

A Guide For Our Patients



St Lawrence Medical Practice
4 Bocking End
Braintree
Essex
CM7 9AA

Tel: (01376) 552474
Fax: (01376) 552417



Silver End Surgery
Broadway
Silver End
Witham
CM8 3RQ

Tel: (01376) 583387
Fax: (01376) 584936

www.stlawrencesurgery.co.uk

Welcome To St Lawrence Medical Practice

The Doctors

We are a practice of eight doctors, three male and six female.

We are able to provide general medical services, health promotion, minor surgery, maternity and contraceptive services.

Routine child health checks are carried out at the surgeries by some of the doctors.

Dr John Slater	Qualified: 1982 (Manchester)	MB ChB DRCOG MRCP
Dr Rosemary King	Qualified: 1979 (Sheffield)	MB ChB
Dr Anne Purdie	Qualified: 1985 (Middlesex)	MBBS MRCP DGM DRCOG DCH
Dr Carol Bladen	Qualified: 1982 (Liverpool)	MB ChB MRCP FRCR MRCP
Dr Keith Jayasekara	Qualified: 1994 (Dundee)	MB ChB DCH DRCOG Dip Dermat
Dr Pritpal Takhar	Qualified: 2002 (London)	MBBS BSc (Hons) MRCP MRCP DCH DRCOG DFSRH
Dr Hannah Casey	Qualified: 2004 (London)	MBBS DCH MRCP
Dr Farhan Sheikh	Qualified: 1997 (Karachi)	MBBS MRCP MRCP DFSRH
Dr Sangita Majevadia	Qualified: 2001 (Manchester)	MB ChB MRCP DRCOQ

We all have surgeries in Braintree, while regular Silver End surgeries are held by Drs Slater, Purdie and Majevadia.

Patient Registration

We are happy to accept both permanent and temporary patients through their NHS registration, although at times our lists may be closed because they are full. In line with the new GP Contract, you will not be registered with any particular GP, but with the practice as a whole.

A new patient should come to reception with their medical card and complete the necessary forms, preferably before needing treatment, since we would like one of our practice nurses to undertake a review of your health when you first join our practice. An appointment for this free check will be given at your initial registration.

Practice Area

We are happy to look after patients living in towns and villages shown on the map on the back cover of this booklet. If you move outside this area, unfortunately, we will have to ask you to find a new doctor.

Change Of Details

If you move or change your name, please inform us as soon as possible.

A Lifetime of Smiles

THE DENTAL HEALTH CENTRE

We are based in Witham and are one of the leading dental practices in Essex, offering all aspects of cosmetic dentistry and general dentistry services.

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www.thewithamdentist.com
info@thewithamdentist.com



Smile with Style!

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy by having regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital, not only to monitor tooth decay, but also to help prevent gum disease.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be delighted to advise you on what is available, and the costs involved, to give you a smile to be proud of.

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Practice Nursing

Our practice nurses can be seen, by appointment, for dressings, injections, stitch removal, minor injuries, ear syringing, well man and well woman clinics, family planning, cervical smears, chronic disease clinics, travel vaccinations, exercise and nutrition advice, and stress management.

Our nurses are: Tracy Tulley Hilda Franklin Heather Hearn Mandy Dale

Healthcare Assistants

Healthcare assistant appointments are available most days. They are fully trained to do blood pressure checks, well person checks, new patient checks, smoking cessation, simple dressings, spirometry and ECGs.

Our healthcare assistants are Sue Pavelin and Wendy Body.

District Nursing

We have attached staff who will help with general and specialist nursing at home. They may be contacted via our surgery receptionist.

Midwife

An attached midwife helps to run our antenatal clinics at our local hospital and cares for mothers during pregnancy, delivery and after birth.

Health Visitors

They give advice to parents of children under five years old. Contact them by phoning (01376) 308761 / 308780 / 308775 from 9.00-10.00am and 4.00-5.00pm.

Practice Manager

Our manager is Jenny Raymond who is based in Braintree but is in charge of both surgeries. She will help you with any queries regarding the administration or other non-clinical aspects of the practice.

Receptionists

We employ more than 30 staff over both sites, not only to book appointments and answer the phone, but also to help with administration and secretarial work.

Social Services

Essex County Council Social Services may be contacted on (01376) 555534 for home help, meals on wheels, domestic aids and general social work.

