

## **Wickham Park Surgery**

[www.wickhamparksurgery.org](http://www.wickhamparksurgery.org)

2 Manor Road, West Wickham, BR4 9PS Tel: 0208 777 1293 Fax: 0208 776 1977

Email: [broccg.WickhamParkSurgery@nhs.net](mailto:broccg.WickhamParkSurgery@nhs.net)



Dr Donya Young MB BS, MRCGP, DRCOG, DFFP

Dr Adelaja Mustapha MB BS, MRCOG, MRCGP, DFFP

Dr Chinyere Ekhaton MB BS MRCGP

Dr Annika Singh MB BS MRCS MRCGP

Dr Matthew Young MB BS MRCGP MA

**The practice is open daily Monday to Friday**

**8.00am to 6.30pm**

**6.30pm – 8.00pm Tuesday**

**07:15am – 6:30pm Fridays**

For emergency medical help  
when the surgery is closed telephone

**111**

## **PRACTICE PERSONNEL Clinical Team**

### **Dr Donya Young**

Qualified at King's College Hospital, London in 1985. Worked at local hospitals before joining the practice in 1989. She is a member of the Local Medical Committee and a GP Governor at Bromley Healthcare the local community social enterprise organisation. She is married with two children.

### **Dr Adelaja Mustapha**

Trained at University of Ibadan and qualified in 1986. Worked as an Obstetrician in Cornwall, London and Wales before coming into general practice in 2001.

Worked in a group practice in Conwy, Wales before joining this practice in 2002. He is married with three children.

### **Dr Matthew Young**

Trained at Westminster Medical School and qualified in 1986. He trained as a GP in Swanley and Orpington and worked at local hospitals including Croydon University Hospital and Queen Mary's Sidcup. He is additionally qualified in the management of substance misuse and works part time in the surgery and part time at the Maudsley Hospital.

### **Dr Chi-Chi Ekhaton**

Trained at St Georges Medical School, London and graduated in 2002. Has maintained her links with St Georges as a GP tutor and Examiner for medical students, teaching communication skills courses such as 'Breaking bad news', 'Presentation skills' and 'Resolving conflict'. Joined the Practice in December 2013 works one day a week. Her main clinical interests are Child Health and Medical Education.

She is married with "two energetic, adorable boys" who keep her busy during the rest of the week! In her spare time she works with a charitable organisation called Ascension Trust as a board member/director. She loves travelling and has been involved in several overseas charitable works in countries such as Uganda, Ghana, Antigua, India and Nigeria. She hopes to expand this list!

### **Dr Annika Singh**

Dr Annika Singh qualified from King's College London and prior to becoming a GP worked as a general surgeon in London, Bristol and Queen Victoria Hospital East Grinstead. She has interests in diabetes, maternal mental health, sexual health and minor surgery. She also works in urgent care and is a mother to two young children.

### **Dr Ruth Tinson**

## **Practice Nurses & Health Care Assistants**

### **June Rees RGN, ENB & Patricia Reid RGN ENB**

June and Patricia provide specialist clinics in, Asthma, Diabetes, Heart disease and a Travel clinic providing advice & vaccinations. They also monitor chronic diseases, child immunisations and cervical smears.

**Vanessa Torres** is our Health Care Assistant and conducts new patient registration checks, NHS health checks and runs smoking cessation clinics as well as assisting the Practice Nurses with routine nursing duties blood pressure and weight monitoring.

## **Practice Manager**

Craig Stanley manages the administration and smooth running of the Practice. He is available to deal with any queries or complaints you may have. Should you wish to make a formal complaint, please follow the procedure as laid out on the Practice website, or ask a member of staff.

## **Receptionists**

The practice has six receptionists; Carolyn, Amanda, Stephanie, Gillian, Tidkida and Annette who deal with appointments, repeat prescriptions and any queries you may have.

## **Administrative Staff**

Secretary: Wendy

Coder: Sally

## **Visiting Health Professionals**

### **Midwife**

Our midwife attends the Antenatal Clinic on alternate Fridays and provides care throughout pregnancy.

