



# HESA Medical Centre

Serving The Community And Its Citizens

## Practice Leaflet

HESA Medical Centre is a general practice located in the heart of Hayes town. It is managed and run by three clinical partners. We provide services in the community and are always striving to respond to the communities' needs and demands

52 Station Road, Hayes, Middlesex, UB3 4DD

T: 01895 320 910 / 01895 760 560

## OPENING HOURS

Monday – Friday: 8.00am – 8.00 pm

Saturdays: 9.00 am to 1:00 pm

**HESA Primary Care Centre, 52 Station Road, Hayes, UB3 4DD**

**Telephone 01895 320 910 / 01895 760 560  
111 (Out of Hours)**

**Website [www.hesamedicalcentre.co.uk](http://www.hesamedicalcentre.co.uk)**

**Please read & keep this leaflet.**

**It contains surgery times and other useful information.**

# ABOUT HESA

HESA Medical Centre is a General Practice Partnership open to all patients living within our Practice boundary area. We work in partnership with our patients and our Patient Group to provide medical care for over 20,000 patients.

We are a Standard Alternative Provider Medical Services (APMS) Practice offering Primary care services for the diagnosis and prevention of disease. We help patients to manage their health and prevent illness.

Our GPs assess, diagnose, treat and manage illness. They carry out screening for diseases and promote general health and wellbeing. Our GPs act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and/or social care.

Our GPs also provide the link to further health services and work closely with other healthcare professionals and colleagues. They may also arrange hospital admissions and referrals to other services and specialists and they link with secondary and community services about patient care, taking advice and sharing information where needed. They also collect and record important information from other healthcare professionals involved in the treatment of our patients.

HESA Medical Centre is a purpose built building facilities for our clinical rooms and waiting area all of which are disabled friendly with extra

wide doors and ramps where necessary.

Facilities includes -

- Reception & Waiting room
- 8 GP consultation rooms
- 2 Treatment rooms
- Practice Nurse & HCA rooms
- Confidential interview room
- Large Health Education room
- Baby Change and Baby Feed facilities
- Patient/disabled toilets

## HEALTHCARE

We aim to provide a high standard of Primary health care. This includes a multi-disciplinary approach to meet the needs of our community.

The clinicians providing this care for you are:

#### DOCTORS

**Dr Zaheer Nasir** *Lead GP Partner (male)*  
**Dr Fareed Nasir** *GP Partner (male)*  
**Dr Rizwana Mubarik** *GP Partner (female)*  
**Dr Praveen Rooproy** *Sessional GP (female)*  
**Dr Natasha Shabajee** *(Salaried GP) (female)*  
**Dr Shumaila Mahmood Butt** *Sessional GP (female)*  
**Dr Amutha Sukanthan** *(Salaried GP) (female)*  
**Dr Seyed Tabatabaei** *Sessional GP (male)*  
**Dr Sapna Cameron** *Sessional GP (female)*  
**Dr Ghassan Al Joubory** *Sessional GP (male)*  
**Dr Ali Abas** *Sessional GP (male)*  
**Dr Yasmin Nathoo** *Sessional GP (female)*  
**Dr Hosam Abdel-Hamid** *Sessional GP (male)*  
**Dr Sarah Akram** *Sessional GP (female)*  
**Dr Dinesh Gurung** *Sessional GP (male)*  
**Dr Anvesh Reddy** *Sessional GP (male)*  
**Dr Samreen Azim** *Sessional GP*

#### ADVANCED NURSE PRACTITIONERS / PHYSICIAN ASSOCIATES

**Balbir Gill** *Advanced Nurse Practitioner (female)*  
**Nesha Gunaselan** *Advanced Nurse Practitioner (female)*  
**Lee-Anne Isaacs** *Advanced Nurse Practitioner (female)*  
**Nafisa Ali** *Physician Associate (female)*  
**Sabrina Sethi** *Physician Associate (female)*

#### MANAGERS

**Rehana Jabeen** *Practice Business Manager*  
**Asra Jabeen** *Practice Manager*  
**Ayesha Jabeen** *Operations Manager*  
**Muhammad Nadeem** *Reception Manager*

#### DIABETES SPECIALIST NURSE

**Grace Vanterpool**

#### HEALTHCARE ASSISTANTS

**Yeliz Ozbilen** *HealthCare Assistant (female)*

**Aisha Abdullah** *HealthCare Assistant (female)*

**Jay Prasad** *HealthCare Assistant (male)*

**Sharon Rose** *HealthCare Assistant (female)*

**Melisia Da Costa** *HealthCare Assistant (female)*

**Hasmika Patel** *Phlebotomist (female)*

**Rebecca Nadeem** *Phlebotomist (female)*

## ATTACHED STAFF

We also have the following staff that work with and form part of our Surgery's Clinical Team.

