will tell you how to contact the doctor on call. You will then need to make a second telephone call.



How to request a home visit

If you are too ill to travel to the surgery, you can ask for a home visit. If possible please contact the surgery before 10.30am to arrange this. It would help us to plan our visits if you gave the receptionist details about your condition and the urgency of the problem.

Children who are ill can usually be brought to the surgery where they will be seen as soon as possible.



Dispensary

If you are registered with the practice and live more than one mile (as the crow flies) from the nearest pharmacy, you will be able to obtain any prescribed medication from the dispensary situated at the surgery. To obtain this service you will need to be registered with the practice. Please ask at reception or the dispensary for more information.

Our dispensary can be contacted via a direct line on **01603 777922**.

Please note: this line is for queries only and not for ordering repeat prescriptions. Please do not leave messages chasing prescription orders etc.

The dispensary is open: 08.30am – 6.00pm

The dispensary is closed every day between:
1.00pm – 2.00pm



Repeat prescriptions

If your doctor agrees, you may obtain repeat prescriptions without an appointment. Details of what you may have and how many times it can be repeated are kept on computer. Repeat prescriptions will only be issued for items that your doctor wants you to take or have regularly.

There are four ways to order a repeat prescription

- **Telephone** and leave a message on our prescription answer phone. The number is **01603 784768**.
- **Posting or bringing** the printed computer slip attached to your prescription to the medical centre. There is a postbox just inside the main entrance.
- **E-mail:** wroxham.prescriptions@nhs.net
- **Website:** www.h-wmc.co.uk

We have recently introduced an automatic reordering service for patients on four or less regular repeat items. This means prescriptions will automatically be generated every 28 days. Please ask the dispensary for more details.

If ordering by phone or email please include your full name, date of birth and details of the prescription required for example, names of the drugs not the item number as the list may change. Speak slowly and clearly. Please do not attach scanned repeat lists.

Please note: It is essential that our dispensary has two full working days from their receipt of your order, to prepare items for collection (this does not include bank holidays or weekends).

Due to regulations it may be necessary for our dispensary staff to ask for your identity when collecting prescriptions on behalf of a relative/neighbour. Please do not order drugs on your repeat list if you no longer need them.



How to obtain test results

You can ring the practice for your result, preferably after 11am on any weekday. Some tests may take longer than others because they have several parts to them and the results come from different places. If you do not ring and do not hear from the practice this means that you can expect the result to be negative. Results will **only** be given to the person who has had the test or to the parent or guardian if it is a child.

The practice will contact you if there are any changes needed to your medication or a medication/appointment with a doctor arranged.



Sick Certificates

If you are ill and away from work the following guidelines apply:

- For absences up to seven days inclusive of a weekend – you will need to complete a Self - Certification Form which can be obtained from your employer.
- For absences of seven days or longer – you will need to obtain a signed sick certificate from your doctor.

Please note: In special circumstances when a sick certificate is required from the doctor for the first seven days of sickness, it will be subject to a fee.



Services/clinics provided

The practice provides the following services:

- Maternity medical services
- Child health surveillance
- Minor surgery
- Family planning
- Dispensary

In the main surgery waiting area there is a dedicated 'do it yourself' blood pressure reading machine, which is available for all patients to use during our opening hours. We ask all patients using the machine to complete a health check form every year so we can make sure that medical notes are kept up to date. The health check form includes information like smoking status, height, weight, for example.

A practice newsletter is published approximately every 6 weeks and includes items of interest and guidance on various topics. We also have a website (www.h-wmc.co.uk) which we encourage patients to look at so they keep up to date with news items and changes.

We also have our own Patient Partnership Group who aim to meet on a quarterly basis. If you are interested in taking part ask at reception for details.

Practice nurses

- Women's health and contraceptive care
- Long term management clinics - recall clinics for patients with ongoing conditions such as asthma, diabetes, stroke, cardiovascular disease
- Men's health
- Cervical smears
- Preventative health care
- Removal of stitches
- Dressings
- Ear care
- Skin care (subject to current Norfolk PCT policy)
- Immunisations – childhood

Private fees

The NHS does not cover the cost of providing some forms, letters and some vaccinations, therefore we have to make a charge for these. The receptionist will tell you the charge when you make a request. We are now VAT registered (VAT REG NO: 879 0878 55) and some items will have VAT included.