## **District Nurses & Community Healthcare**

Our district nurses are from Bromley Healthcare and work in teams attached to the surgery and will visit your home if required.

Community Matron: Jan Pasfield;

Physiotherapist: Samantha Thom;

Occupational Therapist: Carla Jefferson;

District Nurses: Claire O'Reilly; Debbie Williams; Sam Williamson

They can be contacted through the surgery or directly at their base.

Phone: **020 8462 9696** Fax: **020 8315 4879**

## **Health Visitors**

A Health Visitor is a specially trained nurse who provides care and specialist advice for mothers and their children up to the age of five. Your health visiting service is dependent on whether you live in Bromley or Croydon. They can be contacted through the surgery or directly at their base.

**Croydon: 020 8651 5122**

**Bromley: 020 8315 4867**

## Counsellor

The practice has a visiting counsellor, Suzan Flannery. She can be contacted through the surgery.

Support with depression, anxiety and low mood can also be obtained by self-referral to the Improving Access to Psychological Therapies service (IAPT).

Bromley 0300 003 3000

Croydon 020 3228 4040

If you are experiencing a crisis or need support:

- Call your GP or dial 111
- Call The Samaritans on 08457 90 90 90 (24 hours, 7 days a week, 365 days a year) or 01689 833000 (11am to 9pm)
- Call the Bromley Mental Health Crisis Team on 0800 458 2788 if you are known to the team and have a care co-ordinator
- Go to the Accident and Emergency (A&E) department at your nearest hospital.

Emergency advice is also available by contacting:

National 24hr Domestic Violence Helpline **0808 2000 247**

Bromley Domestic Violence One-Stop Shop **020 8284 8870**

Bromley Samaritans **01689 833000**

Bromley Women's Aid **020 8313 9303**

Women & Girls Network Advice Service **0808 801 0660**

## Teaching/Training

We are a training practice and medical students and nursing students attend the practice from time to time. We hope that you will co-operate with us and help the students to learn about general practice. However, you will be informed of their presence in advance, and if you do not want them to be present at a consultation, your wishes will be respected. This will not affect your treatment in any way.

## HOW TO SEE YOUR DOCTOR

### Booking an appointment

You may consult any of the doctors. Appointments can be made by calling in at the surgery or telephoning the receptionist on **020 8777 1293**. Emergencies will be seen the same day. Online appointment booking is available. To use this service you will need to register at reception. You will be issued a unique PIN number and surgery code, with these you can log onto [www.wickhamparksurgery.org](http://www.wickhamparksurgery.org) or [www.patient.co.uk](http://www.patient.co.uk) to book or cancel an appointment.

### Home Visits

If your illness prevents you from attending the surgery, a home visit can be arranged by telephoning the surgery before 10.30am. Urgent calls will be referred to the duty doctor. You may be advised that the doctor will telephone you to discuss your need for a home visit. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the practice.

### Between surgeries

If you require urgent medical attention or advice between 8am and 6.30pm a Receptionist will either:

- Arrange for you to speak to a doctor or nurse
- Invite you to attend the surgery to be seen by a doctor
- Arrange a home visit if you are too ill to attend the surgery

### Repeat Prescriptions

The practice has a computerised repeat prescription system. With the doctors agreement you may obtain repeat medication by handing in a request slip for collection of prescriptions 48 hours later (excluding weekends and bank holidays), by sending a written request enclosing an SAE, or requests can be faxed or emailed. You can also register for a pin number and password that allow you to request your prescription directly online.

We also offer electronic prescribing by whereby you can request your repeat medication by from your pharmacy and collect your items directly from them. We also offer Pharmacy2U electronic prescribing. They will request your repeat medication on your behalf and deliver it to your home or workplace by Royal Mail. Please ask at reception for further details.

**Please note we are unable to accept requests for repeat prescriptions over the phone** unless it has been agreed with the doctors.

## Investigation Results

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate until that person has given prior permission for the release of the results or they are not capable of understanding the results.