## SOCIAL PRESCRIBING LINK WORKER

We have the services of a Social Prescribing link worker at the practice every Monday and Thursday. The main aim of her role is to help people to improve their health and wellbeing by connecting them to activities in the community.

Link workers connect those feeling lonely, overwhelmed or in need of help to a range of local support, from community and activity groups to work, debt or housing advice. Please discuss with a GP or Nurse Practitioner if you would like a referral.

## RAPID INTERVENTION SERVICE (PARAMEDIC)

Our paramedic works alongside our GPs to carry out urgent home visits Monday - Thursday.

The GPs will assess whether a visit by the paramedic is necessary on a case-by-case basis.

## DIETITIAN

Clinics are held every other month – please discuss any referral with a GP or Nurse Practitioner. In addition, we hold monthly diabetic clinics where the dietitian is available to perform an annual review and provide support.

## FIRST CONTACT PHYSIOTHERAPIST (FCP)

FCP's have advanced skills to assess, diagnose, treat and manage musculoskeletal (MSK) problems. This involves seeing patients, without prior contact with their GP, to establish a rapid and accurate diagnosis and management plan. Please contact reception if you would like to book an appointment.

#### PHARMACISTS

Our team support those with long term conditions like asthma, diabetes, hypertension and high blood pressure. They are also available to complete medication reviews. Please contact reception if you would like to book an appointment.

#### DISTRICT NURSES & HEALTH VISITORS

District Nurses and Health Visitors provide care to patients in their homes. They will only visit housebound patients.

#### SESSION TIMES

We have clinicians available throughout the duration of our opening hours both on weekdays and Saturdays.

Appointments can be booked with: doctors, ANPs, nurses, HealthCare Assistants and other clinicians and a range of suitable times for all of our patients.

Our diverse range of staff allow you to arrange appointments with clinicians according to your preferences.

## HOW DO I...

### REGISTER WITH THE PRACTICE?

HESA Medical Centre only accepts new patients who live within our catchment area: UB3, UB4, UB7, UB8, UB10 and UB11. Please contact the surgery for details.

If you are living within our catchment area, you will be able to register via any of the following methods:

Via the practice website – please go to our website:

<https://www.hesamedicalcentre.co.uk/join-the-practice>

Via the NHS website – you can also register for our practice directly via the NHS website:

<https://gp-registration.nhs.uk/Y00352/gpregistration/landing>

At the practice in person – You can come and visit HESA Medical Centre and fill out the paper GMS1 form and questionnaire; this will need to be submitted to reception for processing

Whichever method you choose; our administrative staff are happy to help with queries you may have regarding the registration process; please do not hesitate to contact the practice on 01895 760 560 to discuss registration with one of our staff members.

When you register, if you are over the age of 18, we will also ask you to make an appointment to see either the practice nurse or healthcare assistant for a new patient health check. This is important for you as new patients. It gives us the opportunity to obtain important background medical information before your medical records arrive.

## HOW DO I...

### MAKE AN APPOINTMENT?

You can make an appointment in the following ways:

- Via telephone – contact the practice via the above numbers to arrange an appointment with a clinician. Depending on the nature of the request, the reception staff will be able to offer you an urgent or routine appointment
- Online Applications / NHS App – HESA Medical Centre makes several appointments available for booking via applications, meaning that an appointment can be made without having to phone in to the practice
- PATCHS – If you fill out a request via PATCHS (online application) which requires an appointment, a staff member will contact you within 48 hours to arrange an appointment with the required clinician.

At HESA Medical Centre, we offer the following types of appointments for Doctors, ANPs and Physician Associates:

- Same-day face-to-face A.M.

- Same day face-to-face P.M.
- Routine appointment

The same day A.M. appointments are embargoed and will be only be available to book from 8:00 on the day. Equally, the same day P.M. appointments are embargoed and will be only be available to book from 14:00 on the day. This allows the opportunity for patients who were unable to call first thing in the morning to have access to same-day appointments.