It is not necessary to ask your doctor for help from social services but we will be happy to assist if necessary.

NHS Mid Essex

The Primary Care Trust for this area is:

NHS Mid Essex, Swift House, Hedgerows Business Park, Colchester Road, Springfield, Chelmsford, Essex CM2 5PF.

Tel No: (01245) 398770

As an active constituent of the PCT, we are committed to playing our part in the development of local health services.

Data Protection Act

St Lawrence Medical Practice holds information in medical records and on the computer system. This information is safeguarded and protected under the terms of the 1998 Data Protection Act.

On no account will details about you be given to any other individual, even members of your family, without your prior written consent. If you wish to access your medical records at any time, please ask the receptionist for details of how to go about this.

Confidentiality Of Patient Records

We ask you for information so that you can receive proper care and treatment.

We keep this information, together with details of your care, because it may be needed if we see you again.

We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to pass on information: for example, to notify a birth. The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The register does not contain clinical information.

You have a right of access to your health records.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you.

We only ever pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can, we shall remove details which identify you.

The sharing of some types of very sensitive personal information is strictly controlled by law.

Anyone who receives information from us is under a legal duty to keep it confidential.

Freedom Of Information Act

In accordance with the Freedom of Information Act 2000, the practice has adopted a publication scheme, a copy of which is available on request.

Did you know you can now book appointments and order repeat prescriptions online? If you would like to do this, please collect an application form from the surgery for your user name and password. Once you have a user name and password, please use the following link. <https://SystemOnline.tpp-ukocom/Login?F81014> or you can go to <https://SystemOnline.tpp-uk.com>

How To See Your Doctor At The Surgery

We are able to see you by appointment only. Please telephone us or call into the surgery personally and ask for a separate appointment for each person to be seen. You can now also book an appointment online - please ask for an application form from reception. We would like children below the age of 16 to be accompanied by a responsible adult, preferably a parent or guardian, though we realise at times this is not always possible.

If you want to see a particular doctor, you will be offered the next available advance appointment for that doctor. This may not be available for a number of days. You can book an appointment with a particular doctor up to four weeks in advance. If you do not mind which doctor you see, we will try our best to offer an appointment as quickly as we can. If you need to be seen urgently you will be given an appointment for the same day. Whilst we cannot guarantee which doctor you will see (unless it is an advance appointment) we will try to accommodate any preference that you may have, if at all possible.

We do ask that you try to see the same doctor for ongoing problems, if at all possible, by using the advance pre-bookable appointments. There is a duty doctor available every day, so if there are no available appointments and a patient needs to be seen, the duty doctor will ring them to offer advice or an appointment if needed.

The doctors and nurses will do their best to keep to time but illness is not always predictable and unforeseen events may cause us to run late, in which case we apologise. If the surgery is running more than 30 minutes late, the receptionist will inform you.

Home Visits

Home visits can only be done for medical reasons - if the patient is permanently housebound or is too ill to attend the surgery. If this is not the case, you will be asked to attend the surgery. They are discretionary and the doctors will call first to ensure that they are really necessary. Please attend the surgery if possible - you will be seen sooner and under ideal conditions. However, if it is necessary for us to call at your home, please telephone between 8.00 and 10.30am, giving the receptionist a brief description of the problem. If you feel that you need a visit urgently, tell the receptionist who will inform the duty doctor, who may speak to you before making the arrangements to call. If the patient has a temperature or rash, coming to the surgery will do them no harm and will not endanger others, but please let the receptionist know when you arrive.

At Nights And Weekends - In Emergency Only - Call: (01376) 552474

In line with the new GP contract and out-of-hours service, our surgery is now closed on Saturday mornings. Our current opening hours are:

Braintree

Weekdays 8.00am - 6.30pm

Silver End

Monday, Thursday & Friday

Tuesday

Wednesday

8.00am - 6.30pm

8.00am - 6.00pm

8.00am - 5.00pm

Visit our website: www.stlawrencesurgery.co.uk

Extended Access

We offer appointments at our Braintree site from 7.00 – 8.00am on Mondays, Tuesdays, Thursdays and Fridays.

In the event of a medical emergency outside these hours, telephone (01376) 552474. Your call will be dealt with by NHS Mid Essex out-of-hours service. For access to medical advice you may ring NHS Direct, telephone 0845 4647.

Accidents

The nearest emergency room is at Broomfield Hospital, eight miles from Braintree town centre on the Chelmsford Road (A131).