Disabled access

Disabled parking bays are situated near to the main entrance and marked appropriately. The reception desk has a specially designed low level counter for wheelchair patients. All consultation rooms are accessible by wheelchair. Disabled toilet facilities are provided.

Travel immunisations

We have a dedicated travel clinic at the practice. This is provided by Marion Lodge our practice nurse, and overseen by Dr M R Morley. Both have attended courses run by the London School of Hygiene and Tropical Medicine. Between them they have experience in altitude and diving medicine as well as backpacking through more developing countries. They are able to provide pre-travel advice, advice regarding fitness to fly, advice on staying healthy whilst abroad and how to avoid major threats to health from the diseases that may be present where you are travelling.

We provide a full range of vaccinations and are an accredited Yellow Fever Vaccination Centre.

We strongly advise you to contact the practice and book an appointment well in advance of your travel dates. This will give us enough notice to book an appropriate appointment for you. Details are available via our website or reception.

Maternity Suite

The maternity suite at Hoveton & Wroxham Medical Centre is the base for midwives in the Broadland Team. The team cares for pregnant women, new mothers and babies from:

- Acle
- Brundall
- Ludham
- Stalham Staithe
- Birchwood
- Coltishall
- Paston
- Blofield
- Hoveton & Wroxham
- Stalham Green

The team provide antenatal classes which cover the following:

- labour and birth
- life with your new baby.
- feeding your new baby

On Tuesday mornings, the Maternity Care Assistant (MCA) holds a class on baby bathing and baby care at the maternity suite.

When there is a need, the team also provide antenatal classes for those who have had babies before but feel they need a refresher. If you would like to attend classes, please book well in advance by calling the Broadland Team on **01603 777928** (answerphone) and leave your name, due date and contact phone number.

Normally, midwives care and support mothers and babies for up to a maximum of 28 days. The care provided to new families is given in the home or at Hoveton Maternity Suite. Mothers and babies are discharged into the care of their surgery's health visitor between 10 and 28 days.

To book a clinic appointment or any classes, please phone the:

- Broadland Team on **01603 777928** (answerphone) and leave your name, a short message and your contact phone number.
- Other non-urgent messages for the Broadland team can also be left on this same number.

Please note: Messages may not be answered until the following working day.

Urgent advice or an emergency

If you wish to speak to a midwife urgently, please phone:

- Medicom on **01603 481222**
- In an **emergency** call 999.

Child health services

Our health visitor Liz Haines can be contacted at the practice on **01603-777880**. She usually works every Monday, Wednesday and Thursday.

Her clinics are held at:

- Salhouse on the last Thursday afternoon every month, 2.00-3.00pm
- Hoveton & Wroxham Medical Centre on the 1st and 3rd Wednesday of every month between 09.30am-11.00am.

She can give advice on health care, developmental concerns particularly for parents and children 0-5 years. She will run various other clinics and groups as necessary.

If Liz is not available, please contact Michelle Holgate health visitor at Stalham on **01692-582141**.

Immunisations are provided by the practice nurses.

Minor surgery service

After consultation with your doctor, a minor surgical procedure can be organised through our receptionists.

Counselling services

The practice has a counsellor who sees patients by referral only via an appointment with your doctor.

Other services provided

Dietician, Physiotherapy and Smoking Cessation Services.

The practice also has a private suite and offers osteopathy, physiotherapy, chiropody, reflexology, counselling and body psychotherapy, biodynamic massage.

Please ask at reception for more details or visit our website for up to date information.



Changes to personal details

Please let us know immediately if you change your:

- name
- address
- telephone/mobile phone number
- email address.

This information is very important for the surgery to have, particularly if we need to contact you in the case of an emergency. It is also important to make sure that your GP details are correct when attending for a hospital appointment, for example, your registered GP's name.



Confidentiality

All records are confidential and our aim is to keep them fully up to date. Computerisation of all medical records produces many benefits for preventative medicine and prescribing. Information held on computer systems could occasionally be used for research by authorised personnel only.

All computerised records are protected under the terms of the Data Protection Act 1998. If you would like additional information, or do not wish for your records to be used for research purposes, please advise our reception staff.