If you have registered your current mobile phone number with us you will receive a text if we need to discuss a result with you. You can telephone reception and book a call-back telephone consultation about your results. Where possible the doctors endeavour to give results personally.

<b>Dr D Young</b>	8.30 - 11.30am	Tues, Thurs & Fri
	4.00 - 6.00pm	Tuesday & Thursday
	4.00 - 6.00pm	Alternate Fridays
<b>Dr Mustapha</b>	9.00 - 11.30am	Mon, Tues, Wed & Fri
	1.30 - 3.30pm	Monday
	4.00 - 6.00pm	Tues, Wed & Alt. Fri
<b>Dr M Young</b>	8.30 – 11.00am	Tues & Thursday
<b>Dr C Ehkator</b>	10 – 12.00noon	Friday
	4.00 – 6.00pm	Friday
<b>Dr A Singh</b>	8.30 – 11.00am	Mon & Wed
	4.00- 6.00pm	Mon
<b>Dr Tinson</b>	8.40-11.30am	Mon
	4.00- 6.00pm	Mon
<b>Nurses</b>	9.00- 12.00noon	Mon
	9.00 12noon & 4.00- 8.00pm	Tues
	9.00- 1.00pm & 4.00- 6.00pm	Wed
	9.00- 12.00noon	Thurs
	9.00- 1.00pm	Fri
<b>Health Care Assistant</b>	12.00- 6.00pm	Thursday
	12.00 – 5.00pm	Wednesday & Friday
<b>Extended Hours Doctors &amp; Nurse</b>	6:30 - 8.00pm	Tuesday
	7:15 – 8:30am	Friday

Our standard consultations are 10 minutes long. If you feel you have a lot to discuss with the doctor and need more time, please ask for a double appointment. Urgent slots are available every day of the week. If you need an urgent appointment you will be seen as soon as possible on that day. Please help the receptionists by telling them whether or not your problem is urgent.

**ALL** patients will be given the right to a same day assessment if clinically indicated.

**ALL** patients being referred to hospital will be given the right to choose their hospital.

### Clinics available at the practice – by appointment

Antenatal Clinic

Diabetic Clinic

Long term conditions

Asthma & COPD

Counsellor

Rheumatoid arthritis

Learning difficulty

Minor Surgery

## Sickness Certificates

The doctors can provide a doctor's sick note for patients they have seen, who are off work for a week or more. You do not need a sickness certificate if you are off work for three days. After that, your employer should provide you with the form for "Self Certification" of sickness. **Please do not ask for sickness certificates for less than one week, unless your employer is prepared to pay a fee.**

## Patient Access

At present you can access your personal medical records to view medication, allergies, adverse reactions and immunisations. Please register at reception if you wish to do this. You will need to attend in person with a photo ID for this service. It is not currently available to patients under 18 at present because of IT problems. It is intended that eventually you will be able to view your entire medical record.

## Primary Medical Services

All Practice services are displayed on the Practice website at: [www.wickhamparksurgery.org](http://www.wickhamparksurgery.org)

## When the surgery is closed

If medical assistance is required between the hours of 6.30pm and 8.00am, call operators at **111** will assess your needs and direct you to appropriate help.

Or phone the surgery on **020 8777 1293** where a recorded message will inform you of the number to contact.

## IN SERIOUS EMERGENCIES DIAL 999 FOR AN AMBULANCE

### Urgent Care Centres

Princess Royal University Hospital, Farnborough Common: **01689 863000**

Parkway Health Centre, Parkway, New Addington **01689 808810**

Edridge Road Walk-In Centre, 2 Edridge Road, Croydon: **020 3040 0800**

**Minor Injuries Units** - for patients with less serious injuries, such as sprains, cuts and grazes. The waiting times are usually much shorter than those in A&E. You do not need an appointment to visit a Minor Injuries Unit. Locally these are located at: Beckenham Beacon & Parkway Health Centre