Prescriptions

We require two working days to process your repeat prescription. Repeat prescriptions of regular medication must be asked for, or can be ordered using the online service in writing, and may be collected after 2.00pm on the 2nd working weekday.

We will post prescriptions to you only if supplied with an SAE. The tear-off slip attached to computer-prepared prescriptions may be used for re-ordering.

Your doctor will wish to review your treatment periodically. They will ask you to attend surgery when this is necessary.

You can arrange for a pharmacy to collect your prescription and some pharmacies will deliver to housebound patients.

System-Online

This is a new service allowing patients to book or cancel appointments and order repeat prescriptions. If you wish to use it, please ask for an application form at reception.

Test Results

Laboratory and x-ray results are viewed and reported by your doctor daily. To be informed of a test result please ring after 10.00am or call in person at the surgery.

Essex Contractor Services will write to you with your cervical smear result.

Our receptionists will inform you if a further appointment is necessary.

Please do not ask for the results of tests for another adult as we will not discuss these with anyone other than the patient, due to doctor /patient confidentiality.

Telephone Advice

Your doctors and nurses are happy to give telephone advice but you may be asked to ring back or hold if they are consulting.

Special Services

Antenatal

Braintree patients are seen at the local hospital; Silver End patients are seen on Friday mornings at the surgery.

You will normally be seen by a GP and a Health Trust midwife during each clinic.

Contraceptive Services

A full contraceptive service is available by appointment with your doctor or practice nurse.

We can give general advice, fit caps and coils, and prescribe the “pill”, injectable contraceptives or implants when appropriate.

Child Health Surveillance

Baby clinics and development checks are provided by some of our GPs. Please check with reception.

Child Vaccinations (per DoH schedule - updated Nov 2010)

We provide the full range of recommended vaccinations. A computer system is used to let you know when a vaccination is due.

The current schedule is:

2 months	1st dip/tet/pert/hib/polio 1st pneumococcal	Pediacel Prevenar 13
3 months	2nd dip/tet/pert/hib/polio 1st Meng C	Pediacel NeisVac C or Menjugate or Meningitec
4 months	3rd dip/tet/pert/hib/polio 2nd pneumococcal 2nd Meng C	Pediacel Prevenar 13 NeisVac C or Menjugate or Meningitec
12 months	hib/men c booster pneumococcal booster MMR	Menitorix Prevenar 13 Priorix or MMR 11 or M-M-Rvax Pro
40 - 60 months	dip/tet/pert/hib/polio MMR booster	Repevax or infanvix IPV Priorix or MMR 11 or M-M-Rvax Pro
13 - 18 years	dip/tet/polio booster	Revaxis

In addition, childhood vaccinations may be given for medical conditions or travel purposes, including:

Typhoid vaccine - Hepatitis A vaccine - Hepatitis B - Twinrix Hep A & B – Pneumovax 11 pneumococcal PPV – Fluarix for influenza.

Our practice nurses will advise on and administer routine adult vaccinations.

For a lot of foreign travel, additional protection is highly recommended. Please come in good time and tell us your travel details. For multi destination or complicated travel it is advised that you book an appointment, with the nurse, at least 3 – 4 months or ASAP before travel. We will examine your records and let you know what is advisable for your intended destination, as we would like you to return from your trip in the best possible health. There may be a charge for holiday vaccinations and the list of charges is on display in the surgery.

Minor Surgery

After initial consultation with your doctor, if appropriate, this may be arranged at the surgery or at the local hospital if needed.

Well Man And Well Woman Clinics

A routine physical check-up is advised every three years and an appointment should be made with one of our healthcare assistants.

Chronic Disease Management Clinics

If you are diabetic or asthmatic your doctor may prefer to review your treatment in a special clinic - your doctor will be happy to discuss this with you.

Non-NHS Services

We are able to provide many services which lie outside the remit of the NHS such as insurance and pre-employment medicals, holiday cancellation and other private insurance forms, including sick notes for work absence of less than seven calendar days.

A fee is payable for **all** non-NHS services; if you are unsure please speak to a receptionist.

Other Services

Other services provided by the practice include

- Wound management
- Treatment of minor injuries
- Smoking cessation advice
- Cervical screening
- Blood pressure management
- Spirometry
- Health screening
- Check-ups for patients aged over 75
- Vascular health checks for over 40s

Surgery Access

Our surgery in Braintree has a ramp to allow access for disabled patients into the building, but if your doctor usually works upstairs please tell the receptionist and she will arrange for you to be seen on the ground floor. Silver End Surgery is easily accessible to all patients.

