



Oaks Medical Centre

The Oaks Medical Centre
Council Avenue
Hull
HU4 6RF

Tel: (01482) 354251

Fax: (01482) 573987

Office Opening Hours

8.00am - 6.30pm Monday to Friday

Out Of Hours

Tel: NHS 111 (Emergencies only)

www.theoaksmedicalcentre.co.uk

Welcome To The Oaks Medical Centre

A long established practice which was originally located on Askew Avenue, Hull, we moved to our purpose-built premises at The Oaks Medical Centre, Hull on 2nd January 2001.

A large modern building, it offers a pleasant and welcoming atmosphere with easy access for the disabled. The waiting room is a good size, with comfortable seating and a range of health information leaflets and magazines. There is a small childplay area. We also have amenities for baby changing and breast-feeding.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

The General Practitioners

Dr John Miller	(male)	BSc MB BS	(1981)	London FP Cert
Dr Ivan A Galea	(male)	MB ChB	(1988)	Edinburgh MRGCP FP Cert
Dr Aziz A Mather	(male, part-time)	MB BS	(1970)	India FP Cert

The doctors practise together as a non-limited partnership.

Salaried Doctors

Dr Tanya Clarke	(female, part time)	MBBS	(1996)	National Medical University, Ukraine MRGCP
Dr Asra Fatima	(female)	MBBS	(1999)	India MRGCP
Dr Sharjeel Siddiqui	(male)	MBChB	(2005)	Sheffield

The Practice Staff

Our practice manager Ellen Ransom oversees the day-to-day administration and smooth running of the practice supported by the assistant practice manager Julie Holland.

Receptionists

The practice employs nine receptionists and two secretaries to deal with your enquiries and requests as efficiently as possible whilst respecting your confidentiality. They are here to help you but their job is very demanding; please be patient, they will deal with you as soon as they are able.

Practice Nurses

We have two practice nurses, Chris Barnett RGN and Sharon Chambers RGN, who can be seen by appointment only. They are available for:

- Health promotion clinics
- Blood pressure checks
- Hypertension clinics
- Travel immunisations
- Diabetic clinics
- Coronary heart disease clinics
- Injections
- Well person clinics for all patients (three yearly) available upon request
- Weight management clinic
- COPD clinics
- Diet supervision
- Hypothyroidism clinics
- Asthma clinics
- Epilepsy clinics
- Ear syringing
- Dressings

District Nurses

Our district nurses care for patients who need nursing at home and they are based at Newington Health Centre (Tel: (01482) 344200). Home visits by nurses can be arranged by the doctors or the hospitals. Messages for district nurses can be taken by the receptionists at the surgery.

Healthcare Assistant

She is available for blood tests, blood pressure checks and new patient checks.

Midwives

The midwives attached to the practice are based at Elliot Chapel Health Centre and provide antenatal and postnatal care and advice. Tel: (01482) 382658.

Health Visitor

There is a full-time health visitor attached to the practice. She can be contacted by telephoning (01482) 344041.

General Practitioner Registrars And Students

We are not a teaching practice. However, there have been recent changes in the way doctors are trained in the NHS; the first two years after qualifying are now known as Foundation Year 1 (FY1) and Foundation Year 2 (FY2). Our practice now accommodates FY2 doctors for periods of four months as part of their training.

Doctors' Surgery Times

Dr Miller

Monday	4.00 - 6.00pm
Tuesday	9.00 - 11.50am
Wednesday	9.15 - 12 noon

Dr Galea

Monday	8.30 - 11.00am
Tuesday	8.30 - 11.30am and 3.50 - 6.20pm
Wednesday	8.30 - 11.00am
Thursday	8.30 - 10.30am and 3.50 - 6.20pm
Friday	8.30 - 11.00am and 4.00 - 6.10pm

Dr Mather

Monday	9.00 - 11.50am and 4.00 - 6.10pm
Tuesday	9.00 - 11.50am and 4.00 - 6.10pm

Dr Fatima

Wednesday	2.00 - 4.30pm
Thursday	8.30 - 11.00am and 2.00 - 4.30pm
Friday	8.30 - 11.00am and 2.00 - 4.30pm

Dr Clarke (nee Potter)

Monday	8.30 - 11.30am and 4.40 - 6.10pm
Thursday	8.30 - 11.30am and 4.40 - 6.10pm

Dr Siddiqui

Monday	9.30 - 12 noon
Tuesday	9.30 - 12 noon and 3.30 - 6.00pm
Wednesday	9.30 - 12 noon and 3.30 - 6.00pm
Thursday	9.30 - 12 noon and 3.30 - 6.00pm
Friday	9.30 - 12 noon and 3.30 - 6.00pm

Please also note that the surgery times may alter due to GP holidays or sickness.

