

WHITCHURCH SURGERY

49 OVING ROAD, WHITCHURCH, BUCKS HP22 4JF

TEL:01296 641203

FAX: 01296 640021

Emergency telephone number: **01296 641087**

**to be used when the Surgery is closed between 1-2pm
for URGENT matters only**

Useful Telephone Numbers

Stoke Mandeville Hospital.....01296 315000
Milton Keynes General Hospital.....01908 660033
The Paddocks Hospital.....01844 346951
The Chiltern Hospital01494 890890
Wycombe General Hospital.....01494 526161
Brookside Clinic.....01296 421677
Buckingham Hospital.....01280 813243

DISPENSING PRACTICE

DR JOSEPH RIZZO-NAUDI MRCS MRCGP MRCP (UK)
(male) Senior Partner

DR SARA RONAGHY MD MPH DFRH
(female) Partner

DR REBECCA MCKENZIE MBBS MRCGP DRCOG DFRH
(female)

RACHEL BRICE MAFHP MCFHP Dip RSA Dip.FH
Practice Manager

PRACTICE INFORMATION

www.whitchurchsurgery.co.uk

MEMBERS OF THE PRACTICE TEAM

Practice Nurses

Ruth Safi	Practice Nurse
Louisa Pearson	Practice Nurse
Shirley Westall	Chronic Disease Nurse
Penelope Anderson	Phlebotomist

Dispensary

Jill Harmsworth	Senior Dispensing Technician
Rachael Langstone	Dispensing Assistant
Nicola Hole	Dispensing Assistant
Fiona Reese	Dispensing Assistant

Administration

Llinos Hilbocus	Assistant Practice Manager
Sue Duncan	Medical Secretary
Sally Parrott	Medical Receptionist/Administrator
Caroline Edwards	Medical Receptionist
Katherine Brett	Medical Receptionist/Administrator
Sarah Shaw	Medical Receptionist
Lesley Brunton	Medical Receptionist

Consulting Times

Monday to Friday 8.00am - 6.00pm **BY APPOINTMENT**

Surgery is closed between 1.00pm - 2.00pm

If possible please telephone at 8am for an appointment that morning (if it is urgent on the day). We have a Duty Doctor on call who deals with urgent matters, otherwise please pre-book your appointment. All standard appointments are 10 minutes long. Please give the Receptionist the reason for the appointment so that the appropriate amount of time can be allocated to you. The GP may ask you to re-book a further appointment if you have numerous issues to discuss with the Doctor and need longer than the standard 10 minutes.

Home Visits

If you need a visit from the Doctor please try to make your request before 10.00am. Please give the Receptionist some indication of the nature of the problem as this helps the Doctors to plan their rounds.

If you are unable to keep your appointment with any of the Doctors or Nurses, or no longer need to be seen, please contact the Surgery *as soon as possible* so your appointment can be offered to someone else.

- use special rehydration drinks made from sachets which are available from pharmacies if they're dehydrated. Your GP or Pharmacist can advise on how much to give your child. Don't give them anti-diarrhoeal and anti-vomiting medication, unless advised to do so by your GP or Pharmacist.
- make sure you and your child wash your hands regularly while your child is ill and keep them away from school or nursery until at least 48 hours after their symptoms have cleared (see Preventing Gastroenteritis).

Getting Medical Advice for Your Child

You don't usually need to see a GP if you think your child has gastroenteritis as it should get better on its own and taking them to a GP Surgery can put others at risk.

Call NHS 111 or your GP if you're concerned about your child, or they:

- have symptoms of dehydration, such as passing less urine than normal
- are being unusually irritable or unresponsive
- have pale or mottled skin, cold hands and feet
- have blood in their poo or green vomit or are vomiting constantly and are unable to keep down any fluids or feeds
- have had diarrhoea for more than a week
- have been vomiting for three days or more
- have signs of a more serious illness, such as a high fever (over 38°C or 100.4°F)
- Have shortness of breath, rapid breathing, a stiff neck, a rash that doesn't fade when you roll a glass over it or a bulging fontanelle (the soft spot on a baby's head)
- have a serious underlying condition such as inflammatory bowel disease or a weak immune system and have diarrhoea and vomiting.