Finally, there are routine appointments whose waiting time is up to five working days. That is to say that the embargo lifts on these appointments one week after the current date; it is possible to find routine appointments which are bookable sooner than five working days.

Nurses, HealthCare Assistant and Phlebotomy appointments are unreserved and given on a first come, first served basis.

Evening and weekend appointments are available with the HUB. Please speak to reception for further details.

If you make an appointment and then find that you no longer require it, please telephone to cancel your appointment so that we can give it to someone else.

## HOW DO I...

### OBTAIN A HOME VISIT?

In order to receive a home visit, it will be necessary to take a telephone consultation with a clinician who will assess and triage the patients for home visits.

Once this has been done, we have clinicians available every weekday who are able to conduct home visits as and when required.

## NURSE CLINICS

Our practice nurses are able to offer several services, including: immunisations, chronic disease management, contraception, cervical smears, NHS Health checks annual health checks and review, wound dressings, removal of sutures, lifestyle advice, routine vaccinations, travel vaccinations.

## HEALTHCARE CLINICS

Our HealthCare Assistants are able to see patients for a wide range of appointments, including: new patient health checks, blood pressure checks, ECGs, ABPM, NHS Health Checks, healthy lifestyle advice, spirometry, support for weight management or new patient medicals.

## OUT OF HOURS

There will always be a doctor on call for emergencies. To contact a doctor out of hours please telephone NHS 111.

Please only use this service if your problem cannot wait until the surgery re-opens.



## TEST RESULTS

We ask that patients telephone after 12.00 noon for test results.

All results are assessed by the one of the Partners or duty doctors on a daily basis; the reception will inform the patient of the appropriate action which needs to be taken in relation to the results obtained. If you require more information than the receptionist is able to give, you will be asked to see or speak to the doctor or nurse.

## CHANGE OF PERSONAL DETAILS

Please inform reception if you change your name, status, address, home or mobile telephone number so that we can update our records.

## REPEAT PRESCRIPTIONS

Repeat Prescriptions can be requested via the following methods:

- In person at the practice – you can submit your request into one of the prescription boxes located in the reception area.
- Via email – you can make a prescription request by sending an email to the practice address: [nhsnwl.hesamc@nhs.net](mailto:nhsnwl.hesamc@nhs.net) (*please include your full name and date of birth in the email*)
- Online Applications / NHS App – prescription can also be made via the above applications
- Via post/nominated Pharmacy

If you are on long term medication a doctor or nurse practitioner will need to review this at least once a year. The review date can be found on your repeat medication slip. Please help the clinicians keep a check on your condition by contacting the surgery when requested.

Repeat prescriptions take 48 hours to be issued. Any requests received after 12pm will be processed the next working day.

We use the Electronic Prescription Service (EPS) at the surgery which means that all prescriptions are sent to the pharmacy of your choice. Please ask at reception or your local pharmacy for more information.

If you are on long term medication a doctor or nurse practitioner will need to review this at least once a year. However, if you are taking several medications you will need a review every six months. If you are taking the contraceptive pill you need to be seen every six months. We will supply one month's emergency prescription if you cannot come in but you must make an appointment within that month. The review date can be found on your repeat medication slip. Please help the clinicians keep a check on your condition by contacting the surgery when requested.

## TEXT MESSAGES

You can register to receive information by text message on your mobile phone regarding appointments and health care.

If you wish to register for this free service, please fill out a consent form at reception or online at [www.hesamedicalcentre.co.uk](http://www.hesamedicalcentre.co.uk).

Equally, you can indicate on your registration form if you wish to receive text messages from the practice.

## EDUCATION & TRAINING

HESA Medical Centre is a teaching practice. We currently teaching first and second year medical students and Physician Associate students from Brunel University.

## CHAPERONE

Please ask at reception or inform the clinician if you require a chaperone.

## ACCESS FOR DISABLED

The surgery has access ramps and toilet facilities for patients who use a wheelchair. The surgery has a car park at the rear. Please note there are parking restrictions in the surrounding roads between 1pm and 2pm.

## HEARING LOOP

A hearing loop is available in reception.

## VISUALLY IMPAIRED PATIENTS

If any assistance is required, please make the receptionist aware. Guide dogs are welcome at the surgery.

