

Studholme Medical Centre

www.studholmemc.co.uk

50 Church Rd Ashford Middlesex TW15 2TU

Practice Information Booklet

(01784) 420700 / (01784) 424500

Introduction

Studholme Medical Centre is a well established and successful GP Practice located in centre of Ashford, Middlesex. Our recent CQC audit rated us good in all areas with 2 areas noted as outstanding – the work that our pharmacists do and the work that we do to organise our patient support groups.

We have a clinically strong team comprising of several doctors who are supported by prescribing paramedic, nurse practitioners, practice nurses, health assistants and administration staff. We offer extended opening hours on Monday and Wednesday evenings (pre-booked appts only). We have an extensive practice website and offer a range of online services including clinical help requests, repeat prescriptions, a mobile text reminder service and online self- help portal.

Our practice facilities are of a high standard and we have 45 onsite car parking spaces.

We provide a full range of NHS services and run several additional clinics including Dressings, Phlebotomy, NHS health checks, Diabetes reviews, COPD clinics, Asthma, Spirometry, INR, Minor surgery, Joint injections and Ear Microsuction.

We also offer onsite services such as Physiotherapy, Sonography, Acupuncturist and Chiropodist .



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History Of The Practice

Studholme Medical Centre is a large GP practice caring for nearly 17,000. We practise from a large Edwardian house in the very centre of Ashford, Middlesex, which was built named after Mr John Studholme Brown-Rigg. Admiral Sir Henry John Studholme Brownrigg, KBE, CB, DSO (3 September 1882 – 24 January 1943) was a Royal Navy officer who was Commander-in-Chief, The Nore.

There has been a GP surgery on this site since the First World War and the Group Practice, one of the first in the country, was established in 1948. The surgery premises have been modernised internally and extended at the rear to provide comprehensive GP services as well as approx 40 car parking facilities for attending visitors.

Area Covered By The Practice

We cover the town of Ashford, Middlesex and the direct surrounding area:

Practice Teams

For a list of current Practice staff please consult our practice website

www.studholmemc@nhs.net

Practice Hours And Contact Numbers

Surgery Hours

The surgery is open Monday to Friday, 8.00am - 6.00pm

Late evening (until 8pm) by appointment only is available every Monday and Wednesday.

Wednesdays

The surgery doors are closed between 1.00 - 2.00pm however we are open for pre-booked appts. If you have a pre-booked appointment please ring the bell for assistance.

The surgery closes at 6.30pm however the last appointment is 6.00pm

Contact Numbers

(01784) 420700 or (01784) 424500

Web Address: www.studholmemc@nhs.net

The Reception Team

The receptionists are usually the first members of the team you will meet. They will be able to help you make the most of the many services we provide. Sometimes they have to judge the urgency of your request, so please try to give them all the necessary information. They are bound by the same rules of confidentiality as

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doctors and nurses.

Booking Clinical Help

The NHS has changed in that there are several health professionals involved in providing care for patients including paramedics, pharmacists and nurse practitioners.

To request help the fastest way to do so is via our practice website under “Reception & Enquiries” and then complete the “Get Help for any Health Care Problem” form. This avoids the need to wait on the phone and the form can be completed at a time that is more convenient to you. Once the form is completed you do not need to telephone the Practice about the same request. The request will be received by the Practice and triaged to match your request with the right level of response be it with a GP or another health care professional or our admin team. If you cannot go online then you can still call our reception team and they will complete the form online for you. The form still gets triaged in the same way however it is often better to go online and complete the form yourself as you can then tell us directly what help you would like.

If you need a nurse appointment then this can be done online by completing the “See an nurse” form and submitting.

If an appointment is required then you will receive an email or SMS (or phone call if no internet or mobile on record) to let you know that a health care professional will be telephoning you to discuss your health care needs. The health care professional will then decide the best course of action which may involve you attending the Practice for further examination or being referred to the hospital.

Please ensure that you keep your phone with you so that you do not miss our phone call and then have to resubmit another request.

