

INVERURIE MEDICAL GROUP



Patient Information Booklet

Tel: (0345) 337 9911

www.inveruriemedicalpractice.scot.nhs.uk

WELCOME

Welcome to Inverurie Medical Group. This booklet has been produced to inform you about the services available at the Practice and help you to make the best use of them. We are always keen to improve our facilities and would welcome your ideas. If you have any suggestions, please contact our practice manager, Mrs Eunice Ross, telephone 0345 337 9911, or use the comment form on our Practice website: www.inveruriemedicalpractice.scot.nhs.uk

SURGERY TIMES

We are open between 8.00am and 6.00pm (Monday to Friday) at Inverurie Health and Care Hub and at our branch surgeries at Kintore and Rhynie. Kintore surgery closes at 1.00pm on Fridays. We also offer extended hours at Inverurie Health Centre on Tuesdays, Wednesdays and Fridays.

To make an appointment at Inverurie or Kintore Surgeries, please phone 0345 337 9911 and press '2'. You can also phone Kintore Surgery on 01467 633000. Rhynie patients should phone Rhynie surgery on 01464 861271.

We offer book on day appointments every morning from 8.30am to 12.30pm. The number of appointments available each day depends on GP availability. We also offer phone backs for patients requiring general advice, or advice regarding medication.

In order for our receptionists to direct your appointment to the appropriate healthcare professional, they will ask for a brief indication of the problem when booking your appointment.

It is not possible to request a specific doctor for a same day appointment. If however you require to see a male or female GP we will do our best to fulfil your request.

Between 12.30pm and 6.00pm our duty doctor team are available to triage calls, offering advice or appointments as necessary.

Should you require an appointment with a specific GP, we will offer you the next routine appointment with the doctor of your choice, which will be in our afternoon surgeries. If you require to see a specific doctor, please be aware that there will be a wait for the next available appointment.

All GP appointments are booked at ten minute intervals. In order for our doctors to deal appropriately with your problem, and keep their clinics running to time, we ask that patients limit their ten minute appointment to one problem.

Routine appointments with GPs can be booked up to six weeks in advance, and with the practice nurses up to twelve weeks in advance.

Patients should be aware that we do not operate a "walk-in" service – if you require an appointment on the day please contact the Health Centre by telephone.

Please note: there is no casualty service at Kintore or Rhynie Surgeries.

IF YOU CANNOT KEEP YOUR APPOINTMENT PLEASE REMEMBER TO LET US KNOW

HOME VISITS

If you require a home visit, Inverurie and Kintore patients should telephone 0345 337 9911 before 10.00am. Rhynie patients should telephone 01464 821271.

The receptionist will request the patient's full name, address and telephone number and brief details about the nature of the complaint. A doctor will phone you back to assess the call.

In an emergency, Inverurie and Kintore patients should phone 0345 337 9911 and press '1'. Rhynie patients should phone 01467 821271. Explain the urgency of the call to the receptionist. Alternatively, contact the emergency services directly by calling 999.

NIGHTS AND WEEKENDS

The Grampian Out-Of-Hours Service (G-MED) cover nights and weekends. Should you require medical assistance out-of-hours please call 111 to contact NHS 24.



**DONVIEW
VETERINARY
CENTRE**

Burghmuir Place, Inverurie
Tel: 01467 621429

24 HOUR EMERGENCY SERVICE

*RCVS Accredited Small Animal Practice
Modern Comprehensive Medical And
Surgical Facilities*

A Caring Service

DONVIEW Veterinary Centre is one of the leading veterinary practices in Aberdeenshire. The partners take great pride in their caring service and maintain the highest and most modern standards available. 'Our objective is to quite simply provide the best care for you and your pet while offering a good value service,' said partner Scott Young.

The main base for the Donview Practice is in large, purpose-built modern premises in Inverurie, open until 6.20pm every weekday, while they also have a branch surgery in Kintore. The Inverurie centre's 'state-of-the-art' facilities include a modern surgical operating suite and a fully-equipped in-house laboratory so that many results can be given within the hour. There are also dental, x-ray, diagnostic ultrasound, endoscopy, ECG and medical facilities, all maintained to the highest standards. Practice policy is for the vets to regularly attend Continual Professional Development courses so you can be sure Donview can offer you the most modern treatment options available for your pet. Donview's nurses, a vital part of the team, are all highly experienced.

More details at www.donviewvets.co.uk



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CANCELLING AN UNWANTED APPOINTMENT

Many appointments are lost through patients not attending as arranged. This increases waiting times for all patients and wastes many hours of the doctors' time each month. Please let us know, as soon as possible, if you need to cancel an appointment; this will enable us to give your appointment to another patient. Alternatively, appointments can be cancelled via our website – www.inveruriemedicalpractice.scot.nhs.uk.

REPEAT PRESCRIPTIONS

We run a computerised system to issue repeat prescriptions which have already been agreed with your doctor. To order a repeat prescription order via our website – www.inveruriemedicalpractice.scot.nhs.uk Patients need to register for this service – see our website for details.