Your GP may suggest sending off a sample of your child's poo to a laboratory to confirm what's causing their symptoms. Antibiotics may be prescribed if this shows they have a bacterial infection.

Get medical advice if:

- you have symptoms of severe dehydration, such as persistent dizziness, and/or are only passing small amounts of urine or no urine at all, or if you're losing consciousness
- you have bloody diarrhoea
- you're vomiting constantly and are unable to keep down any fluids,
- you have a fever over 38°C (100.4°F)
- if your symptoms haven't started to improve after a few days
- if in the last few weeks you've returned from a part of the world with poor sanitation
- you have a serious underlying condition such as kidney disease, inflammatory bowel disease or a weak immune system and have diarrhoea and vomiting

Your GP may suggest sending off a sample of your poo to a laboratory to check what's causing your symptoms. Antibiotics may be prescribed if this shows you have a bacterial infection.

Looking after a child with gastroenteritis

You can look after your child at home if they have diarrhoea and vomiting. There's not usually any specific treatment and your child should start feeling better in a few days.

You don't normally need to get medical advice unless their symptoms don't improve or there's a risk of a more serious problem (see Getting Medical Advice for Your Child).

To help ease your child's symptoms:

- encourage them to drink plenty of fluids. They need to replace the fluids lost from vomiting and diarrhoea. Water is generally best. Avoid giving them fizzy drinks or fruit juice as these can make their diarrhoea worse. Babies should continue to feed as usual, either with breast milk or other milk feeds.
- make sure they get plenty of rest
- let your child eat if they're eating solids and feel hungry. Try small amounts of plain foods such as soup, rice, pasta and bread.
- give them paracetamol if they have an uncomfortable fever or aches and pains. Young children may find liquid paracetamol easier to swallow than tablets.

Emergencies/Out of Hours

Night and weekend calls are covered by NHS Service. Our answering machine will give you the telephone number for NHS Service. Please have a pen and paper ready to take down the number. You may be asked to travel to the base centre in Aylesbury or High Wycombe.

NHS Service - telephone 111**Access**

Disabled and wheelchair users can access the Surgery at the main entrance. All consulting rooms are on ground level with access to a disabled toilet. There are designated disabled parking spaces in the car park.

Branch Surgeries

If you wish to see the Doctor, please ring Whitchurch Surgery to have your medical notes sent down. Branch surgeries are held at Quainton on Friday afternoons from 2.30pm – 3.30pm. Please be advised that these consultations are limited to a verbal consultation (examinations are limited outside the Surgery premises). There may be dates when the GP is unable to hold a surgery at Quainton; please see the poster for up-to-date information on these dates or contact the Practice reception.

Confidentiality

The Practice complies with 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 the 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 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.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Our Aims

We aim to provide high quality care in a friendly professional atmosphere. Every patient will be accorded the same respect, dignity and care that the staff would wish for themselves.

Text messaging service

It is possible for you to be sent a text message reminder of your appointment. (You can also cancel your appointment via this service).

You will need to sign up to this service, please enquire at reception.

Internet access

By using online access you are now able to book an appointment, view your medical records and order repeat prescriptions. You need to register at: patientaccess.co.uk

You will need to bring photographic ID to the Practice to activate your account. YOU CAN ONLY SET UP AN ACCOUNT FOR YOURSELF, we cannot accept ID from a representative.

Once your account is active you will not necessarily need to contact the Surgery for routine appointments. You will be able to see the same availability of appointments that the Receptionists see. All the appointments are released at 8am on that morning, if you need a same day appointment but please note **these are limited**. You will also see available appointments for the next 4 days, 7 days and in 6 weeks time.

This service cannot be used for children.

Test Results

It usually takes one week for the results of blood, urine and x-ray tests to return to the Surgery. When asked to telephone for results, please call after 11.00am, when the lines are less busy. It is the responsibility of the patient to contact the Surgery for their result. You can also view your test results online. Specimens should be handed in before 12.00pm for collection and transport to the laboratory (weekdays only).