# SEXUAL HEALTH AND PREGNANCY

## **Chlamydia Screening**

Sexual health screening is available to patients age 14 - 25 years who have no signs of infection. Common sexually transmitted infection can be screened for without the need for an examination. Please ask the practice nurse for further information.

## **Cervical Smears**

A cervical smear is recommended every 3 years for women from age 25 to 49 and every 5 years for women aged 50 - 64 who have ever been sexually active. Please make an appointment with a practice nurse or, if you prefer, with one of the doctors

## **Antenatal Care**

The midwife does her antenatal clinics at the Children's Centre attached to the Glenbrook School. Please make a doctor's appointment to receive a referral.

## **Post-natal Care**

All new mums will be invited to have a 6 weeks' post-natal check. Babies will have a developmental check at the same time. Please contact the surgery for a triple appointment for you and your baby.

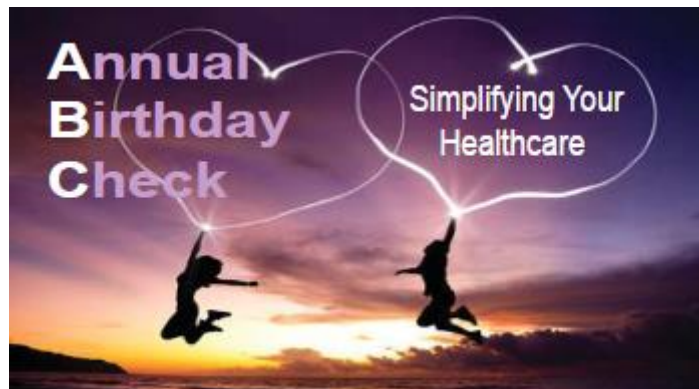
## **HPV Vaccine**

The HPV Vaccine is available to girls between the ages of 12 to 18years offering vital protection against cervical cancer. Girls between 12 and 13 will be vaccinated at school, older girls can book an appointment at the surgery with the nurse.

## **Contraception**

The HPV Vaccine is available to girls between the ages of 12 to 18years offering vital protection against cervical cancer. Girls between 12 and 13 will be vaccinated at school, older girls can book an appointment at the surgery with the nurse.

# ANNUAL BIRTHDAY CHECK



If you have been diagnosed with:

- High Blood Pressure
- Diabetes
- Kidney Disease
- Heart Disease Mental
- Health Problems
- Stroke or Mini Stroke (TIA)
- Asthma
- COPD (Smoking Related Lung Disease)
- Dementia or Alzheimer's Disease
- Epilepsy
- Vascular Disease
- Rheumatoid Arthritis

then we would like to offer you an annual comprehensive review of your condition(s) and medications in the month of your birthday. This will be mostly nurse-led. Most people will need to have a urine test and a blood test with the healthcare assistant a week before the review. Please speak to reception about booking your ABC appointment.

## **Patients with Thyroid Problems**

If you have no other ongoing medical issues you will only need to have an annual thyroid blood test with our health-care assistant in the month of your birthday. The doctor will contact you regarding any dosage changes to your medication.

## **Arranging Your Annual Check**

Please telephone after 11 am when we are less busy.

If you intend to discuss this at the reception desk please be patient, we may ask that you leave your contact details so we can contact you at a more convenient time

## CHILD HEALTH SURVEILLANCE

The doctors carry out developmental checks by arrangement for infants' around 6-8 weeks of age. Routine childhood vaccinations are carried out by the practice nurse by prior appointment. Parental permission is required for all vaccinations. If a parent or guardian is arranging for another responsible adult to bring the child for immunisation, this must be discussed with the nurse prior to the immunisation and consent must be provided in writing.

## ANTE-NATAL CARE

Generally antenatal care is shared by the hospital and the GP. Ante-natal patients will initially be seen by the GP at 8 weeks into the pregnancy and referred to the appropriate hospital. A member of the midwifery team will then contact the patient to arrange a booking appointment.

## CHRONIC DISEASE MANAGEMENT

The doctor or nurse carries out regular reviews of patients with chronic diseases such as asthma, diabetes, heart disease, COPD or cancer. You will be monitored regularly and be invited for a full review once a year.