### Accident & Emergency Departments

Princess Royal University Hospital, Farnborough

Telephone: **01689 863000**

Croydon University Hospital, Croydon

Telephone: **020 8401 3000**

For specialist children's emergencies: University Hospital, Lewisham

Telephone: **020 8333 3000**

For Eye emergencies: Queen Mary's Hospital, Sidcup

Telephone: **020 8302 2678**

## **Urgent Dental Services**

For pain relief, minor dental trauma and bleeding following extraction. For help finding your nearest dentist call **020 8776 3830** or text **SMILE to 64746** for out of hours emergencies call **020 8776 3685**

## **Pharmacist** (find your local 24hrs pharmacist at [www.nhs.uk](http://www.nhs.uk))

As well as dispensing prescriptions, your pharmacist can provide you with advice about a range of common conditions such as aches, colds, skin conditions, allergies and rashes. Free emergency contraception for under 25 year olds is available at some local pharmacies. If you text PHARMACY to 64746 you will receive three free texts with details of your nearest pharmacy

## **Disabled Access**

Our clinical services together with patient toilet facilities are located on the ground floor and accessible to wheelchair users however, users of very large wheelchairs may require special provision. There is a loop hearing facility available on request for patients who are hard of hearing.

We hope to be able to move to purpose built accommodation in the near future to enable us to provide better facilities for disabled patients.

## **Violent & Abusive Patients**

All members of our team have the right to carry out their work without threat of violence. Like the rest of the NHS, we operate 'zero tolerance' and will remove from the list any patient who is physically or verbally abusive or threatening towards any team member or other patients. The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures. All instances of actual physical abuse on any doctor or member of staff, by a patient or their relatives will be reported to the police as an assault. We treat all our patients with respect, we expect the same.

## **Confidentiality**

In the NHS we aim to provide you with the highest quality healthcare. To do this we must keep records about you, your health and the care we have provided or plan to provide for you. The records may be stored in paper form or electronically and everyone working for the NHS has a duty to keep your information confidential and secure. The practice complies with the Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get other services e.g. from social work department. This requires your consent
- When we have a duty to others e.g. in child protection cases

Anonymised patient information will also be used at local and national level to help the Clinical Commissioning Group, NHS England and the Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know. Your exemption can be logged on the practice database.



## Access to patient information

Your medical records are confidential. You have the right to access them in accordance with the "Access to Records Act 1990." To do this you will need to give your signed consent to disclose information to third parties. The only exceptions are the provision of information when making a referral to another doctor or disclosure required by statute.

## Comments & Complaints

The practice has a complaints procedure. This does not deal with matters of legal liability or compensation. It does not affect your right to make a formal complaint. Any comment or complaint should be addressed to our Practice Manager Mr Craig Stanley who will ensure that it is investigated thoroughly and speedily.

If you remain dissatisfied and cannot be resolved locally with the practice you can contact NHS England using the details below.

**NHS England**

**PO Box 16738**

**Redditch**

**B97 9PT**

**Tel: 0300 311 22 33 email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)**

## Registering with the Practice

If you live within our catchment you may register (see diagram on page 11) with the practice. When registering patients aged 18 or over you will be asked for photo ID and proof of address i.e. utility bill dated within 3 months excluding mobile statements, patients aged 0 to 17 years are asked for proof of identity such as a birth certificate or passport, all patients are to complete a registration form and a new patient questionnaire for each patient registering with the practice to allow us to provide care whilst your notes are being transferred from your previous surgery.

Both of these forms can be downloaded from NHS Choices ([www.NHS.uk](http://www.NHS.uk)) or the practice website. If you move out of the area you will need to register with a new practice as soon as you move. We can provide information about how to find a new practice.

When registering patients the practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability of medical condition. ***An interpreter system is available on request.***

## Named GP

From the 1st of April 2015, all practices are required under the terms of the latest GP contract to allocate patients a named accountable GP.

This is purely an administrative exercise in order that patients can have a named responsible GP should they require them.

For convenience your named accountable GP will be the named doctor you are registered with.

Your accountable GP will be the one named on your NHS card. If you wish to be told the name of your accountable GP, please ask the receptionists when you are next in the surgery. Please try not to telephone us for this information.