Travel Immunisation/Advice

All travel immunisations are provided by the Surgery. A Travel Health Questionnaire must be completed 6 weeks prior to arranging an appointment. If the questionnaire is not completed in time you may be advised to attend a Travel Clinic for the immunisations. The questionnaires are available from reception. Some Immunisations will be charged for, please ensure you have cash, card or a cheque with you when you attend your appointment.

We are an official Yellow Fever immunisation centre.

General advice on health matters when travelling abroad is also available. When booking appointments to see the Practice Nurse it is helpful for the Receptionist to know a little about the appointment you require so enough time can be allocated for your consultation. All staff are conversant with the need for confidentiality.

The symptoms usually appear up to a day after becoming infected. They typically last less than a week but can sometimes last longer.

If you experience sudden diarrhoea and vomiting the best thing to do is stay at home until you're feeling better. There's not always a specific treatment so you have to let the illness run its course.

You don't usually need to get medical advice, unless your symptoms don't improve or there's a risk of a more serious problem

What to do if you have gastroenteritis

drink plenty of fluids to avoid dehydration—You need to drink more than usual to replace the fluids lost

- take paracetamol for any fever or aches and pains
- get plenty of rest
- try small amounts of plain foods, such as soup, rice, pasta and bread.
- try using special rehydration drinks made from sachets bought from pharmacies if you have signs of dehydration, such as a dry mouth or dark urine
- take anti-vomiting medication (such as Metoclopramide) and/or anti-diarrhoeal medication (such as Loperamide) if you need to. Some are available from pharmacies but always check the leaflet that comes with any medicine. You can also ask your pharmacist or GP for advice about whether they're suitable.

Gastroenteritis can spread very easily so you should wash your hands regularly while you're ill and stay off work or school until at least 48 hours after your symptoms have cleared to reduce the risk of passing it on .

When to get medical advice

You don't normally need to see your GP if you think you have gastroenteritis as it should get better on its own.

Visiting your GP Surgery can put others at risk so it's best to call NHS 111 or your GP if you're concerned or feel you need advice.

People at greater risk from the effects of burns such as children under five years old and pregnant women should also seek medical attention after a burn or scald.

To treat a burn, follow the first aid advice below:

- immediately get the person away from the heat source to stop the burning
- cool the burn with cool or lukewarm running water for 20 minutes – don't use ice, iced water or any creams or greasy substances such as butter
- remove any clothing or jewellery that's near the burnt area of skin, including babies' nappies but don't move anything that's stuck to the skin
- make sure the person keeps warm by using a blanket, for example, but take care not to rub it against the burnt area
- cover the burn by placing a layer of cling film over it. A clean plastic bag could also be used for burns on your hand
- use painkillers such as paracetamol or ibuprofen to treat any pain
- if the face or eyes are burnt sit up as much as possible rather than lying down as this helps to reduce swelling.

Diarrhoea and Vomiting

Gastroenteritis is a very common condition that causes diarrhoea and vomiting. It's usually caused by a bacterial or viral tummy bug. It affects people of all ages but is particularly common in young children. Most cases are caused by a virus or bacterial food poisoning.

Gastroenteritis can be very unpleasant but it usually clears up by itself within a week. You can normally look after yourself or your child at home until you're feeling better.

Try to avoid going to your GP as gastroenteritis can spread to others very easily. Call NHS 111 or your GP if you're concerned or need any advice. The main symptoms of gastroenteritis are:

- sudden, watery diarrhoea
- feeling sick, vomiting (which can be projectile)
- mild fever.
- Some people also have other symptoms such as a loss of appetite, an upset stomach, aching limbs and headaches.

Change of Address

Please let us know as soon as possible if your address changes. Proof of new address must be seen by reception staff.

Registrations

If you wish to register with the Practice please ask the Receptionist on duty for details. You will be given an application pack and patient questionnaire to complete. New patients will be asked to make an appointment with the Practice Nurse for a health check. Photographic proof of identity is required when registering, plus some correspondence with your current address on. These documents need to be seen by us before we can register you on the Practice list.