Appointments

Appointments are necessary for consultations at the Oaks Medical Centre. Both urgent and non-urgent appointments can be made in person or by telephoning (01482) 354251.

We have a mixture of 'pre-bookable' and 'book on the day' appointments. You need to call us after 8.00am in the morning to arrange a 'book on the day' appointment. Please avoid Mondays when at all possible as this is our busiest day. If your visit is of a routine nature then our less busy days are Wednesdays and Thursdays.

If you don't need an appointment immediately, you have the option to book up to four weeks in advance.

If you attend late for your appointment you will be advised that it may not be possible for you to be seen or you may be seen only after a considerable wait.

If you cannot keep an appointment, please let us know, giving as much notice as possible so it can be offered to another patient.

Internet Access

It is now possible to order your repeat prescription or book a GP appointment via the Internet. It is necessary to register first; please request a registration form from the reception desk.

Home Visits

Home visits are for when you are too poorly to attend the surgery. They are not for social reasons or lack of transport. Home visits are carried out at the discretion of the doctor and only when it would be more appropriate to examine the patient in their own home. Please telephone before 10.00am to request a home visit.

Weekend And Night Cover

Out-of-hours service is now the responsibility of NHS Hull CCG and is presently provided by The City Health Care Partnership. This service is available from 6.30pm - 8.00am Monday to Friday, all day Saturday, Sunday and bank holidays. The direct number to telephone is NHS 111.

NHS Walk-in Centre

Wilberforce Health Centre, 6-10 Storey Street, Hull HU1 3SA

Tel: 335180 - no appointment necessary.

Open 8.00am - 8.00pm 365 days a year.

Minor Injury Unit for less serious injuries eg sprains, cuts, grazes - Swinemoor Lane, Beverley HU17 0FA

Tel: 01482 886600

Repeat Prescriptions

Requests for authorised repeat prescriptions should be made in person or by post and be accompanied by your computer slip. We can only accept telephone requests from housebound patients (after 10.00am please). Please allow two full working days for your repeat prescriptions to be prepared. If you wish us to post your prescription to you, please enclose a stamped, addressed envelope. If collecting from a local pharmacy please allow 72 hours for collection.

How To Register

In order to register with the practice we ask that you call into the surgery, preferably between 10.00am and 3.00pm. A receptionist will take some details and make an appointment for you to attend for a New Patient Check. Please bring along your Medical Card if possible and/or your NHS number, along with proof of ID and address.

Clinics

Antenatal And Postnatal Clinics

Full care is provided by the partners and local community midwives. Appointments can be made via the receptionist.

Baby Clinic

Thursday 9.00 - 10.30am

The baby clinics are run by Dr Galea for child developmental checks and allow an opportunity to discuss other problems eg sleeping, feeding and child health worries, with a doctor or health visitor.

Family Planning

Contraceptive care is provided by all the doctors during surgery hours.

Well Woman Clinics

This clinic is run by the practice nurses for smears and discussion of women's health issues. Postnatal check-ups are provided by the GP in the antenatal/postnatal clinics.

Well Man Clinics

This clinic is run by the practice nurses and is available during surgery hours.

Minor Surgery

Dr Mather carries out minor surgical procedures by appointment only. The doctors will be happy to advise you on this.

Non-NHS Examinations

The doctors are happy to carry out medicals eg insurance and driving licence, by appointment outside surgery hours. Please telephone the surgery for an appointment. Please ask at reception for the charges for these services.

Patients Over 75 Years

Annual reviews are available on request for the over 75 year olds.

Health Checks

If you have not seen a GP for three years you can ask for a health checkup with the practice nurse.

Travel Immunisations/Vaccinations

Please call into the surgery at least eight weeks in advance of your holiday in order to complete a travel questionnaire. A form is also available to download from the internet. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with chronic heart, lung or kidney disease, asthma, diabetes, residents of nursing and residential homes and patients over 65 years old. A pneumonia vaccination is also recommended for patients over 65 years old. Please contact the reception staff in September for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Yellow Fever Vaccinations

There are authorised yellow fever vaccination centres at Sydenham House, The Boulevard (tel: 335545) and The Willerby Surgery (tel: 652652). You will need to book an appointment direct.

Chaperones

If at any time a doctor proposes to carry out an examination and you wish another person present, please tell the doctor prior to the examination commencing. We are happy to provide a chaperone but please be aware that this may delay your consultation unless prior notice has been given for a chaperone to be present.