## FLU VACCINATIONS

Influenza immunisation protects effectively against 'true' influenza. This vaccination is offered to all patients aged 65 and over and those less than 65 years with any long-term condition such as asthma, diabetes, and heart disease and COPD, as well as pregnant women and those on long term steroids or immunosuppressant's. This service is available from the beginning of October each year. Any patient fulfilling any of these criteria should contact the practice nurse to discuss having a routine vaccination each winter.

# HEALTHY LIFESTYLE CLINICS

## WEIGHT MANAGEMENT

Our Healthcare Assistant can help you with 1-1 weight management programme or if you prefer we will be able to make the appropriate referral for you

## SMOKING CESSATION

The nurses can provide advice and make the appropriate referrals for you to be seen by an external service

## NHS HEALTH CHECKS

If you are over 40 you can request an NHS Health Check. This involves an appointment with the healthcare assistant who will take blood samples, weight and blood pressure. You will then have a follow up appointment with a nurse, who will explain the results and if required refer you to your doctor

## CHRONIC DISEASE MANAGEMENT

Patients with chronic diseases such as Diabetes, Chronic Heart Disease, Ischemic Heart Disease, COPD are provided with a care plan that outlines the annual list of appointments they should attend. This includes medication reviews and blood tests. We will send out reminder letter but please help us to help you by tracking your appointments in the care plan and booking yourself in when your next appointment is due.

## ALCOHOL CONSUMPTION

If you are concerned about your drinking discuss this with the doctor who will be able to refer you to the appropriate community service who will be able to offer support and guidance. Our local service is provided below:

Old Bank House, 64 High Street, Uxbridge UB8 1JP, [01895 207777](tel:01895207777)

## PNEUMOCOCCAL VACCINATIONS

Pneumococcal vaccination is offered to all children as part of the routine immunisation programme; however, it is also offered to all patients aged 65 years and over and those less than 65 years with a long term condition. For most patients it is a single injection, but certain groups of patients may require a booster after 5 years.

## SHINGLES VACCINATION

A Shingles vaccine is offered to adults aged 70 or 78 years old.

## TRAVEL VACCINATIONS

These are available by appointment with the nurse. You will be required to complete a health questionnaire before your appointment in order to provide the nurse with as much information as possible. Please contact reception for further information at least 6 weeks before you intend to travel.

There are a number of travel vaccinations provided by the NHS, however vaccines such as Rabies, meningitis ACWY, Japanese, encephalitis and tick borne encephalitis are not provided under the NHS and therefore will incur a fee for the vaccine and administration. Please discuss your requirements with the practice nurse or contact reception for a price list.

## PRIVATE MEDICALS AND FORMS

All non-NHS work such as holiday cancellation forms, To Whom It May Concern letters, private medical examinations/certificates etc, will incur a fee. If you require any of these services, please contact reception as you may need to book an appointment outside normal surgery hours.

## PRIVATE REFERRALS AND PRESCRIPTIONS

If you wish to see a consultant privately you must discuss the matter in advance with your GP who will provide a referral letter if appropriate. Prescriptions from private consultants will not automatically be provided on an NHS prescription.

## FIT NOTES

Self-certification forms for the first week of your illness are available from your employer or the surgery. If you remain unfit to work after this time a doctor's note may be required by your employer. Please make an appointment to see the doctor for this. Private medical certificates for periods of time less than one week can be requested from the doctor. There is a fee payable for this certificate.

## YOUNG PEOPLE SERVICES

While we prefer to see young people with their parents, we are willing to offer a confidential and sympathetic consultation to any young person if requested, to offer advice about emotional development, contraception, health education, or any health related problem. Please make an appointment with the doctor or nurse.

# HOW TO BENEFIT MOST FROM THE SERVICES WE OFFER

## PATIENT PARTICIPATION GROUP

Patient groups have been set up at a number of practices in our locality and are seen as a very effective way to involve local people in the decision-making of the services of their practice. They are made up of a small cross-section of the patients and staff within that practice. Our group has now been running since March 2011 and has a few volunteers but would like to hear from anybody who is interested in joining the group particularly for those families with young members. The meetings are currently held quarterly, usually online via Microsoft Teams. For more information you can contact the practice managers on the surgery number.

## PATIENT FEEDBACK, SUGGESTIONS OR COMPLAINTS

We are keen to hear your views about our services and welcome any suggestions you might have on how we can improve.

From time to time we distribute questionnaires to learn your views about the services offered by the practice. Please help by returning your completed questionnaires to reception promptly.