Practice Policy – We need your help too.

• **Mutual responsibility**

Routine access to a doctor of your choice and the availability of specialist health care at Hoveton & Wroxham Medical Practice is good. However, we cannot hope to give all patients the appointment they would like at all times. If you require an urgent appointment we cannot always arrange for you to see a doctor of your choice.

All doctors have to respond to emergencies from time to time so occasionally, your consultation may be delayed. In these cases, all patients will get the best from our service if they are understanding and thoughtful of the needs of other patients.

• **Your responsibilities**

We would like you to treat doctors and practice staff with the same level of respect that you expect from them. The doctors require the receptionists to gather information for reasons outlined in this leaflet, so please answer them as fully and clearly as possible. If you cannot keep an appointment, or if you change your address and telephone number don't forget to let us know.

Abusive behaviour

We understand that people can behave differently when worried, unwell or under stress, but we will not accept either verbal or physical abusive behaviour.

We have the right to remove any patient from our list whose behaviour, or the behaviour of their relatives, is unacceptable. In this situation we would normally issue a written statement explaining why this decision has been reached.



Complaints procedure

If you are unhappy about any aspect of your care, then we would like to hear about it. There is an in-house complaints procedure so if you have a problem, please contact the Practice Manager, Mike Hammond or the Office Manager, Mrs Jan Rodda. If preferred, there is a suggestion box on reception desk.

We are also keen to hear any positive comments you may have about the services received from the surgery. We look forward to enjoying a good working relationship with all of our patients and are committed to achieving this, we would like you to feel the same.

Access to notes and computer records

You have the right to see any notes in your file written after 1st November 1991. You are also entitled to see any data held on your file of the computer system under the terms of the Data Protection Act. The Practice Manager will be able to help you with such enquiries but you will need to put your request in writing and arrange an appointment to see him.

Health advice

If children have the following serious warning signs you need to get medical advice immediately

- Violet spots which don't fade when pressed.
- Fever greater than 40 degrees (centigrade).
- Breathing problems: gulping, gasping, wheezing, difficulty speaking or drinking.
- Pain on breathing in.
- Weakness, drowsiness or confusion.
- Child does not react to their surrounding or when spoken to.
- Child cannot sit up or bend the head forwards.

Healthy living

Heart disease and strokes are the most common cause of death in this country. The risk of these can be lowered by stopping smoking, taking regular exercise, losing weight and by eating a diet high in fibre and low in saturated fat.

Alcohol

Men should not drink more than 28 units of alcohol (14 pints of beer) per week. Women should not drink more than 21 units of alcohol (21 glasses of wine) per week.

Smoking

Smoking causes lung cancer, chronic bronchitis and emphysema, hardening of the arteries (arteriosclerosis), leading to gangrene and amputations, heart attacks and strokes. It also causes stomach ulcers and indigestion and makes you more prone to

sinusitis. It contributes to other forms of cancer, particularly of the womb and bladder. Smoking cessation appointments can be booked with us, ask our receptionists for details.

Exercise

The current recommendations are to take at least 20 minutes of exercise at least three times per week. Any exercise is better than none.

Blood pressure

Raised blood pressure increases the risk of heart disease and strokes and can cause other problems such as, kidney damage. There are no symptoms in most people, therefore it is advisable to check blood pressure routinely over the age of 30. You will be asked to see the doctor if your blood pressure is found to be raised during a routine check.

Self treatment

Back pain

More than 13 million working days are lost each year in the UK due to back pain. This is often brought on by awkward movement and more likely in those who are overweight or take little exercise. In most cases this will get better by itself with no treatment.

Only very occasionally is a trapped nerve involved, although the pain caused by acute muscle spasm (the most common) can be very severe indeed.

If the pain is intense, rest in bed for up to two days but avoid bed rest for longer spells because this will stiffen your muscles. Use a hot water bottle wrapped in a towel and ask your pharmacist for a muscle rub preparation. If attacks occur regularly, try to identify whether you have a habit of sitting or standing awkwardly. Try gentle exercise, yoga or swimming. Try to avoid being overweight. Do regular exercise to strengthen your stomach and back muscles.