When registering with the Practice you can see the Doctor of your choice if he/she is available, but please remember this may prolong the time you have to wait to be seen.

Removal from the Practice List

The Doctors may request a patient be removed from the Practice list if he/she becomes violent or abusive. We operate a zero tolerance policy to this type of behaviour.

If a patient resides outside the Practice catchment area you will be sent a letter requesting that you register at a GP Practice closer to your new address. Once you have registered elsewhere we will return your notes to NHS England.

Compliments, Complaints and Suggestions

We appreciate feedback from our patients that can help us improve our services. Please write or speak to our Practice Manager.

INFORMATION AND SERVICES

Repeat Prescriptions

These are computerised. When you are on regular medication you will be given a repeat prescription slip. You will not necessarily need to see the GP for repeat medication however you will be required to have a medication review annually.

There are four ways in which you can order your repeat prescriptions:

- Fill in a repeat prescription slip and return it to the Surgery (this is the white sheet that is enclosed with your medication)
- Email us at whitchurchdispensary@nhs.net
- Telephone 01296 640374 between the hours of 2pm—4pm (excluding Thursday afternoons)
- Stamped address envelope – If you provide us with a S.A.E we can post your prescription back to you. (We do not however take responsibility for prescriptions being lost/delayed in the post.)

Your medication will be ready for collection within 2 working days of Dispensary receiving your request.

Your repeat prescription slip will tell you when it is time for you to be seen by a Doctor or Nurse for your annual medication review. You should make an appointment for this in good time. Depending on which medication you are taking you may need a blood test prior to review. Please check with Dispensary or Reception if you need any tests prior to booking a medication review.

Annual reviews can be done over the telephone or in person. If you fail to book an appointment for a medication review you may find that the quantity of medication will be reduced to a 7 day supply until you are seen by a Doctor.

Dispensary Hours

Monday	9.00am - 1.00pm	2.00pm - 6.00pm
Tuesday	9.00am - 1.00pm	2.00pm - 6.00pm
Wednesday	9.00am - 1.00pm	2.00pm - 6.00pm
Thursday	9.00am - 1.00pm	CLOSED
Friday	9.00am - 1.00pm	2.00pm - 6.00pm

The Dispensary is closed at 12.30pm on the last Thursday of every month.

There are also products such as medicated lozenges and sprays sold in Pharmacies that you may want to try. There isn't much scientific evidence to suggest they help, although some people find them worth using.

Antibiotics aren't usually prescribed for a sore throat, even if it's caused by a bacterial infection, as they are unlikely to make you feel better any quicker and they can have unpleasant side effects.

Back Pain

Most cases of back pain get better on their own and you may not need to see a doctor.

If you've only had back pain for a few days or weeks the following advice may help relieve your symptoms and speed your recovery:

- remain as active as possible and try to continue with your daily activities
- take over-the-counter painkillers such as paracetamol or ibuprofen
- if you feel you need to use hot or cold compression packs you can buy these from your local pharmacy. A bag of frozen peas and a hot water bottle (wrapped in a towel) will work just as well.

Although it can be difficult to be cheerful or optimistic if you are in pain, it's important to stay positive as this can help you recover faster.

Burns

Depending on how serious a burn is, it may be possible to treat it at home.

For minor burns, keep the burn clean and don't burst any blisters that form.

More serious burns require professional medical attention. **You should go to a hospital A&E Department for:**

- all chemical and electrical burns
- large or deep burns and any burn bigger than your hand
- burns that cause white or charred skin (of any size)
- burns on the face, hands, arms, feet, legs or genitals that cause blisters

If someone has breathed in smoke or fumes they should also seek medical attention. Some symptoms may be delayed and can include coughing, a sore throat, difficulty breathing, facial burns

COMMON AILMENTS

Colds and Flu

Symptoms of a cold can include runny nose, beginning with clear mucus that develops into thicker, green mucus as the cold progresses, blocked nose, sore throat, sneezing, cough.

People with a cold may also suffer with a mild fever, earache, tiredness and headache.