If you have repeat prescriptions your named GP will be printed on your repeat card.

Having a named GP does not prevent you seeing any other doctor in the practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

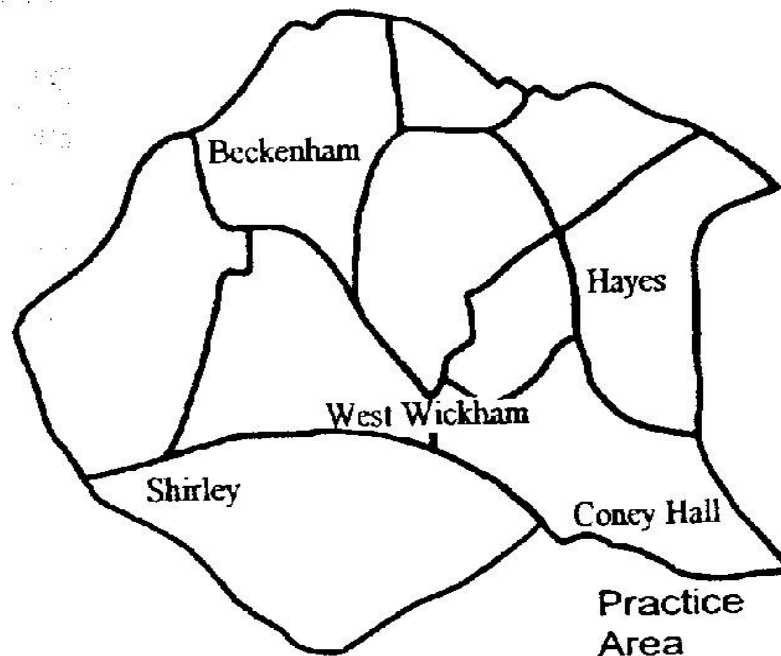
## Preference of Practitioner

You and Your Doctor – Patients are registered with the practice, not an individual GP. For administrative reasons your medical card will be issued in the name of one of the doctors; however, you can at any time express a preference for a particular doctor, for either all of your medical needs or on a case-by-case basis. This preference will be recorded in your medical notes and we will do our best to respect your choice. However, not all the doctors in the practice provide all services and specific doctors may not be immediately available.

## Primary Medical Services

Details of Primary Medical services may be obtained from:  
NHS Bromley Clinical Commissioning Group  
Beckenham Beacon  
379-397 Croydon Road  
Beckenham BR3 3QL  
Tel: **01689 866544**

### Practice Area



## **Exercise**

The Department of Health recommendation for adults is at least 30 minutes of physical activity on five or more days of the week. This physical activity should be of moderate intensity – similar to brisk walking. Activity can be taken in bouts of 10 to 15 minutes, allowing for accumulation of activity throughout the day.

The expert recommendation for young people is that all young people should participate in physical activity of at least moderate intensity for one hour per day. This hour can be made up from a variety of activities across the day, including organised sport, play, walking or cycling to school, physical education or planned exercise.

## **Active Lifestyles**

People with specific health needs can request specific exercise 'prescriptions' from the doctors or nurses and from fitness professionals.

## **Diet**

Cancer and coronary heart disease account for 60% of all early deaths. A key feature of the Government's prevention strategy to reduce early deaths from these diseases is action to improve diet and nutrition. Current recommendations are that everyone should eat at least 5 portions of a variety fruit and vegetables each day, to reduce the risks of cancer and coronary heart disease and many other chronic diseases. Fresh, frozen, chilled, canned, 100% juice, and dried fruit and vegetables all count.

One portion of fruit is, for example, half a large grapefruit, or a slice of melon, or 2 satsumas. One portion of vegetables is, for example, 3 tablespoonful's of cooked carrots or peas or sweetcorn, or 1 cereal bowl of mixed salad. Because they are considered a 'starchy' food, potatoes don't count towards your 5 a day. To get the maximum benefits, you need to eat different types of fruit and vegetables.