Contact your doctor if:

- you have pain or numbness in one or both legs, and/or the pain goes on longer than a week
- the pain is severe on coughing, straining or sneezing.

Contact your doctor **immediately** if:

- your back problem is stopping you opening your bowels or passing water
- you have numbness around your bottom.

Burns

- Superficial – red, painful marks on burnt skin.
- Partial thickness – as above with blisters and very painful.
- Full thickness – white or charred skin and often numb.

Immediately apply large quantities of cold water to the burnt area for at least 20 minutes. Use a cold running tap, shower or cold bath to do this. Do not prick any blisters. Only if the skin is broken, cover with a first aid bandage. See the practice nurse if there is more than one blister, or if the area of redness spreads or becomes more painful.

Go to casualty if:

- you have blisters on your face
- there are any full thickness burns
- any burn is larger than the burnt person's hand size

Colds

Caused by a virus, a cold begins with feeling tired or irritable, followed by sniffing and a runny or blocked nose. After one or two days the nose begins to run with watery, clear fluid which soon becomes thick and green. A high temperature may occur, especially in children. The cold may spread to the ears, sinuses and throat, and ear infections can then result, especially in children. A frequent and annoying cough can start due to mucus running into the throat. There are more than 1,000 types of cold virus and immunisation is impossible.

There are no medicines against the viruses, however, it is possible to treat the symptoms. Ask your pharmacist for advice.

Colds usually last 5-10 days, though the cough may last longer. If there is no fever, you may go out of doors as usual.

- Use paracetamol for a temperature or achiness.
- Gargle soluble aspirin (over 16 years) for a sore throat.
- Cover the mouth and nose when you sneeze and wash hands regularly.
- In babies, nose drops of warm previously boiled water may help with feeding.
- Warm or hot drinks are soothing.

Contact your doctor if:

- you have a severe pain in the ears or on the face, upper teeth or behind the eyes
- you have a fever lasting more than three days
- you think that a child is in pain and hasn't been helped by paracetamol in the full recommended dose
- green/yellow mucus comes out of the nose for more than 10 days.

Contact your doctor **immediately** if:

- a baby refuses or cannot take feeds on two occasions.

Constipation

The best way to avoid constipation is to use a high fibre diet, drink plenty of fluids and exercise. It is recommended that your diet includes wholemeal bread, brown rice, green vegetables and fruit. You should also try to drink between 1.5 litres and 2.5 litres of water a day. You should contact your doctor if there is any blood when opening your bowels or there is alteration in the frequency/consistency of the stools.

Coughing

This is your body's way of cleaning air passages. Try sipping hot drinks with lemon. Don't smoke. Use extra pillows or with children, prop up the head of the mattress by four inches. Try inhaling steam over a bowl of hot water or for children, sit them in a steamy bathroom for five minutes.

Contact your doctor if:

- you cough up any blood
- breathing is painful
- a cough lasts more than two weeks
- you have a high temperature with the cough lasting more than five days (three days in children).

Contact your doctor **immediately** if:

- your breathing is very fast (panting) or you are having difficulty breathing.

Cystitis

Infection of the bladder is more common in women. You will feel the need to urinate often, with small volumes and a burning feeling. Sometimes the urine has a strong odour. Avoid cystitis by drinking plenty of fluids to keep the bladder rinsed clean. Pass water as soon as you feel the need, whenever possible. Try drinking lemon barley squash or cranberry juice or use potassium citrate mixture from the chemist.

Contact your doctor if:

- symptoms do not go away after one day
- there is blood in your urine. Bring a fresh sample of urine with you, urine bottles are available at reception. We cannot accept any samples in glass containers as we have no means of destroying them appropriately
- you have these symptoms when pregnant.

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and therefore cannot be treated directly. The symptoms can usually be eased by medicines available from the pharmacist. In very young children and babies, diarrhoea needs very careful attention as it can cause dehydration.

Symptoms: three or more liquid motions in one day, often with weakness, vomiting and a high temperature. Usually caused by viruses, but may be picked up from infected food. Diarrhoea can cause dehydration in babies. Avoid eating dairy products. It is not necessary to avoid solid food altogether. Use a proprietary oral rehydration solution (ORS), which is a mixture of salt and glucose available from the pharmacist. As the diarrhoea lessens, try gradually introducing a normal diet.

