

# **WALLASEY MEDICAL CENTRE**

**1 WALLASEY CRESCENT, ICKENHAM,  
MIDDLESEX UB10 8SA**

**Telephone: 01895 674156**

**Fax: 01895 623334**

## **SURGERY OPENING HOURS**

**Monday & Tuesday – 8.30am – 7.00pm  
Wednesday & Friday – 8.30am – 6.30pm  
Thursday – 8.30am – 1.00pm**

## **CONSULTATION TIMES – BY APPOINTMENT**

### **Doctors' appointments**

|                  |                         |                        |
|------------------|-------------------------|------------------------|
| <b>Monday</b>    | <b>9.00am – 11.00am</b> | <b>5.00pm – 7.00pm</b> |
| <b>Tuesday</b>   | <b>9.00am – 11.00am</b> | <b>5.00pm – 7.00pm</b> |
| <b>Wednesday</b> | <b>9.30am – 11.30am</b> | <b>4.30pm – 6.30pm</b> |
| <b>Thursday</b>  | <b>9.30am – 11.30am</b> | <b>CLOSED</b>          |
| <b>Friday</b>    | <b>9.00am – 11.00am</b> | <b>4.30pm – 6.00pm</b> |

### **Nurse appointments**

|                   |                      |                              |
|-------------------|----------------------|------------------------------|
| <b>Wednesdays</b> | <b>9.00am-1.00pm</b> | <b>Fridays 9.00am-6.00pm</b> |
|-------------------|----------------------|------------------------------|

**DR KITUR P. PATEL (MBBS, MRCP, DCH)  
(KINGS COLLEGE, LONDON, 2001)**

# WELCOME TO OUR SURGERY

The surgery is situated just off Swakeleys Road, on Wallasey Crescent. Our staff includes two doctors, two practice nurses, a practice manager and five receptionists.

## PRACTICE STAFF

|                          |                 |                    |                  |
|--------------------------|-----------------|--------------------|------------------|
| <b>Doctors:</b>          | Dr Kitur Patel  | Dr Kalpana Patel & | Dr Rupinder Sara |
| <b>Practice Nurse:</b>   | Debra Villiers  | & Beverley Davis   |                  |
| <b>Practice Manager:</b> | Grishma Shah    |                    |                  |
| <b>Receptionists:</b>    | Carmel Sydenham | Jacqui Porter      | Anjeela Punj     |
|                          | Barbara Kirton  | Jill Norsworthy    |                  |

## HOME VISITS

If possible please try to come to surgery, as we can offer more comprehensive care here. However, if for medical reasons, you are unable to get to the surgery, please ring between 8.45 & 9.30am. Children can nearly always be wrapped in a blanket and brought to the surgery, where there are better facilities for diagnosis and treatment.

We are always happy to give advice over the telephone, if you are unsure whether a visit is necessary.

## EMERGENCIES

In the case of an emergency, day or night, telephone 01895 674156 (recorded message). After hours and at weekends please call 111. It is important to remember that only really urgent calls should be made at night. The nearest hospital with an Accident and Emergency department is Hillingdon Hospital. However, this is for emergencies only and not for general medical problems and advice. A minor injuries unit is available at Mount Vernon Hospital.

## REPEAT PRESCRIPTIONS

We have a computerised system for our prescriptions, which helps both our patients and ourselves. However, we do ask for 48 HOURS NOTICE when requesting repeat prescriptions and these cannot be taken over the telephone. Repeat requests must be given in writing and COLLECTED DURING OPENING HOURS.

## NEW PATIENT REGISTRATION

Patients coming to the surgery to register will be asked to bring their NHS number and to confirm their current address and proof of ID. Provided the patient is living within the surgery catchment area, they will be asked to fill in an application form and a card with their personal details.

To complete the registration you are required to have an appointment with our nurse for a routine health check. This examination is very brief but gives us vital information for our records. Patients are asked to bring a fresh urine sample to this appointment.

## **CLINIC INFORMATION**

You have the right to choose a GP practice and to be accepted by that practice unless there are reasonable grounds to refuse you, such as living outside the practice boundary. Normally, the practice should inform you of those reasons. Good relations and communication between you and your GP are essential. You should be happy with your GP on a professional and personal level, which will require thought, consideration and patience from both of you.