Mammograms

All women between the age of 50 and 70 will be offered a mammogram every three years as part of the National Breast Screening Programme with automatic recall. If you think you are due for screening and have not been called please let us know.

Cervical Smears

This simple quick test which may detect early changes in the womb is available to all women from the age of 25 up to 65. The cervical smear should be repeated every three years (every five years between 50 and 64) as early identification means treatment can commence straight away and as such may prevent cancer developing.

Patients are recalled automatically by letter but if you think you are due a smear and have not been called, please let us know.

Sickness Certificates

The patient is responsible for self certification for the first seven days of sickness. For those in employment form SC2 is available from the employer. For the unemployed please ask for a form from reception.

After seven days of sickness leave, the doctor will provide you with a DSS sickness form if required.

Comments And Suggestions

We are happy to accept and consider constructive comments and suggestions from our patients. Please present your views in writing at reception or use our comments box.

Disabled Access

At the Oaks Medical Centre, reserved car parking spaces for the disabled are clearly marked near the path. Wheelchair access to the building is via a ramp near the front entrance. The main entrance doors are now fully automated, enabling easier access. Patient services are provided at the ground floor level. A disabled patients' WC is provided near the front entrance and another is available down the clinic area corridor. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. We operate an in-house complaints procedure, drawn up to respond to patient grievances. 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, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Services Authority. 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 the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Complaint procedure leaflets are available at reception. Should you have a complaint and we are unable to resolve it you are entitled to take the matter to the Hull PCT. Please telephone the Patient Advisory Liaison Service (PALS) on 01482-672074 and they will advise you further.

Please try to understand that the practice staff are busy and avoid making any frivolous complaints about minor matters beyond our control. Thank you.

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act 1984. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

All staff in the practice are bound to maintain patient confidentiality. Any proven breach of confidentiality will be treated extremely seriously.

Under the Access to Health Records Act 1990 patients may request to see their medical records and we are happy to comply with any request and will arrange a convenient appointment for you to read your records.

Sharing Your Medical Record

You may be receiving care from other people as well as the NHS. We may need to share some information about you with them, so that we can all work together for your benefit. Anyone who receives confidential information about you from us is under a legal duty of confidence. Unless there are exceptional circumstances, for example, when the health or safety of others is at risk, we will not disclose your information to third parties without your permission. We will only give your relatives, friends and carers information if you give us permission to do so. You may ask us to share your health record with other agencies eg solicitors, insurance companies, we will only do this with your written consent.

CARE DATA (ENGLAND) - some confidential patient identifiable data will be extracted after 1.4.2013. see our website link or NHS England leaflet 'How information about you helps us to provide better care' for further details and how to opt out.

Zero Tolerance

We are fully committed to the NHS policy on zero tolerance and in order to maintain our high standards of patient care our staff must be able to work in an environment that is free from: abusive language, violence, harassment and aggressive behaviour.

Inappropriate behaviour toward any member of staff may result in the withdrawal of our service and / or legal proceedings.

Practice Charter Standards

These are the local standards set within the practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything. A leaflet is available from reception.

Our Responsibility To You

We are committed to giving you the best possible service.

Names

People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

Access

You will have access to a doctor rapidly in case of an emergency; within 24 hours in cases of urgency; and otherwise within two working days. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone

We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to the doctor by telephone.

Respect

Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information

We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion

The practice will offer patients advice and information on:

Steps they can take to promote good health and avoid illness.

Self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health Records

You have the right to see your health records, under the Access to Health Records Act 1990. These will be kept confidential at all times. Please speak to the practice manager. A fee may be payable.

Test Results

We may give you the results when you telephone the surgery (after 1.00pm please) or you may be asked to make an appointment with the doctor.

Appointments

You will be given a time to see a doctor in accordance with the system used in this practice. If there is a substantial delay for any reason you will be given an explanation. We will endeavour to offer you an appointment with your preferred GP but this will not always be possible and in such a circumstance an explanation will be offered.

Referrals - Choose & Book

We are now offering choice to all patients - the GPs will discuss this with you at the time of referral and advise you of the procedure. Routine referral letters for hospital appointments will normally be dispatched within three working days of the referral being agreed by the doctor. Urgent referrals for hospital appointments will be faxed, telephoned or provided as a handwritten note for the patient to take to hospital.

CCTV

We have a CCTV system. Ellen Ransom is the Data Controller and can be contacted during office hours on 354251 for enquiries.

Patient Participation Group

We have an active patient participation group. The main aims of the group are:

- To act as a voice on behalf of all patients
- To contribute to future decisions being made by the practice
- Make suggestions and comments to improve the services and facilities of the practice.

If you are interested in joining the group, or leaving a message for them, please speak to the receptionist.