Contact your doctor if:

- diarrhoea goes on for longer than a week (adults) or two days (children)
- there is blood in the diarrhoea
- a baby is drowsy or lethargic or refuses fluids and/or is being sick all the time
- your baby has a high temperature.

Earache

If caused by a middle ear infection, earache occurs with a feeling of ear blockage and a temperature. Sometimes fluid runs out of the ear.

When the link between the ears and the throat becomes blocked due to swelling of its lining (often during a cold) the pressure drops behind the eardrum stretching the eardrum. Pain can then be intense and yellow discharge may run from the ear. Try raising the head a little higher in bed and use paracetamol, particularly just before bedtime.

Use steam inhalation or sip warm/hot drinks.

Generally, middle ear infection without discharge does not require antibiotics.

Contact your doctor if:

- a child still has earache after three days
- a child gets a runny ear
- the area surrounding the ear is painful
- a child's hearing seems poor for more than two weeks after an earache.

Contact your doctor **immediately** if:

- a child has a runny ear with a high fever
- a child becomes drowsy with earache.

High temperature

Normal body temperature is 37°C or 98.4°F. A raised temperature occurs with colds and flu. People with a temperature feel hot or cold, sweaty, or shivering and unwell. Children may be miserable, listless or flushed. Fever is a part of the body's fight against infection.

Drink plenty of fluids for example, water or weak squash and keep fresh air circulating. Paracetamol, ibuprofen or aspirin can be taken by adults. For children under 16, use paracetamol and/or ibuprofen. Ibuprofen and aspirin should be avoided if there is a history of asthma or stomach ulcers.

Contact your doctor if:

- the fever lasts for more than three days and there is no obvious cause
- the fever comes back after a few days of feeling normal

Contact your doctor **immediately** if:

- a child is confused, drowsy or being sick all the time
- the soft spot on your baby's head (fontanelle) is tight or bulging
- your baby moans when you lift its legs to change a nappy
- your baby has a fit
- your baby has a fever lasting two days or more
- the temperature exceeds 40°C or 104°F
- you cannot bend the head forwards.

Head lice (also known as nits)

These are small insects which live close to the scalp and lay tiny eggs less than 2mm long on the hair shafts. Lice cannot jump and are spread when the louse walks from one head to another. Outbreaks occur just as frequently on clean hair. The condition is harmless but may cause itching and poor sleep. Head lice do not spread other diseases.

Prevention

Avoid sharing hats, brushes and combs. Comb hair regularly with a fine-toothed comb. Watch carefully for nits and lice and treat the whole family if any are seen.

Treatment

Shampoo the hair every day. Using large amounts of an ordinary conditioner (this makes the hair slippery). Whilst the conditioner is on the hair, comb thoroughly with a nit comb so the adult lice will fall off. Repeat the process every day for two weeks. This should clear any infestation.

If the above fails, use the scalp lotion recommended by your chemist. Follow the instructions carefully. A single application is usually sufficient. Dead eggs will need to be combed out after the treatment is complete.

Headaches

Usually due to stress or tension, headaches may occur with any temperature including things like flu and colds. Occasionally these are due to sinusitis or tooth infections and very rarely (usually only in pregnant women), they may be due to raised blood pressure.

Stress/tension headaches

These are due to spasm of muscles in the scalp, neck and shoulders and usually feel like a tight band around the forehead.

Migraines

Occur in attacks and are often preceded by warning signs – flashing lights, disturbed vision, dizziness. Often affects only one side of the head. Usually throbbing and accompanied by sickness and vomiting. May be brought on by chocolate, cheese, tiredness, overwork or stress, heavy smoking or drinking, or menstruation.

There are now medicines which can stop a migraine attack. Try simple painkillers. Avoid smoking and make sure rooms are well ventilated. Get enough rest at night. Have your eyes checked if you have visual problems. Go to the dentist regularly if you have problems with your teeth.

Make sure your posture at work is not putting stress on your neck or shoulder muscles (check height of chair at work is comfortable).

Contact your doctor if:

- you suspect migraines
- a headache lasts more than five days and is worsening
- a pain in the forehead persists after you have had a cold.