Text Service

Patients with a registered mobile number may receive text messages from our health care team regarding test results or requests to contact the Practice etc. The same service can be used for video calls and for sending documents to patients like diet sheets or health care information and advice.

Cancel an appointment

You can cancel an appointment via our website or by phoning the Practice. Some types of appointment will also receive a text message and within that text message there is link which can be used to cancel an appointment.

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Home Visits

Diagnosing and treating medical problems is best done in our fully equipped surgery. The majority of medical conditions allow you to come to the surgery even in an emergency. However, if you are housebound or genuinely too ill to visit the surgery, please contact the surgery as soon as possible in order to request a home visit. Please try to make the request before 10.00am if at all possible. A GP will call you back to discuss your request. We also use the local home paramedic visiting service who work in unison with our GP's to perform home visits when deemed clinically required.

Out Of Hours

When the surgery is closed please call NHS 111

Test Results

Test results are best viewed by signing up to the NHS app. You can register for the app and sign up without contacting your GP. Simply download the app via the Apple Store or Google Play Store. The app can also be used on a desk top computer or lap top.

Result may be given over the telephone, which will often save you making a further appointment. However, please note our receptionists are not medically trained and you may need to review the results with a GP. For test results, please ring the surgery on (01784) 424500 after 11.00am.

Minor Ailments And Injuries

For minor ailments and injuries patients contact their local pharmacy. Most pharmacists have special arrangements with NHS where they are funded to offer a minor illness clinic to patients. No appointment is necessary for this service you simply ask your local pharmacy shop to help.

There is also a local walk in centre based at Ashford Hospital site.

Ashford Walk-in Centre:

8.00am to 10.00pm (GP available until 8.00pm)

Weybridge Walk-in Centre:

Opening times: 7.00am to 7.00pm Monday to Friday

9.00am to 3.00pm weekends and bank holidays

Telephone: (01932) 826013

This is a nurse-led service that can deal with most minor ailments and injuries. However, they cannot deal with chest pain, abdominal pain, chest infections and children under the age of two years.

Emergency Dental Care

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Please don't ask our Practice staff to treat dental problems as we are not trained or able to provide such services. Please consult your local dentist or the NHS emergency dental help service

<https://www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours/>

Services Provided By The Practice

New Patients

Our patient registration form can be completed online and any requested documents can also be submitted online or brought to the Practice if you cannot submit these online. We ask new patients to complete a brief health questionnaire (available on our Website) and offer a new patient check which includes measuring your height, weight, blood pressure and testing your urine. This gives us some background information, which will help in your future care. It is vital you keep the surgery updated with your latest contact information.

Allocating A Doctor

Although you will be registered with the Practice, you will be allocated to a nominated doctor as your usual doctor. There will be times when he/she is not available in which case you will be seen by another doctor. You can request an appointment with any doctor of your choice providing that doctor is available.

Sickness Certificates

You do not require a doctor's sickness certificate for illness lasting seven days or less. However, your employer may ask you for a self-certification form which is available from the DSS. For illness lasting longer than seven days, you will need to see a doctor for a sickness certificate.

Repeat Prescriptions

There are several ways to make prescription requests for medication that has already been approved by our team for you to take.

Requests can be made over the phone or by using our practice website. Select "Prescriptions" tab. "Request Medication online" click "No" and then complete the online form and submit. No passwords are required to use this service.

Please allow 72 working hours for your prescription request to be processed. If your medication review is due then your request may be rejected until you have responded to our teams requests to complete a medication review.

Prescription Charges

People in the following categories are automatically exempt from prescription charges: children under the age of 16; under 19 and in fulltime education; and all

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patients over 60 years of age.

There are other categories of exemption. Please see the back of any prescriptions form given to you by your doctor for full details. It is sometimes worthwhile to buy a season ticket for pre-payment of prescription charges. For the latest prescription prices, please refer to the NHS prescription website or speak to your local pharmacist.