Please also complete the national survey if you receive one.

### **How to complain**

If you have a complaint or concern about the services that you have received from the doctors or staff working for this practice, you are entitled to ask for an explanation. We operate an internal complaints procedure to deal with your complaints. Your complaint should be in writing and addressed to our practice managers, who will ensure that it is investigated thoroughly and as speedily as possible. We must ensure strict adherence to the rule of confidentiality and cannot provide confidential information without appropriate authority if you are not the patient in question.



We take all complaints seriously and following each incident, we consider the implications raised and may discuss them at practice meetings for training purposes and the application of lessons learned. All details of your complaint and actions taken to investigate and resolve it will be logged by the practice. Each year we forward an annual report to West Essex CCG notifying them of the number and types of complaints we have received.

#### ACCESS TO PATIENT RECORDS

All our current records are held on computer. Patients can be assured of complete confidentiality. Your rights are also protected under the Data Protection Act and General Data Protection Regulations. Patients may request access to their medical records under this Act and all requests must be in writing. Please contact reception for further information.

#### FREEDOM OF INFORMATION ACT 2000

Please see separate Freedom of Information Act 2000 leaflet that is available in the surgery for further information.

#### SUMMARY CARE RECORDS

If you require an information leaflet or decide not to have a Summary Care Record, please contact reception or visit [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk).

## PRACTICE CHARTER

#### WHAT WE WILL DO FOR YOU

- always treat you with courtesy and respect; we value your tolerance and patience when we're working under pressure
- discuss your care and treatment with you
- refer you to a specialist acceptable to you (within the limits of the services available in this area) when your GP thinks that it's necessary
- respect your right to confidentiality
- provide our patients with an environment which is comfortable, relaxing and friendly
- ensure that all staff have the competency to deliver the required standards of care
- respond to feedback from our service users, their families, other health professionals and our staff
- continuously seek ways in which our services can be improved.

## WHAT YOU CAN DO FOR US

- treat us with respect and courtesy at all times. We know that sometimes if you are worried, this is not easy; however, we do have a policy of zero tolerance against violence and abusive or threatening behaviour
- tell us if you are unsure about the treatment we are offering you
- keep your appointments at the surgery and let us know as early as possible if you are unable to do so – there are always other patients waiting for cancellations
- only order repeat prescriptions for those medications that you need – many medicines are wasted
- allow at least 48 hours for us to process your repeat prescriptions
- inform us of any changes to your address and/or phone number so that we can keep your records up to date
- tell us about complaints or misunderstandings as soon as possible to allow us to deal with them

We know that surgery waiting times are sometimes not acceptable to you and so we are constantly trying to find ways of improving our system. Occasionally the doctor on duty has to deal with an emergency during surgery and we will always tell you when this is the case and give you the opportunity to go away and arrange a time for you to come back.

We are grateful for your goodwill and thanks when you are pleased with our care and service.

## CONFIDENTIALITY

As part of our commitment to patient care, we have to record personal information. This is to ensure that we have accurate historical and current information so that you receive the proper care and treatment.

Everyone working at the practice has a legal duty to keep information about you confidential.

## ZERO TOLERANCE AGAINST VIOLENCE

For the safety of staff and patients, this practice has a Zero Tolerance Policy in respect of violent, aggressive or threatening behaviour by patients or their relatives to practice personnel or other patients. In extreme cases we may summon the police to remove offenders from the practice premises. Any patient who abuses this policy may be removed from the practice list.

HESA Medical Centre has a Patient Participation Group (PPG) that meets two to three times per year to discuss the needs of the patients and the service we provide. This is a small informal group headed by the practice manager and is open to any suggestions which you may have. If you are interested in joining this group, please contact the Care Co-ordinator or Operations Manager.

## SELF MANAGEMENT OF COMMON AILMENTS

Many conditions get better on their own and can be treated successfully at home. Your pharmacist may be able to help you with these and advise about medicines that you can buy over the counter.

### **Backache and Strains**

Many acute strains and backache will settle without medical intervention over a few days or weeks. Staying mobile improves recovery and using simple pain relieving measures such as ice, heat and over the counter pain relief medication. If the symptoms persist or get worse, please contact the doctor.