Contact your doctor **immediately** if:

- you have a bad headache which has come on suddenly with no apparent cause
- you have a bad headache with a stiff neck and no apparent cause
- you have a headache following a blow to the head.

Insect bites and stings

Insect bites and stings can be painful but they are not usually serious, even in children. It is extremely rare for them to become infected and this would only happen after several days. Most can be treated with simple remedies without needing the attention of a doctor.

Apply a cold compress to insect bites and stings. Suck on an ice cube or sip cold water if you are stung in the mouth and seek **medical attention immediately**.

Remove bee stings with tweezers by gripping the base of the sting nearest to the skin to avoid squeezing the poison sac. Wasps do not leave a sting.

Self help

1. Have you taken any anti-histamine tablets?

Anti-histamine tablets are available over the counter in a once daily treatment and should not cause drowsiness. This will help with irritation and swelling.

2. An application of generic **hydrocortisone cream** will help irritation. This is also available over the counter.

Minor cuts and grazes

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

Moles

Everyone has some moles which may be present at birth or appear later in life. It is normal for some moles to change slowly or increase gradually in size.

Contact your doctor if you notice any of the following danger signals:

- mole changes colour
- mole enlarges rapidly
- mole becomes thicker
- mole itches
- mole bleeds easily.

Nosebleeds

Sit in a chair, lean forward with your mouth open and pinch your nose just below the bone for at least 10 minutes, by which time the bleeding should have stopped. You can also apply an icepack over the bridge of the nose or the forehead. If symptoms persist, consult your doctor.

Rashes

Rashes occur for all sorts of reasons, many of them not at all serious. They are part of the body's reaction to illness or other factors. Some rashes appear as an illness in getting better.

Consult the doctor if the person seems unwell or develops a fever as the rash appears.

Consult the doctor **immediately** if:

- the person or child is very unwell with vomiting or a headache
- the rash consists of purplish spots which do not fade if pressed.

Sprains

These happen when too much force is applied across a joint and the fibrous ligaments holding it together are partly torn. Muscles acting across the joint may also be partially torn and bruised. The pain is usually worse a few days after the accident and settles over several weeks.

Prevention

Try to stay in shape and avoid being overweight. Stretch and warm up before exercise

Treatment

Apply a cold compress such as frozen peas wrapped in a damp cloth. Wrap an elastic bandage around the affected joint and lift it above the level of your heart. Massage the bruised muscles gently from time to time to relieve painful spasm. Use aspirin or ibuprofen to reduce inflammation.

Consult the doctor if:

- a joint is still very stiff and painful after five days.

Consult the doctor **immediately** if:

- you cannot put any weight on the sprained joint after a few minutes, or the joint swells up straight away.

Verrucas and Warts

These may not be treated at all unless painful. Treatment is with wart paint or ointment which is available from the chemist, and requires daily treatment for a period of up to six months. Treatment of warts and verrucas is itself usually painful. Persistent warts and verrucas can be treated by cryotherapy (freezing).

Gastroenteritis

Symptoms are often diarrhoea, sickness and stomach ache. Large quantities of water, orange juice or thin soup should be taken to avoid the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies, six hours.

Sunburn

Treat as for other burns with cold water to remove 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. Always use a sun block.

Stomach ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often help to relieve the symptoms. If the pain lasts longer than eight hours or increases in intensity you should consult a doctor.

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next 3 or 4 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, and cool baths may also help. The most infectious period is from two to three days before the rash appears and up to five days after this date. Children may return to school as soon as the last crusts have dropped off.

German measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across, and will not itch. No other symptoms are usually present apart from the occasional aching of joints. It is infectious from two days before the rash appears, until the rash disappears in about 4 to 5 days from that date. The only danger is to unborn babies therefore it is important that people you have been in contact with are informed so that anyone who may be pregnant can get in touch with their doctor.

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 8 to 10 days after that date.

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 to three days before the swelling appears until 8 to 10 days after that date. If the pain is severe you should consult your doctor.

What to do in time of bereavement

If the death happens at home

- Telephone the doctor who will visit to confirm death.
- Contact a funeral director.*

If death happens in hospital

- Contact a funeral director to inform them of the death.*
- Collect the doctor's death certificate from the hospital.
- Take the certificate to the registrar's for the area in which the death took place. Also take the deceased's medical card if available, and birth certificate. An appointment will need to be made in advance.
- Take the green form to the funeral director who will take over all responsibility for arranging the funeral.