Disabled Access

The surgery is suitable for access via a wheelchair on the ground floor. Unfortunately we do not have a lift however we can provide all required services on the ground floor if required.

Parking

45 Parking spaces are provided at the rear of the building. Please use this only when visiting the medical centre. The car park at the front is for use by the medical staff.

Clinical Services

Joint Injections

If you have problems such as Trochanteric Bursitis, Plantar Fasciitis, Carpal Tunnel Syndrome, Trigger Finger, Bicep Tendonitis, Frozen Shoulder, Supra Spinatus Tendonitis, Osteoarthritis of the knees, Osteoarthritis of the thumb, Golfer's and Tennis Elbow, your GP may feel that you would benefit from a steroid joint injection. If so, you will be referred to Dr Tharamajah.

Minor Surgery

We offer a minor surgery service whereby lumps and bumps are removed under local anaesthetic. Conditions treated include sebaceous cysts, lipomas, moles and pyogenic granulomas. These can be removed from most areas on the body except around the face, hands and near joints. Shaving some lesions around the face and chin can also be undertaken.

Private Medical Examinations

In addition to our NHS contract, the practice offers some private medical services. These include the completion of medical reports and examinations for external organisations. These services incur charges, as they are not part of the practice's NHS contract. A list of private services and the current fees charged can be obtained from our website.

Anticoagulation Monitoring

Studholme Medical Centre currently offers an INR monitoring service for those

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patients taking warfarin. This service is only offered to those patients whose INR is currently stabilised. We offer a one-stop service whereby a finger-prick blood test is taken and processed by our on-site machine. The result is then entered into a computer software programme, which automatically generates guidance regarding the dose of warfarin required and the date for the next blood test. This service removes the need to visit the hospital anti-coagulation service. It is offered to housebound patients at present.

If you are currently taking warfarin, have a stable INR and would like to avail yourself of this service, please enquire with reception for further details.

Pregnancy

The midwives hold antenatal clinics at Ashford hospital. If you are pregnant you can contact the team directly and this does not need to be done via our Practice. Their contact details are on our website just type pregnancy into the search function.

After your baby is born certain checks like the 6 week mother and baby checks are done at our Practice. Prior to this check you should see health visit in order to have baby weighted and measured. We do not check baby weights at our Practice.

Cervical Smear Tests

Our nurses perform the majority of routine smear tests. These are now processed at the laboratory using a liquid-based cytology system helping to achieve greater accuracy of results and decreasing the probability of repeat testing.

Child Health Immunisations

Our nurse-led immunisation clinic provides the latest immunisations recommended by the Department of Health for your child's protection. We have a recall system in place to ensure your child is offered all their immunisations at the correct time.

For information about children's immunisations, you can visit www.immunisation.org.uk, an evidence-based website.

Tests

Blood tests, x-rays and ECGs etc are routinely carried out at Ashford and St Peter's Hospital. The Practice does have several phlebotomy appointments (taking of blood samples) available for you to book.

Diabetic Clinic

The practice runs regular diabetic clinics carried out by trained staff supported by GPs, which are able to help provide comprehensive care to people with both Type 1 and Type 2 diabetes.

Asthma And Chronic Obstructive Pulmonary Disease Clinic

The practice runs regular asthma/COPD (emphysema and chronic bronchitis) clinics

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carried out by trained nurses supported by GPs, which are able to help provide comprehensive care to both asthma and COPD patients. The practice nurses are also able to help patients with their inhaled treatments. The practice also offers a spirometry service.

Travel Clinic/Adult Immunisations

Practice nurses run a comprehensive NHS travel clinic. Our aim is:

- To vaccinate against diseases which can be contracted abroad
- To provide an up-to-date advice service

We offer a range of NHS travel vaccinations. We do not offer private travel vaccines. Appointments should be booked 4-8 weeks prior to travel, as you may need a course of injections. All vaccinations take a minimum of two weeks to be fully effective. Routine adult immunisations are by appointment with our nurses.