### **Burns and Scalds**

Taking the heat away from the skin as soon as possible is the most important factor. Apply large quantities of cold water immediately, for up to 15 minutes if necessary. If the skin is unbroken but blistered, apply a loose dry dressing after this cooling. If the skin is broken, or if the area of the burn is larger than 10-12 centimetres diameter, further advice should be sought.

### **Colds and Flu-like symptoms**

Colds usually start with a sore throat, temperature and aches, coughs and runny nose. They are caused by viruses and antibiotics are of no use in treating them. Treatment consists of drinking plenty of fluids and taking recommended doses of Paracetamol for temperatures and aches.

If symptoms are associated with shortness of breath then further advice should be sought.

### **Diarrhoea & Vomiting**

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid that you have lost and resting the digestive system by having nothing solid to eat for 24 hours. If the diarrhoea contains blood or there is a severe pain or high fever you should discuss it with your doctor. Diarrhoea and vomiting in small babies and young children should be treated with caution and the doctor will be happy to advise you about this over the telephone and arrange to see you if necessary.

## **Head lice**

These creatures prefer clean hair and are not a sign of poor hygiene. Medical shampoos can be obtained from the chemist without a prescription. You can also buy a nit comb from your chemist which is particularly effective when used on hair which has been coated with conditioner.

Advice leaflets are available from pharmacists, school nurses or the surgery.

## **Insect Bites and Stings**

Most of these need no treatment. Antihistamine tablets can be obtained from the chemist without prescription and will relieve most symptoms.

## **Nose Bleeds**

Sit on a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about ten minutes by which time the bleeding usually stops. If the bleeding continues, consult your doctor.

## **Sprains**

First apply a cold compress containing ice for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until the discomfort has subsided.

## **Sunburn**

With sunburn, prevention is better than cure. Use 'High Factor' sun creams before exposure, especially on children. Short term over exposure to sun can cause burning. The skin becomes hot, red and painful. After a few days the burnt skin may peel. A cool shower or bath will help. Soothing creams such as aqueous cream will help and Paracetamol will help with the pain.

If vomiting, fever and headaches occur this may be due to sun stroke. If this occurs please make sure you have plenty to drink to prevent dehydration. Paracetamol or ibuprofen will help to ease headaches and fever. Please see your doctor if your symptoms are not settling.

# USEFUL TELEPHONE NUMBERS

### **Hillingdon Hospital**

**01895 238 282**

Pield Heath Road, Uxbridge, UB8 3NN

### **Ealing Hospital**

**020 8967 5000**

601 Uxbridge Road, Southall, UB1 3HW

### **Northwick Park Hospital**

**020 8864 3232**

Watford Road, Harrow, HA1 3UJ

**St Mark's Hospital** **020 8864 3232**

Watford Road, Harrow, HA1 3UJ

**Harefield Hospital** **01895 823 737**

Hill End Road, Harefield, Uxbridge, UB9 6JH

**Social Services** **01895556633 (Adult Services)**  
**01895 203021 (Children Services)**

**Out of Hours number** **111**  
**(when surgery is closed)**

#### NEAREST WALK-IN CENTRES

##### **Hillingdon Hospital**

Pield Heath Road, Uxbridge, UB8 3NN

##### **Ealing Hospital**

601 Uxbridge Road, Southall, UB1 3HW

#### NHS NORTH WEST LONDON

Boundary House, Cricket Field Road

Uxbridge, Middlesex

01895 203 000

*nhsnwl.hillingdon@nhs.net*

#### LOCAL PHARMACIES

**Boots** **020 8573 0096**

28-30 Station Road, Hayes, UB3 4DD

Mon-Fri 09.00-18.30

Sat 09.00-17.00

**Superdrug Pharmacy** **020 8848 1754**

2-8 Station Road, Hayes, UB3 4DA

Mon-Sat 09.00-18.30

Sun 11.00-17.30

**Hayes Town Pharmacy**

**020 8813 7626**

11 Coldharbour Lane, Hayes,

UB3 3EA

Mon – Sun 8:00-23:00

**Nuchem Pharmacy**

**020 8561 0020**

24 Coldharbour Lane, Hayes, UB3 3EW

Mon-Fri 9.00-18.30

Sat 9.00-14.00

**Medics Pharmacy**

**020 8573 1799**

11 Dawley Road, Hayes, UB3 1LS

Mon-Fri 9.00-18:30

Sat 9.00-13:00