Patient Responsibilities

1. Healthcare staff have demanding jobs to do, often under stressful circumstances. We ask that patients treat the doctors and staff with courtesy and respect and not discriminate against any practice member on the grounds of sex, colour or creed.
2. We operate a policy of zero tolerance to violence or threats of violence. Racial, sexual or verbal abuse is also completely unacceptable behaviour. Patients should not attend the surgery under the influence of illicit drugs or alcohol as this is also unacceptable. If you are rude or aggressive to our staff you will be told of this and the incident will be recorded in your notes. If this happens a second time you will be removed from our list and have to find another GP.
3. Patients are responsible for their own health, and the health of their children and should co-operate with the practice in endeavouring to keep healthy. We give professional help and advice. Please act on it.
4. The first two hours of the morning can be extremely busy. Please keep telephone calls brief. If possible leave routine calls until later in the day.
5. Test results - please ring after 1.00pm for results and allow up to seven working days; X-rays may take longer. Enquiries about tests ordered by the hospital should be directed to the hospital.
6. Please let us know if you change your name, address or telephone number.
7. Patients should attend their appointments at the arranged time. If this is not possible, they should inform the surgery as soon as possible.
8. We expect that patients will understand that appointments are for one person only.
9. Please try to keep the length of the appointment to the allotted time. If you need to, make a longer appointment or arrange a further appointment.
10. Try to take any medicine which is prescribed and finish the course of treatment. Do not take any medicines which are out of date. Do not take more than the doses stated. Return old medicines to your pharmacist for disposal.
11. Out-of-hours services are for urgent cases only. For advice or non-urgent matters please contact NHS Direct, tel: 0845 4647.
12. Home visits should only be requested for patients who are seriously ill or housebound. It is important to bear in mind that most medical problems are dealt with more effectively in the clinical setting of a well-equipped surgery or hospital, than at the patient's own home.
13. Patients should realise that home visits are made at the doctor's discretion.
14. Many problems can be solved by advice alone, therefore patients should not always expect a prescription.
15. Please read our practice booklet. This will help you get the best out of the services we offer. It is important that you understand the information given to you. Please ask questions if you are unsure of anything.

Useful Telephone Numbers

Hospitals

Castle Hill Hospital	(01482) 875875
Hull Royal Infirmary	(01482) 328541

Health Service Authorities

Health Service Authority (HSA).....	(01482) 650700
NHS Hull CCG.....	(01482) 344700

Social Services

Central	(01482) 493164
West Hull.....	(01482) 572911

Other

Age UK.....	(01482) 324644
Alcoholics Anonymous (AA).....	(01482) 830083
Carers Centre.....	(01482) 225078
Cruse (Bereavement Care)	(01482) 565565
Domestic Violence Helpline.....	0808 808 9999
Hull and East Yorkshire Council for Drug Problems.....	(01482) 225868
Mind (Mental Illness Helpline).....	0845 7660163
Out-of-Hours Service	NHS 111
Patient Relations (Complaints).....	(01482) 315764
Relate (Marriage Guidance).....	(01482) 329621
Samaritans	(01482) 323456

Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

What To Do In Time Of Bereavement

It is a legal requirement for a doctor to confirm that someone has passed away. There is no need to move the patient. If a doctor has recently seen the patient, a death certificate can normally be issued. However, in the event of an unexpected death, the doctor will need to notify the coroner.

If death occurs at home

1. Telephone the doctor or out-of-hours service. They will visit to confirm that death has taken place.
2. Contact the funeral director to inform them that their services will be required.
3. Collect the doctor's certificate from the surgery. This will not be possible if it is necessary to involve the coroner.

If death occurs in hospital

1. Contact the funeral directors to inform them that their services will be required.
2. Collect the doctor's certificate from the hospital.

Then....

1. Take the death certificate to the registrar's office for the area in which the death took place.
2. Take the green form to the funeral directors who will take over complete responsibility for arranging the funeral.

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 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.

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. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, 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. 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.

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.

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 antibiotics as these will have no effect!

Coughs

Dry coughs usually cure themselves and can be eased by medicine from the chemist. Children with colds often cough at night and this may be eased by propping them up with a pillow.

Decongestant measures may help.

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.

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.

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.

Earache

This can often be helped by paracetamol and measures to decongest (including steam and inhalations like Karvol). Children with persistent earache should see a doctor the next day.

Irritated Eyes

Small pieces of grit or dirt in the eye are best washed out with plenty of water. Try to avoid rubbing the eyes as this will make things worse. If the eye is still sore after this, then medical help may be necessary.

Fever

Cooling down hot children will make them feel better.