## **Alcohol**

Alcohol is something to be enjoyed and most of the time, drinking doesn't cause any problems. But drinking too much or at the wrong time can be harmful.

The Department of Health advises that men should not drink more than 3 - 4 units of alcohol per day, and women should drink no more than 2 - 3 units of alcohol per day. Women who are pregnant or who are trying to get pregnant should drink no more than 1 - 2 units of alcohol per week. These daily benchmarks apply whether you drink every day, once or twice a week, or occasionally.

The list below shows the number of units of alcohol in common drinks:- ? A pint of ordinary strength lager (Carling Black Label, Fosters) - 2 units

- A pint of strong lager (Stella Artois, Kronenbourg 1664) - 3 units
- A pint of bitter (John Smith's, Boddingtons) - 2 units
- A pint of ordinary strength cider (Dry Blackthorn, Strongbow) - 2 units
- A 175ml glass of red or white wine - around 2 units
- A pub measure of spirits - 1 unit
- An alcopop (e.g. Smirnoff Ice, Bacardi Breezer, WKD, Reef) - around 1.5 units

If you are concerned about your own or someone else's drinking, you can seek help from your GP, by calling Drinkline, a free and confidential telephone helpline on **0800 917 8282** or by contacting Bromley Drug and Alcohol Service 35 London Road, Bromley, Kent, BR1 1DG  
Drop in: Mon, Wed, Fri, 9am-5pm  
Tue, Thurs, 9am-8pm or phone **020 8289 1999**

## Drugs

"Frank" allows young people and parents to access information and advice on substance misuse. It focuses primarily on heroin, cocaine and ecstasy. Frank also has a website called Talk to Frank to provide information on drugs <http://www.talktofrank.com> as well as a local service finder and email answers to frequently asked questions. Helpline: **0800 77 66 00**

Local resources include:

Bromley CDP **0208 289 1999**

Bromley Drug and Alcohol Service phone **020 8289 1999**

Drop in: Mon, Wed, Fri, 9am-5pm Tue, Thurs, 9am-8pm

## Carers

Carers Bromley provide advice, information and emotional support for carers. They can also help people to take a break from their caring role.

The Young Carers Project provides specialist support for children of 18 and under whose lives are affected by a family member's long-term illness or disability.

Telephone: **01689 898289**

Free Carers Helpline: **0800 015 7700**

Website: [www.carersbromley.org.uk](http://www.carersbromley.org.uk)

## Bromley : Walk for Life

Weekly Health Walks are situated at various locations across the borough and usually start from central points such as community centres, clinics or GP surgeries. The walks are led by a trained, volunteer leader. No need to book just turn up. New faces are welcome.

Kelsey Park - Thursdays 10 am outside Kelsey Park cafe by the Friends of Kelsey Park notice board

Jubilee Park Petts Wood - Friday 2.00pm - meet at Tent Peg Lane, Crest View Drive, Petts Wood

Bromley Church Gardens - Saturday 10.30am - meeting point is outside Bromley Central Library

## Disability Sports

**The British Disabled Fencing Association BDFA**

32 Devonshire Way Surrey, Croydon, CR0 8BR

**Deaf Active Table Tennis Club**

Azelia Hall, 258 Croydon Road Kent, Beckenham, BR3 4DA

**Cycling for All [Disabled / Special Needs]**

Croydon Sports Arena, Albert Road, South Norwood, London, SE25 4QL Tel: 0207 346 8482

**Mini Track Stars**

Norman Park Athletics Track, Hayes Lane Kent, Bromley, BR2 9EF Tel: 020 8462 5134

### **Geoffrey Harris House**

Coombe Road Surrey, Croydon, CR0 5RD Tel: 0208 760604 **The Spa at Beckenham**

24, Beckenham Road, Beckenham, BR3 4PF Tel: 020 8650 0233

### **Bromley Mencap**

Rutland House, 44 Masons Hill Kent, Bromley, BR2 9JG Tel: 020 8466 0790

### **Active Minds Badminton Club**

South Croydon Sports Club, Beech Copse/Birdhurst Rise Surrey, South Croydon, CR2 7EZ Tel: 020 8253 8205

### **Magpie Dance Youth Group [Disabled / Special Needs]**

United Reform Church, 20 Widmore Road, Bromley, Kent, BR1 1RY Tel: 020 8290 6633

## **Health Screening**

If you are aged between 16 and 75 yrs and have not been seen by a doctor in the last 3 years, you are entitled to an appointment with our Nurse and our receptionists will be pleased to arrange this for you.