Symptoms develop over one or two days and gradually get better after a few days. Some colds can last for up to two weeks.

According to the Common Cold Centre in Cardiff a cold is most contagious during the early stages when the person has a runny nose and sore throat.

Flu

Flu usually comes on much more quickly than a cold and symptoms can include sudden fever of 38-40°C (100-104°F), muscle aches and pains, sweating, feeling exhausted and needing to lie down, dry chesty cough.

A person with flu may also have a runny nose and be prone to sneezing, but these are not usually the defining symptoms of flu.

Flu symptoms appear one to three days after infection and most people recover within a week, although you may feel tired for longer. A severe cold can also cause muscle aches and fever so it can be hard to tell the difference whether it's a cold or flu. Get medical help if you have a chronic condition (such as asthma, diabetes or heart disease), have a very high fever, an unusually severe headache or abdominal or chest pain.

Sore Throat

Sore throats are very common and usually nothing to worry about, they normally get better within a week.

The following measures can often help soothe a sore throat:

- take ibuprofen or paracetamol – paracetamol is better for children and for people who can't take ibuprofen (note that children under 16 should never take aspirin)
- drink plenty of cool or warm fluids and avoid very hot drinks
- eat cool, soft foods
- avoid smoking and smoky places
- gargle with a homemade mouthwash of warm, salty water
- suck lozenges, hard sweets, ice cubes or ice lollies – but don't give young children anything small and hard to suck because of the risk of choking.

Medication Pick-up Points

Waddesdon (Homeware) Friday pm (see poster in village hall for exact dates, as there are some weeks when this will not be possible). Please specify to the Dispenser when you order your medication that you wish to collect from Quainton.

Community Nursing Team

The Community Nurses are based at Winslow Health Centre
They can be contacted on 01296 711368

Health Visitors can be contacted on 01296 712975 and are primarily involved in the care of under fives through home visits, child health clinics, health screening and parenting education sessions. They provide information and advice about health issues to all age groups.

Child Health Clinic Whitchurch Surgery

First Monday of every month 2.30pm - 3.30pm No appointment necessary

Hearing test and development checks by appointment.

Antenatal Clinic

With the Midwife (by appointment) on Wednesdays from 9.30am

Family Planning

All contraceptive services are provided by the Surgery including coil fits. Please book an appointment with a Doctor to discuss contraceptive advice. We can also provide emergency contraception.

Minor Surgery

We can perform a number of minor surgical operations in the Surgery. Please consult a Doctor for details.

Non-NHS Services

Certain services such as private sick notes, letters, insurance claim forms, passport applications, travel vaccination certificates and some medical examinations are not covered by the NHS. Charges are made in line with BMA recommendations.

Primary Care Trust

Whitchurch Surgery is part of the AVCCG Trust.
Details of primary medical services in the area can be obtained from NHS England.

ATTACHED SERVICES

Mental Health for the Elderly

Referrals via the Doctors to The John Hampden Unit for patients aged over 65 years.

Mental Health Team

The Mental Health Nurses are specialists trained to deal with most mental health problems and liaise closely with the Doctors. Referrals are made via the GPs.

OVER 75's

We have a Healthcare Worker who works from the Surgery who can assist patients over the age of 75 who may need additional help.

Podiatry

Appointments are made via GP, Practice Nurse or self-referral.

Speech Therapy

Appointments are made via the Health Visitor or GP referral.

PALS (Patient Advice and Liaison Service)

What does PALS do?

In particular PALS will:

- Provide you with information about the NHS and help you with any other health-related enquiry.
- Help resolve concerns or problems when you are using the NHS
- Provide information about the NHS complaints procedure and how to get independent help if you decide you want to make a complaint
- Provide you with information and help, introduce you to agencies and support groups outside the NHS
- Inform you about how you can get more involved in your own healthcare and NHS locally
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise
- Provide an early warning system for NHS Trusts and monitor bodies by identifying problems or gaps in services and reporting them.

You can contact PALS at Stoke Mandeville Hospital on 01296 316042 or email pals.office@buckshealthcare