To find out which travel immunisations you may require, go to the 'Fit for Travel' website.

Other Services Available At The Practice

Physiotherapy

Chiropody

Sonography

Help Us to Help You

- If you cannot keep your doctor's appointment, you must inform the surgery and cancel, as another patient may require this appointment. If you persistently fail to keep appointments, you risk being removed from our list. If you are more than 10 minutes late for an appointment with the GP/nurse, it will be at the discretion of the GP/nurse whether you will be seen.
- Be courteous to the staff at all times. Please remember they are working to help you and many other patients too at the same time.
- Use the NHS app to view your test results. If you do call us then telephone after 11.00am for advice or test results. If you ring before that time, you may have to wait a long time or be asked to call back later.
- Ask to be visited at home only if you are too ill to come to the surgery or are housebound. If you need a visit, please ring before 10.00am if possible.
- When requesting urgent appointments or home visits, please be prepared to give a description of your problem.
- If you have a regular prescription for the same medicine, please request repeat

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prescriptions in plenty of time (ie 72 hours). Please note if a medication review is due then for your safety your prescription request may be rejected until you respond to our requests.

- If you are dissatisfied with, or have a query about, any aspect of the care or service which you have received, please notify the practice manager. Please do not vent your anger and frustration on members of staff.

Policies And Procedures

Practice Policy On Equality, Diversity And Human Rights

As part of the NHS, the Studholme Medical Centre shares the belief that people who use our services, their carers and our staff should be treated with respect and dignity. This means we will not tolerate racism, homophobia, sexism or any other form of discrimination against staff, service users or carers.

Practice Charter - Your Rights

As a patient of this practice, you can expect:

- To be contacted the same day for conditions that are deemed to be clinically urgent.
- To have your records treated confidentially.
- To have your long-term medication and treatment reviewed at agreed intervals
- To be informed (through patient newsletters and primarily our website etc) of the practice's services and how best to utilise them
- To receive healthcare in safe, comfortable and appropriate surroundings
- To be treated courteously. We may not always be able to give you what you would like however we will do our best to provide good clinical care.

Your Responsibilities

- To treat the doctors and practice staff courteously at all times
- To be punctual for your appointment or, if you are unable to attend, to cancel well in advance
- You may need to make more than one request if more than one person needs to be seen
- To be prepared to make further requests if you have numerous or complicated problems
- To be patient if appointment times are running late - it may be you who needs the extra time on another occasion
- To ask for a home visit only if you are housebound or if the illness completely prevents you from attending the surgery - children can usually be brought to the surgery safely. This is very important as a single home visit uses up at least four surgery appointments.

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Surgery Policy On Antisocial Behaviour

In accordance with Government Policy, we follow the advice of the NHS Security Management Service. As such, any verbal and physical abuse of practice staff will NOT be tolerated and may result in removal from the practice list as well as police action.

Comments, Complaints And Suggestions

Our complaints procedure is on our Practice website and there is a leaflet in reception. We aim to acknowledge complaints as soon as we can. We will endeavour to give a full response as soon as practicable and will keep you informed of the progress.

Change of Personal Details

Please let us know as soon as possible if you change your name, home address or telephone number. You will have to change to another practice if you move outside our catchment area. Such changes can also be updated via our website.

Medical Information And Confidentiality

Everyone working with your information has a legal duty to keep it confidential and therefore all patient records held on file either on paper or on computer are strictly confidential. Studholme Medical Centre is registered with the Data Protection Act and takes its duty to protect confidential information very seriously. All staff are trained in and regularly reminded of the arrangements for keeping data private. The practice complies with the NHS Caldicott guidelines on patient confidentiality; we also comply with the Freedom of Information Act. Patients can be provided with copies of their referral letters upon written request. If you have any concerns about the way your data is handled, or any other aspect of the service, please contact the practice manager. You have the right to opt out of the NHS electronic care record service should you so wish and the NHS provide a website to allow you to do this. Such opt out is not done via the Practice.