## **DISABLED FACILITIES**

Our surgery is now fully accessible to, and has facilities for disabled patients.

## **RESULTS OF TESTS**

Most results of investigations should be back within one week of the test being performed. Please telephone after 12 noon for results, as this allows for the mail to be sorted and seen by the doctors, and avoids jamming the system for emergency calls.

## **SUGGESTIONS AND COMPLAINTS**

Wallasey Medical Centre welcomes comments, compliments, and concerns. We always aim to provide the best care we can. However, we know that sometimes things can go wrong. When this happens we believe that it is often most effective to sort problems out quickly and informally. Please talk to any member of staff if you have a problem or concern. If you need impartial help or advice in resolving a problem the Patient Advice and Liaison Service (PALS) can help you (0208 966 1059).

## **ANTENATAL CLINIC**

Appointments to see the midwife are made on the instruction of the doctor, after pregnancy is confirmed. The midwife clinic is run at the hospital & local health centres for care for our expectant mothers.

## **POSTNATAL**

Postnatal examinations take place six to eight weeks after the birth. Patients will be seen by the practice nurse and the doctor. Appointments may be made at reception. It is very important, for a new mother's health, that this check is made.

## **CONTRACEPTION**

All aspects of contraception may be discussed with the doctors, or our practice nurse, who are both qualified in family planning. Appointments may be made for coil fitting, or checks.

## **CERVICAL SMEARS**

All women between the ages of twenty five and sixty-four years will automatically be invited to attend surgery for a cervical smear test in line with the national policy for screening. Tests are taken every three years. Appointments may be made with the nurse. Please mention that you are booking for a smear, so that sufficient time may be allowed.

## **MENOPAUSAL PROBLEMS**

Ladies who are experiencing some of the unpleasant symptoms of the menopause, or 'change of life' may discuss these with the doctor during consultation

## ADULT VACCINATIONS

Tetanus infection may develop in wounds which occur in the garden or the street. We recommend that everyone is protected by having a booster every ten years. Patients in 'at risk' occupations may be vaccinated against Hepatitis B, details on request. Booster given as and when needed.

## TRAVEL VACCINATIONS

Our practice nurse is able to give detailed advice on all travel vaccinations and Malaria prevention, as well as general advice for travellers. Please contact the surgery well before your departure date, to allow plenty of time for the necessary vaccinations to be given.

## CHILDHOOD VACCINATIONS

It is very important that all infants and children are protected from potentially fatal illness wherever possible. The local Health Authority sends out reminders to parents, when the children are due for their immunizations. These are as follows:

|              |  |
|--------------|--|
| 2 Months     | 1 <sup>st</sup> Diphtheria, Tetanus, Pertussis, Polio & Hib injection (Pediace)l<br>1 <sup>st</sup> Pneumococcal injections<br>1 <sup>st</sup> Rotavirus |
| 3 Months     | 2 <sup>nd</sup> Diphtheria, Tetanus, Pertussis, Polio & Hib injection (Pediace)l<br>Meningitis C<br>2 <sup>nd</sup> Rotavirus                            |
| 4 Months     | 3 <sup>rd</sup> Diphtheria, Tetanus, Pertussis, Polio & Hib injection (Pediace)l<br>2 <sup>nd</sup> Pneumococcal injections                              |
| 12 Months    | Hib/Men C booster injection  |
| 13 Months    | 1 <sup>st</sup> Measles, Mumps and Rubella (MMR) & 3 <sup>rd</sup> Pneumococcal injections   |
| 3-5 Years    | Pre-school booster Diphtheria, Tetanus, Pertussis, Polio & Hib injection<br>& 2 <sup>nd</sup> MMR  |
| 13-18 Years: | Diphtheria, Tetanus, & Polio injection<br>Meningitis C booster & check Measles, Mumps and Rubella (MMR) status   |

## INFLUENZA VACCINATION

We offer influenza vaccination annually between October and December. These are recommended for everyone over the age of sixty-five and for others with chronic chest or heart problems, or diabetes on request. Pneumonia injections are also recommended for above 65year olds

## OVER SEVENTY-FIVE YEAR HEALTH CHECKS

In accordance with the department of health ruling we invite all patients of seventy-five years and over for an annual health check. These checks are normally done by our nurse, either in surgery or in your home. Checks are by appointment only.