1. Give paracetamol suspension (Calpol or Disprol) regularly four times daily.
2. Strip the child down to light underwear and bathe with a tepid sponge if still hot.
3. Plenty of fluids by mouth will help replace the fluid lost by sweating.

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.

Influenza

A viral illness, this is common in winter. High temperature, aching muscles and fatigue can last several days. Rest, plenty of clear fluids and regular aspirin and paracetamol are usually all that is needed.

If you have another medical problem (diabetes, heart disease or chest trouble) it would be wise to seek medical advice. We have an active campaign of influenza immunisation that usually starts each October. Ask at reception if you would like to be immunised.

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.

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.

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.

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.

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.

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.

Slapped Cheek

Seen in children between 6 and 10 years, it starts with a mild fever and slight malaise and is followed by a characteristic facial rash resembling a 'slapped cheek' and a fine widespread rash on the limbs and body. The disease is self limiting. Care should be taken if contacts of this disease are pregnant or immunosuppressed.

Sore Throat

Almost always caused by a virus, antibiotics therefore have no place in treatment. Generally a sore throat lasts two to five days. The best treatment for adults is to gargle with soluble aspirin and then swallow it, four times daily. Remember that children under 16 should not be given aspirin. Plenty of cold drinks and paracetamol regularly will help.

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.

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.

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 up.

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, six hours.

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.

Ticks

Applying Vaseline or nail varnish remover to a tick will kill it and cause it to drop off. If you pull or scrape them off, parts get left behind and may set up a local infection.

Family First Aid

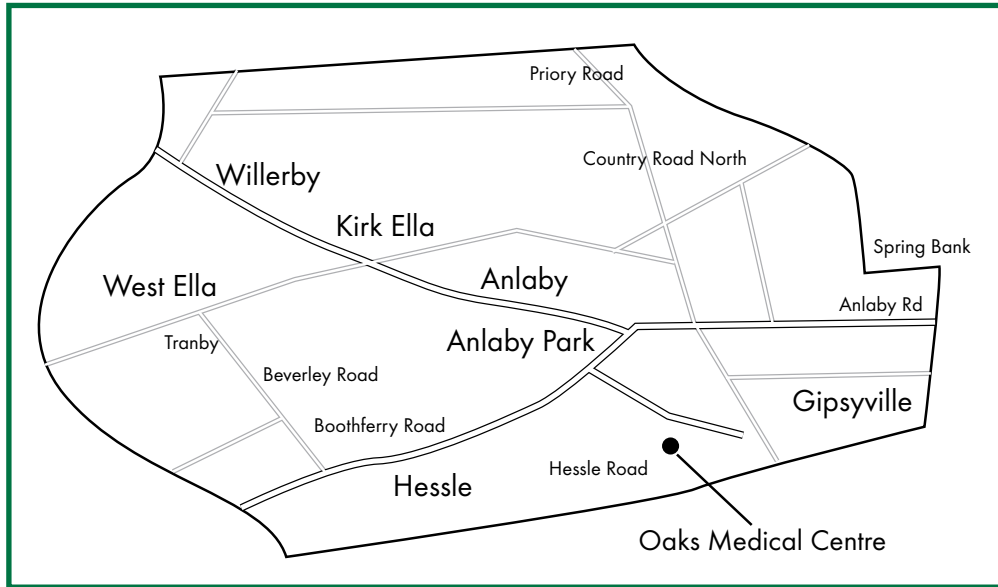
This is a list of inexpensive but useful medicines for minor illnesses. Keep them in a locked box or cupboard out of reach of children.

- Soluble aspirin (over 16 year olds only)
- Antiseptic solution
- Thermometer
- Calpol
- Vapour rub
- Crepe bandage
- Eucalyptus drops
- Dressing strips
- Cotton wool
- Paracetamol mixture
- Calamine lotion
- Sling

Minor Ailment Pharmacy Scheme

If you are suffering from a minor ailment you do not need to wait and see a doctor. You can get advice and treatment from one of the participating pharmacies in the scheme. If you don't pay for your prescriptions, the participating pharmacists will be able to prescribe medicines to treat these conditions effectively and they will be free. For more information please ask at reception for a leaflet.

Practice Area



Useful Information

NHS Hull CCG

2nd Floor
Wilberforce Court
Alfred Gelder Street
Hull
HU1 1UY
Tel: (01482) 344700

Out-Of-Hours Service

NHS Hull 111

Parking

There is a car park at the rear of the Oaks Medical Centre and a separate car park for practice staff only. There are several designated disabled parking spaces. Please do not block the exit to the car park. Thank you.

Access

There is access for disabled persons and toilet facilities.