Continuity Of Care Statement For Patients

Our approach to your health care

- We work to promote the benefits of continuity of care, and to ensure that your health care professional does their best to support you care.
- If you have ongoing health needs and wish to have continuity of care with one GP please request appointments with the GP of your choice where availability allows (for most people their usual GP) and, excluding emergencies, we will endeavour to book you with the same GP.
- We try to cover annual leave internally so that you will be seen, wherever possible, by a permanent doctor. Where this is not possible we try to use the same locum GPs to ensure our service is to the same high standard at all times.

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Childhood Immunisations

The information below is simply a guideline, however these guidelines are constantly reviewed and updated. For the latest information please refer to the following NHS website.

<http://www.nhs.uk/conditions/vaccinations/pages/vaccination-schedule-age-checklist.aspx>

- | | |
|--|---|
| 2 months old | Diphtheria, Tetanus, Pertussis (Whooping Cough),
Polio, Hib and DTaP/IPV/Hib (One injection)
Pneumococcal infection (PCV) (One injection)
Rotavirus |
| 3 months old | Diphtheria, Tetanus, Pertussis (Whooping Cough),
Polio, Hib and DTaP/IPV/Hib (One injection)
Meningitis C (Men C) (One injection)
Rotavirus |
| 4 months old | Diphtheria, Tetanus, Pertussis (Whooping Cough),
Polio, Hib and DTaP/IPV/Hib (One injection)
Pneumococcal infection (PCV) (One injection) |
| Around 12 months old | Hib and Meningitis C (Hib/Men C) (One injection)
Measles, Mumps and Rubella (German Measles)
Pneumococcal |
| 3 years and 4 months to 5 years old | Diphtheria, Tetanus, Pertussis (Whooping Cough)
and Polio (dTaP/IPV or DTaP/IPV) (One injection)
Measles, Mumps and Rubella (German Measles)
(MMR) (One injection) |
| 13 to 18 years | Diphtheria, Tetanus and Polio (Td/IPV) (One injection) |
| Human Papilloma Virus | Girls (only if not given in school) |
| (Cervical Cancer) | Meningitis C |

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.

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Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes 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 is usual, the pain has been caused by abuse ie 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.

Sore Throats

Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children paracetamol syrup and fluids (aspirin should NOT be given to children under 16). For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirins in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing.

If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should come and see us at the surgery.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This 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 four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

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. Antibiotics are not recommended as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a viral 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. Consult your doctor if the symptoms persist for more than a few days.

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Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled 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.

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 eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling.

Then 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.

Nosebleeds

Sit in a chair, lean 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 hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts And 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 five minutes. Cover with a clean dry 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 overexposure 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

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squeezing the contents of the venom sac into the wound.

Head Lice

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.

Chickenpox

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 three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

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

It is infectious from two days before the rash appears, until the rash disappears in about four or five 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.

Immunisation can prevent this disease.

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 two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

Looking After A Child With A Fever

Fevers develop in response to infection. Usually the child will get over the infection without antibiotics. Most childhood infections are caused by viruses, and these do not respond to antibiotics. A few children, usually under five years old, will have a convulsion (febrile fit) with a high temperature. The child suddenly shakes all over and then becomes very still. This information is designed to help you bring your child's temperature down to avoid a convulsion and make them feel better. If your child feels hot and appears unwell take their temperature if you have a thermometer. The normal temperature is 37 degrees centigrade. If the temperature is raised, or if

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you don't have a thermometer but think your child has a temperature, try to lower it as follows:

- Give your child the correct dose of paracetamol suspension. Give the higher recommended dose.
- Dress your child in cool clothes, for example, a t-shirt and shorts.
- Give your child plenty of cool drinks - small amounts frequently.
- Sponge your child down, especially the head. Use tepid water, not too cold.
- Use a fan if you have one.