If you are aged over 75 yrs, you are entitled to an annual health check.

## **Help us to Help you**

NHS resources are precious and it is in everyone's interest to use them in a responsible manner. Please:

- Only use the emergency service in a genuine emergency.
- Treat all the members of the team with respect and courtesy at all times.
- Reduce delays by remembering appointments are for one person only. ? Keep your appointment and always let us know if you wish to cancel or change.
- Notice helps, but even knowing at the last minute when a genuine problem prevents you from coming can help us fit someone else in.
- Inform reception staff of any changes in your circumstances, such as change of surname, address, telephone number etc.

As patients, 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 the health professionals, and co-operate with the practice in endeavouring to keep you healthy.

## **Managing minor illness**

### **Coughs , colds, sticky eyes and runny noses**

Usually start as viral illness for which antibiotics do not work.

Time is the best medicine.

If you have asthma, please speak to the surgery before making an appointment.

## **Diarrhoea and Vomiting**

An extremely common symptom for which the treatment is almost always:

- Plenty of fluids
- Paracetamol if you have a fever
- Avoid fatty and sweet foods. Live yoghurt can help replace the "good germ" the diarrhoea washes away.

Contact the surgery if there is no improvement after 5 days, or if you become dehydrated with decreased/very dark urine or feel very weak/dizzy, if you pass red or black blood, or if you have abdominal pain that is not immediately before the diarrhoea occurs. Children and older people can become dehydrated much more quickly than healthy adults.

## **Influenza**

Flu has nothing to do with runny noses and “colds”. Most people who think they have “flu” do not and simply have a cold. Flu symptoms are:

- High fevers
- Uncontrollable shaking due to fever
- Severe muscle aches and extreme tiredness

It is not uncommon for people to feel terrible with influenza.

Once again, treatment starts with regular paracetamol and fluids

Contact the surgery if you need further advice.

### **SYMPTOMS OF A MORE SEVERE ILLNESS INCLUDE**

- A high fever that will not come down with the correct doses of paracetamol/ibuprofen
- A patient who is becoming more and more ill in themselves
- The development of a rash
- Other health problems that make it harder to fight infection
- Coughing blood, vomiting blood or passing blood.

In all cases, please speak to the surgery who will advise you what to do next

## **Hayfever**

Symptoms include blocked nose, sore throat, runny eyes and can make you feel quite unwell. Many remedies can be obtained from the pharmacy.

## **Meningitis**

Understandably parents worry about this. Fortunately, it is very rare and children are vaccinated against some strains of this illness.

- If your child has a high fever that does not go down with paracetamol or ibuprofen; has a rash or is looking very unwell and crying and distressed

Please ring and speak to the surgery

Remember that some very sick children are very quiet and do not cry loudly.

## **Back pain**

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes hurts. If, as is usual, the pain has been caused by strain, e.g. lifting too heavy weights or twisting awkwardly, be sensible and rest for 48 hours after which try to get moving.

Take care to sit as upright as possible with a support for the small of the back.

Take your usual painkillers as advised by the pharmacy.

If there is no improvement after 7 days and the pain does not respond to pain relief, speak to the surgery.

## **Information Leaflets**

For Guidance and Information leaflets produced at the Practice, please ask at reception or visit our website at [www.wickhamparksurgery.org](http://www.wickhamparksurgery.org)

Useful health information can also be found at:

[www.NHS.uk](http://www.NHS.uk)  
[www.patient.co.uk](http://www.patient.co.uk)

Version 15.5