Car Parking

In Silver End the three spaces in front of the reception office are for the doctors' and nurses' use only but parking is plentiful around the surgery. At Braintree we are situated in the town centre, therefore most patients will need to park their vehicles in the public car parks at George Yard, Blyth's Meadow or Causeway House. We are nonetheless able to offer a small number of spaces to disabled patients and genuine emergencies only in the surgery car park at the side of the building. Parking is not allowed in the roadway at the side of the building or outside the front door.

Zero Tolerance

This practice participates in the NHS Zero Tolerance Policy scheme. This means that we do not tolerate rude, abusive or aggressive behaviour, in any form, to any member of our staff. Our staff are here to help you and we ask that you treat them with respect and courtesy.

Practice Complaints Procedure

We always try to give you the best services possible, but there may be times when you feel this has not happened. The following explains what to do if you have a complaint about the services we provide for you.

Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, put right any problems you have identified or mistakes that have been made.

If you use this procedure it will not affect your right to complain to the Area Health Authority or the PCT, if you so wish. The appropriate contact address for the Area Health Authority and PCT is shown at the bottom of this page. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by that patient in person.

If you wish to make a complaint, please phone or write to our practice manager. She will take full details of your complaint and decide how best to undertake the investigation.

We think it is important to deal with complaints swiftly so you will normally be offered an appointment for a meeting to discuss matters within seven days. Occasionally, if we have to make a lot of enquiries, it may take a little longer, but we will keep you informed. You may bring a friend or relative with you to the meeting.

We will try to address your concerns fully, provide you with an explanation and discuss any action that may be needed. We hope that, at the end of the meeting, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to continue with your complaint, we will direct you to the appropriate authorities who will be able to help you.

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Practice Charter

Our Services To You The Patient

We do our best to look after your health needs by treating and preventing illness. You should find our services helpful, kind, caring and absolutely confidential.

You may expect us to respond immediately to an emergency situation requiring life-saving treatment. For problems which you feel are urgent, we will see you within 24 hours, and for non-urgent problems we will ensure an appointment within three working days.

When you attend the surgery, we will provide you with the relevant service as promptly as possible and will not leave you waiting more than 30 minutes for an appointment without an explanation.

When you are unable to come to the surgery because of a medical condition, you may need a home visit, though for non-urgent problems this may not be possible until later in the day.

You have a right to know as much about your medical condition as you want to know and we will always tell you the full truth, unless you ask us to do otherwise. We will not discuss your case with anybody else, unless you wish us to and have given your consent first. You are welcome to see your health records, subject to any limitations in the law, and discuss the contents with the doctor, if you wish.

You may be invited to take part in medical student training or in medical research programmes, but there is no need for you to give your consent unless you wish to do so.

If you feel you need a specialist opinion, your doctor will arrange this for you, as long as they feel there is medical justification. If not (and this is rare), you are advised to change GPs and seek specialist referral through your new doctor.

You may expect us to do our best to obtain you good quality hospital services with the shortest possible waiting time, preferably local, but elsewhere if medical need or waiting times make this necessary.

We have a complaints procedure and if you are not happy about any of the services you should tell us. We will take the matter seriously and do our best to right it for you.

Your Responsibilities As Patients Using Our Services

Please do what you can to avoid wasting the doctor's time. Do not come with minor coughs and colds or tummy bugs which do not require a doctor's help. A chemist can advise on simple measures and over-the-counter remedies.

Try not to come to the doctor with problems which are not medical. Doctors are not lawyers, financial advisors or housing experts.

If you cannot keep your appointment, please cancel it. It may then be given to someone else rather than wasted.

If you know your problem requires a nurse's attention only, please go straight to the nurse rather than using up an appointment with the doctor first.

Please do not abuse our services - in particular, do not ask for home visits when you are able to travel to the surgery. PLEASE do not call the doctor out, after hours, for routine matters or at night for problems which could easily wait until the morning.

Please take as much responsibility as possible for your own health. Follow advice from the doctor or nurse. Take medication properly, keep follow-up appointments and attend for screening procedures. Use the proper re-order form to request a repeat prescription. Try not to abuse your body - think about your lifestyle.