* as a practice we will not recommend a particular funeral director

Doctor's Qualifications

MBBS (Bachelor of Medicine, Bachelor of Surgery)

Awarded by the University (of London) after a five year course of study involving two years' pure science and three years' clinical experience. Indicates a satisfactory understanding of anatomy, biochemistry, physiology, pharmacology, sociology, psychology, medical statistics, pathology, medicine, surgery, obstetrics and gynaecology, psychiatry and therapeutics, sufficient to practise as a doctor. A further year of supervised work must be undertaken before a doctor can be fully registered with the General Medical Council.

MRCs LRCP (Member of the Royal College of Surgeons, Licentiate of the Royal College of Physicians)

Awarded by the joint board of both Royal Colleges. Involves a course of study and examinations similar in scope to the MBBS degree, but rather harder to obtain. Often taken by overseas graduates.

MRCP (Membership of the Royal College of Physicians)

Awarded by the College to qualified doctors who have worked for three years or more in hospital medicine. It indicates a level of knowledge in general medicine which is appropriate to a hospital specialist, determined by written, oral and clinical examinations.

MRCGP (Membership of the Royal College of General Practitioners)

Awarded by the College to qualified doctors who have worked for at least three years after registration, at least one year of which must be in General Practice. It indicates a level of understanding, appropriate to a general practitioner, of the whole range of subjects likely to be encountered in general practice. It is determined by written and oral examinations.

BSc (Bachelor of Science)

Awarded by the University (of London) after a three year course of study. Indicates a satisfactory level of understanding in a pure science subject for the award of an honours degree.

DRCOG (Diploma of the Royal College of Obstetrics and Gynaecology)

Awarded by the Royal College to qualified doctors who have worked in a hospital obstetrics/gynaecology unit for at least six months and who have demonstrated an understanding of the subject, appropriate to a general practitioner, by written and clinical examination.

DFFP (Diploma of the Faculty of Family Planning)

Awarded by the Faculty of Family Planning and Reproductive Healthcare, part of the Royal College of Obstetricians and Gynaecologists.

DCH (Diploma of Child Health)

Awarded by the Royal College of Physicians to qualified doctors who have worked for at least one year in hospital and community children's medicine and who have demonstrated an understanding of the subject, appropriate to a general practitioner, by written and clinical examination.

DGM (Diploma of Geriatric Medicine)

Awarded by the Royal College of Physicians to qualified doctors who have worked for at least six months in the care of the elderly and who have demonstrated an understanding of the subject, appropriate to a general practitioner, by written and clinical examination.

AFOM (Associate of the Faculty of Occupational Medicine)

Awarded by the Faculty of Occupational Medicine, concerned with work-related health issues.

Nurse/Nurse Practitioner Qualifications

BSc Hons	Bachelor of Science – Autonomous Practice
RGN	Registered General Nurse
SCM	State Certified Midwife
Dip FP	Diploma in Family Planning
Dip COPD	Diploma in Pulmonary Care
Nurse Prescribing	All three of our Nurse Practitioners are qualified in Nurse Prescribing

Primary Care Trust information

This practice is part of Norfolk Primary Care Trust (PCT).

You can contact them at:

Lakeside 400,
Old Chapel Way,
Broadland Business Park,
Thorpe St Andrew,
NR7 0WG

Telephone: **01603 257000**

Patient Advice Liaison Service (PALS)

If you have concerns, suggestions or queries relating to your care or need information about local health services, you can contact the:

Norfolk Patient Advice and Liaison Service (PALS)
(see above for address)

Telephone: **0800 587 4132** (this is a free phone number)

Email: pals@norfolk-pct.nhs.uk

PALS is a confidential service, which can be contacted between 9am - 5pm, Monday to Friday.