Repeat the dose of paracetamol every four hours if necessary. If you are still worried by the condition of your child especially if they are not any better two hours after giving paracetamol, contact the doctor. You will not make your child worse if you take them in a pram or car to see the doctor. If your child does have a convulsion, it should subside in less than five minutes. Lie the child on their side and stay with them while it lasts. If there is another adult in the house, ask them to call the doctor. If not, then call the doctor when the convulsion has stopped.

Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease.

Meningitis

This is a rare illness that is most common in babies, children under four years and teenagers, and requires urgent attention. It is important to be aware of the symptoms which we have listed below.

Signs and symptoms in **BABIES** and **VERY YOUNG CHILDREN** are:

- Difficulty waking
- A high pitched cry that is different from a normal cry
- Repeated vomiting
- Refusing feeds
- Pale or blotchy skin, especially with red or blue/black bruises that don't go white when you press on them
- Tight or bulging soft spot on the top of your baby's head

If you are in any doubt contact your doctor immediately.

Signs and symptoms in **OLDER CHILDREN** and **ADULTS** are:

- A high temperature
- A constant headache
- Vomiting
- Drowsiness or confusion
- Dislike of bright lights
- Stiffness of the neck (moving their chin to the chest will be particularly painful)

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- A rash of red/blue spots or bruises that don't go white when pressed with a tumbler

If you are in any doubt contact your doctor immediately.

Impetigo

This is a bacterial infection which can infest the skin through a cut or bite causing red skin with fluid-filled blisters. The sores will dry out and form crusts. Although uncomfortable and distressing, impetigo is not a serious condition. Care should be taken and swimming avoided as the infection is contagious.

Conjunctivitis

This is an inflammation of the membrane of the eye causing red and itchy eyes and a clear or yellow watery discharge. Treatment is available from the chemist and you do not need a prescription.

Whooping Cough

Caused by a bacterial infection of the lungs, whooping cough causes a severe dry cough, characterised by a 'whoop'. Mild fever, loss of appetite and vomiting may also occur. Antibiotic treatment is available but coughing can continue for several weeks.

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Useful Telephone Numbers

Ashford Helping Hands	01784 423222	
Ashford Care Agency	01784 256358	
Blood Donors	0300 123 2323	
Citizens Advice Bureau	01784 444220	
Counselling (Private) - Alison Sweeney.....	01784 558548	
CRUSE	0870 167 1677	
Daybreak Respite Care.....	01784 451395	
Denture Care - Ashford Denture Centre	01784 259992	
Diabetic Foundation	020 8656 5467	
Gingerbread.....	020 7240 0953	
National Childbirth Trust.....	0300 3300 770	
NSPCC	0808 800 5000	
Ashford Osteopathic Clinic.....	01784 255535	
Rape Counselling/Crisis Centre	020 7837 1600	
Red Cross Centre	01784 460401	
Register of Births, Marriages & Deaths, Weybridge	01932 254360	
Relate (Marriage Guidance).....	020 8940 8578	
Samaritans.....	01932 844444	
National Asthma Campaign.....	0800 121 6244	
Scorpio (Private) Physiotherapy.....	01784 299499	
Staines Police Station	01784 446636	
Spelthorne Council, Staines	01784 451499	
Smoking Cessation	0800 169 0169	
Ashford Hospital	01784 884488	
St Peter's Hospital	01932 872000	
West Middlesex Hospital, Isleworth.....	020 8560 2121	
Breakspear Pharmacy	01784 252340	
Alliance Pharmacy	01784 252080	
Lloyds Pharmacy	01784 257802	
Superdrug Pharmacy	01784 240316	
Lodge Bros Funeral Directors	01784 252226	
Holmes & Daughters Funeral Directors.....	01784 421015	
Fairways Day Centre for people with learning disabilities, Staines	01784 450211	
The Grange Day Centre, Staines	01784 462117	
MENCAP, Sunbury.....	01932 226152	
Multiple Sclerosis Association	020 7736 6267	
Ashford Social Services	01784 248313	
Staines Social Services	01784 466280	