Please help the receptionist to help you. Do not mislead her by making a non-urgent matter seem like an emergency. It is unfair on those patients who really are emergencies.

Please be sure to attend appointments made for you at the hospital, unless you no longer need to, in which case inform both us and the hospital. It is estimated that billions of pounds are wasted each year by patients who fail to keep appointments, or waste their prescribed medication.

Please let us know of any changes of name or address.

Any Comments?

Thank you for giving these points your attention.

We are committed to giving you the best service we can. This is only possible if we work together, so please help us to help you. Your co-operation is greatly appreciated by all of us at the practice.

If we fail to meet any of these charter standards or you are unhappy with the administration of the practice in any other way, please telephone or write to our practice manager at the Braintree Surgery. Your suggestions will be given due regard and may help us to provide a better service.

If you are unhappy with any aspect of your clinical treatment we would like you to make an appointment with your own doctor who will discuss the problem.

Should this approach not be suitable, please contact our practice manager who will arrange an investigation of your complaint with another doctor.

Any plaudits will also be gratefully received!

Patient Participation Group

We are setting up a patient participation group which aims to give our patients an opportunity to help us improve the services and high quality care we like to offer you. If you would like to be involved, please ask at reception for a form and give us your contact details (preferably email) and we will be in touch.

Self Treatment Of Common Illnesses And Accidents

Many common illnesses and accidents can be treated at home without needing to see the doctor. Advice especially regarding medication may be obtained from a pharmacist. We hope that you will find the following advice helpful. If you are uncertain as to what to do or are worried, please ask us or a pharmacist.

Back Pain

Most episodes of back pain are caused by twisting or lifting injuries or bad posture. The main treatment is to use gentle warmth and try to remain active but avoid heavy lifting, take paracetamol or ibuprofen. Put a board under the mattress if your mattress is soft. When sitting, sit upright and support the small of your back. If the pain is particularly severe or persists for more than a few days contact your doctor.

Burns And Scalds

Apply large quantities of cold water or immerse the affected area immediately and continue until the pain eases and the skin cools. Any blisters that are present should not be burst and may be covered by a loose, dry dressing. Take paracetamol or ibuprofen for the pain. If the skin is broken or a large area is affected consult your doctor or attend the casualty department at Broomfield Hospital.

Chickenpox

This is caused by a virus. Over a few days a rash develops with tiny blisters scattered over the skin. The spots, which are very itchy, turn 'crusty'.

All adults and any child who appears unwell should see the doctor.

Calamine lotion may be applied to soothe the skin. Dressing in light clothing and taking cool baths may help. Children may return to school as soon as the last spots have been crusted.

Colds And Runny Noses

Colds are caused by viruses and cannot be cured by antibiotics. Various treatments can be of benefit. Adults should take two paracetamol and/or 400 mgm ibuprofen eight hourly to help lower temperatures and ease aching muscles. If a sore throat is present, gargling with soluble aspirin is an alternative to ibuprofen. Take plenty of drinks. Children under 12 should not take aspirin. Steam inhalations are helpful. Vick, menthol crystals and Karvol can be used but not for babies under three months old. The illness can last seven to ten days. Children inevitably have repeated colds and these build up a resistance to infection.

Constipation

This is a common problem as we get older since we do not eat so much nor do we take as much exercise. Often drugs prescribed by the doctor (eg painkillers, water tablets) lead to constipation. It does not matter if you do not go to the toilet every day or even only once or twice a week. It is more important that the motions are not hard. By drinking plenty of fluids and eating fibre, eg wholemeal bread, bran, vegetables and fruit, most people can manage well. Do not take laxatives such as Senna on a regular basis.

Coughs

Coughs are usually caused by viral infections. They can be eased by inhaling steam. A dry cough may be helped by a cough suppressant from a pharmacy. Soothing lozenges may help. A troublesome night-time cough can be helped by hot drinks prepared in a Thermos flask at bedtime. Cigarette smoke in the house will make a cough worse. If a cough persists or produces blood, or is associated with chest pain or shortness of breath, seek medical advice.

Cuts

Wash the wound thoroughly. Apply a clean dressing and put on pressure until the bleeding stops. If the wound is gaping and you are worried, seek medical advice. Dirty cuts especially may need to be seen and if tetanus immunisation is not up to date, a booster should be given within 24 hours.

Cystitis

This is due to an inflammation of the bladder which causes pain on passing water and a feeling that you need to go again straight away.