## ASTHMA CLINIC

The practice nurse runs an Asthma clinic every morning (except Thursdays) by appointment.

## WELL PERSON CLINICS

A well person clinic is run by our practice nurse in the morning by appointment. It involves a simple medical examination, and if necessary, advice on diet, lifestyle etc. the M.O.T service is recommended for all adults (over sixteen years) at least once every three years.

## **HEART DISEASE PREVENTION**

Any patient who suspects that he or she is at risk of heart, blood pressure or circulation problems should make an appointment for a health check.

## **DIET ADVICE AND BLOOD PRESSURE CHECKS**

Our practice nurse is available for dietary advice and blood pressure checks in the morning by appointment.

## **SICKNESS CERTIFICATES**

A sickness certificate completed and signed by our doctor is ONLY required when a period of continuous absence from work due to illness is of seven days duration or longer. For absence up to three days no certification is required. Between three and six days, absence due to illness is adequately covered by a 'self-certificate', obtainable from your employer. Self-employed patients should obtain a form SC1 from reception.

## **NHS DIRECT**

This is a telephone advice service sponsored by the government which is available to all 24 hours per day. Nurses are able to give advice on medical questions and direct you to the appropriate person to deal with problems. The telephone number is 0845 4647 or visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **PATIENT INFORMATION**

In the NHS, we aim to provide you with the highest quality of health care. To do this, we must keep records about you, your health and the care we have provided to you or plan to provide to you. This guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing.

## **SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS**

**Many common aches and pains can be simply treated at home without the need to consult a doctor.**

### **BACK PAIN**

Back pain causes 13 million working days to be lost in Britain each year. The spine being made up of 24 fragile bones and associated cartilage and tendons supports the whole weight of the upper body and therefore, it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days.

If, as usual, the pain has been caused by abuse i.e. lifting too heavy weights etc. be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take Aspirin or Paracetamol, which will not only relieve the pain but will help to relieve inflammation.

Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

### **BED SORES:**

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible and taking care to smooth out creases in the bottom sheet which

could lead to localized irritation. Keep your eye open for red marks appearing at the pressure points such as heels, elbows, buttocks and hips and if they begin to appear, inform the doctor before they get worse.

## **BURNS**

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. They may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than 4 or 5 inches in diameter or if the skin is broken, consult your doctor as soon as possible.

## **DIARRHOEA**

In adults diarrhoea is usually caused by a virus infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional Kaolin and Morphine mixture or by medicines containing Codeine. Holiday diarrhoea is often due to bacteria. Again, Kaolin and Morphine can be taken. In both the above cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first 6 months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off milk and solids and feeding it a solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

## **COLDS**

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take Aspirin or Paracetamol. Do not bother to take any antibiotics you may have in the house – these will have no effect.

## **GASTROENTERITIS:**

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited. Large quantities of water, orange juice, or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, 6 hours.

## **STOMACH ACHE:**

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than 8 hours or increases in intensity you should consult your doctor.

## **SPRAINS**

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.



## **NOSE BLEEDS:**

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or food for 24 hours. If symptoms persist, consult your doctor.

## **MINOR CUTS & GRAZES:**

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about 5 minutes. Cover with a clean dressing.

## **SUNBURN**

Treat as for other burns with cold water to remove the 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 over exposure to the harmful effects of the sun.

## **INSECT BITES AND STINGS:**

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: Bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

## **HEADLICE:**

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

## **CHICKEN POX:**

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.

Oily Calamine Lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from 2 or 3 days before the rash appears and up to 5 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 and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from 2 days before the rash appears, until the rash disappears in about 4 or 5 days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact 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 2 or 3 days before the rash appears until 8 or 10 days after that date. Immunisation can prevent this disease.

## **MUMPS**

Common symptoms are swelling of the glands in front of one of the ears, often followed, after a couple of days, by swelling in the front of the other ear. It is infectious from 2 or 3 days before the swelling appears until 8 or 10 days after that date.

[For further information please speak to a member of staff](#)