Useful contacts & telephone numbers

NHS Direct	0845 4647
Norfolk County Council (Social Services)	0844 800 8014
Textphone	0844 800 8011
Emergency Dental Services only available weekends: 5pm Friday – 9am Monday and Bank Holidays	01603 419800
Samaritans	01603 611311
Norfolk & Norwich Hospital	01603 286286
Queen Elizabeth Hospital	01553 613613
James Paget Hospital	01493 452452
PCT Community Hospitals:	
• Kelling	01603 713333
• St Michaels	01263 732341
• Benjamin Court	01263 511856
• Cranmer House	01328 862734
• Wells	01328 710218
• North Walsham	01692 500560
Norfolk Carers Helpline (Mon-Fri, 8am-8pm)	0808 808 9876
Registrar of Births Deaths & Marriages:	
• Wroxham	01603 767600
• Hoveton	01692 403075



Useful Websites

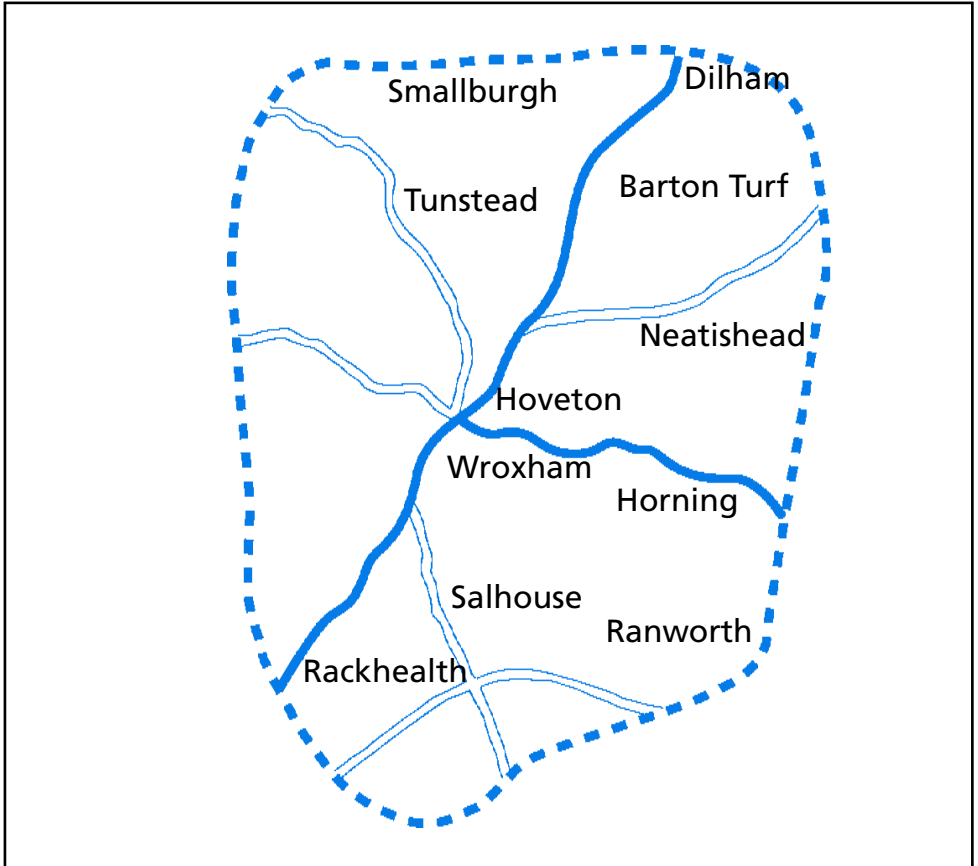
- HERON – www.heron.nhs.uk
Health Information for Norfolk. Database of self-help groups and statutory and voluntary agencies. Also includes patient information about a wide range of diseases and conditions in various languages and formats.
- NHS Direct – www.nhsdirect.uk
Provides high quality health advice and information.
- NHS UK – www.nhs.uk
Provides information about the NHS and connects you to local GPs, Dentists, Pharmacist & Opticians.
- Norfolk PCT – www.norfolk-pct.nhs.uk
Provides information about Norfolk Primary Care Trust.

The School Nursing Service

Provides screening for growth, vision and hearing, health interviews, immunisation programmes, support for families with special needs and behavioural problems and advice for children with bedwetting or soiling. They also support schools with health promotion/education programmes.

They can be contacted at St Michael's Hospital, Aylsham on telephone number 01263 732341 ext 352.

Practice area map



If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please contact the Intran manager, Norfolk PCT who will do their best to help.