Drink at least six pints of water a day. Simple preparations from the pharmacy make the urine less acidic and ease the burning pains. Take paracetamol or ibuprofen for pain, and rest. If the symptoms do not improve, or if you are ill in yourself, develop backache or pass blood, contact your doctor. Take a urine sample with you in a clean container when you attend.

Diarrhoea And/Or Vomiting

Most cases of diarrhoea and vomiting are not severe and get better without specific treatment. The most important thing is to have a high intake of fluids. If vomiting is a problem, sipping small amounts every 10-15 minutes may suffice. If in doubt, contact the doctor.

In an infant, it is important to continue to offer breast milk (or normal strength formula, if not breastfed) but additional fluid (eg Dioralyte, Rehidrat) may be needed. There is no need to starve.

Ideally, anti-diarrhoeal agents should be avoided, especially in children, as these may prolong the illness.

If the patient is unwell, passing blood or an infant is floppy or drowsy, they should be seen by a doctor.

Earache

Often occurs with a cold or as a result of catarrh and antibiotics are often not necessary. Paracetamol or ibuprofen may be all that is required, but if repeated doses are needed, contact your doctor. Sudafed can be helpful for catarrh.

Fever

This is a feature of many infections such as a cold or influenza. Remove excess clothing and sponge the forehead and body with tepid water (using a fan helps too). Take plenty of cool drinks. Adults should take two paracetamol every four hours to a maximum of eight in 24 hours. Children under 16 should not have aspirin. If the fever persists after 24-48 hours, especially in the young, old or frail, this may indicate a complication so a doctor should be consulted. symptoms, especially headache, vomiting, discomfort with bright light or a high temperature, contact the doctor.



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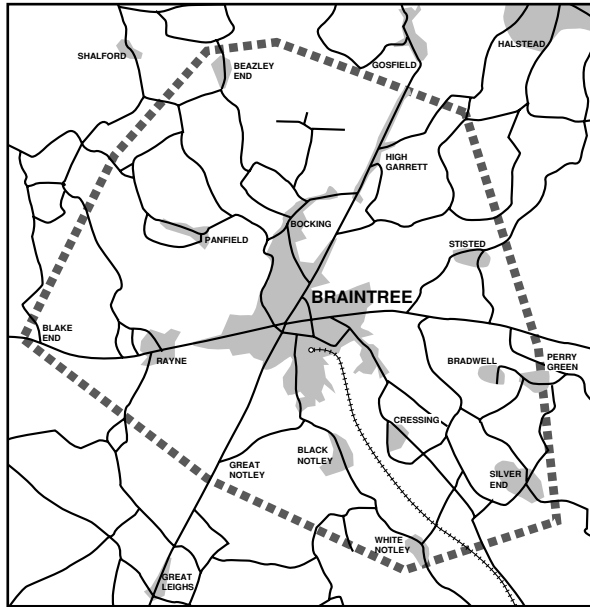
Any parent of school age children knows that homework is no longer done by studying books, but by surfing the net. Any grandparent is familiar with the summer holiday lament of "... but why haven't you got a computer, Grandad?" So, what do you do if you don't know a firewall from a brick wall?

Ring your local computer support company for advice on purchasing a computer within your budget and they'll also train you how to use your new computer, at whatever level, whether the complete novice, or newly retired after having used computers all your life. It is worth remembering that taking up a new interest in your retirement years keeps your brain ticking over; whether it be an interest in digital photography, genealogy, or publishing the local parish or bowling newsletter.

You visit the doctor for health checks, so it makes sense to call your local computer support company before things go horribly wrong and mountains of work disappear in a flash of blue screen. They will help you to spring clean your computer, replace anti-virus software (if necessary) and get your computer running fast and smooth once more.

Help is only a phone call away.

Practice Boundary Map



Useful Telephone Numbers

NHS Mid Essex (Primary Care Trust)	(01245) 398770
Mid-Essex Hospitals	(01245) 443673
Braintree Community Hospital.....	(01376) 555900
Colchester District General Hospital	(01206) 747474
Contractor Services	(01255) 206000
Social Services	(01376) 555534
Samaritans	(01245) 357357
RELATE (Marriage Guidance)	(01245) 258680
Citizens Advice Bureau	08444 994719
Braintree District Council	(01376) 552525
Registrar - Births, Deaths & Marriages	(01376) 320762