Inverurie and Kintore patients: for patients not registered for online services, we have a 24 hour repeat prescription line. Telephone (01467) 627777 and leave a message on the answer machine. Alternatively please complete a repeat prescription request form and place in the box provided at the reception desk. Please allow three working days for your prescription to be processed.

Prescriptions will be passed from the health centre to the local pharmacist of your choice in Inverurie, Kintore or Blackburn. This will mean that you can collect your medication from the pharmacist without making a journey to the health centre. Please note, Rhynie Surgery has a dispensary for Rhynie patients only. Patients can use online services if they are registered for this service, or hand in an order slip to the receptionist at Rhynie Health Centre. Patients can also phone Rhynie Surgery for their repeat prescription on 01464 861271.

Please order your repeat prescription well in advance.

NEW PATIENT REGISTRATION

We request proof of identity for all new patients registering. This can be in the form of a photo driving licence, passport, bus pass etc. Parents ID is adequate for children aged under sixteen.

All new patient registration forms must be handed in to Inverurie Health Centre for patients living in Inverurie and Kintore, and Rhynie Surgery for patients living at Rhynie. We cannot accept forms at our branch surgery at Kintore.

All new patients will be offered an appointment with a health care professional within six months of registration for a new patient health check.

TELEPHONE CONSULTATIONS

At the time of booking a phone appointment you will be asked to give the telephone number you wish to be contacted on. The GP will call you at the allotted time.

THESE ARE PHONE APPOINTMENTS ONLY - THE GP WILL NOT SEE YOU DURING THESE TIMES.

Urgent advice should still be sought through our duty doctor system.

PLEASE NOTE: ALL TELEPHONE CALLS ARE RECORDED.

RESULTS

Patients should phone for results between 11.00am and 5.00pm on 0345 337 9911 and press option 3 for Inverurie and Kintore patients. Rhynie patients should phone 01464 821271. Please be aware that we cannot give results to a third party unless permission has been granted in writing by the patient. Results cannot be given out in person at the reception desk due to patient confidentiality.

PRACTICE WEBSITE - WWW.INVERURIEMEDICALPRACTICE.SCOT.NHS.UK

Our website gives up-to-date information about the Practice. Access our on-line services - order a repeat prescription, fill in a health questionnaire, inform us if you have changed address or cancel an appointment. Our website is updated regularly, not only with information about the Practice, but also with other useful health-related information and links. Join our mailing list to keep up-to-date with health news and events by e-mail. You can also access self help links and find answers to frequently asked questions.

STAFFING - INVERURIE AND KINTORE

DOCTORS	YEAR JOINED PRACTICE
Dr Sally M Harkness	1988
Dr David G A Rutledge	1993
Dr Gillian Brewis	1995
Dr Richard Gordon	2001
Dr Laura Myles	2004
Dr Victoria Glazier	2005
Dr Nick Smith	2007
Dr Iain Innes	2007
Dr Annelind Hurst	2005
Dr Karen Barker	2011
Dr Christopher Wilkins	2011
Dr Sheeja Kolangara	2012
Dr Karen Chalmers	2012
Dr Fiona Mosgrove	2014
Dr George Leiper	2015
Dr Zoe Maltin	2015
Dr Monica Milne	2015
Dr Ross Finlayson	2016
Dr Cathy Holmes	2018

GP RETAINER

Dr Naomi Dow	2018
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PRACTICE MANAGER

Mrs Eunice Ross F/T 1991
Mrs Ross is responsible for the planning, organisation and administration of the practice. She would be happy to hear your views and suggestions about the services offered by the practice.

ASSISTANT PRACTICE MANAGER

Mrs Julie Ross	P/T	2013
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TRAINEE ASSISTANT PRACTICE MANAGER

Mrs Teresa Couch	F/T	2001
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IT AND TRAINING MANAGER

Mrs Valerie Rorie	F/T	1997
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FINANCE ASSISTANT/CARDIOLOGY CLINIC ADMINISTRATOR

Mrs Eileen Catto	F/T	1992
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DATA COLLATION STAFF

Mrs Louise Thomson	P/T	1996
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Mrs Tracy Wilson	P/T	2005
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Miss Caroline Anderson	F/T	2016
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SECRETARIAL STAFF

Miss Denise Moir	F/T	2004
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Mrs Janice Fraser	P/T	2004
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Mrs Angela Henderson	P/T	2012
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Mrs Angela Edgar	F/T	2018
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SURGICAL CLINIC ADMINISTRATION STAFF

Mrs Gillian Riach	F/T	2012
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RECEPTION SUPERVISOR

Ms Carol Rizza	P/T	1995
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RECEPTION STAFF

Mrs Kerry Bremner	P/T	2012
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Ms Lorraine Hardie	P/T	2008
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Miss Alison McCombie	P/T	2012
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Mrs Kaye McKay	P/T	2012
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Ms Gillian Price	F/T	2014
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Miss Lisa Reilly	P/T	2016
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Mrs Jenny Scott	P/T	2016
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Ms Susan Thomson	P/T	2016
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Mrs Marie Robertson	P/T	2017
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Ms Jacqueline McDiarmid	F/T	2017
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Ms Nicola Hadden	F/T	2017
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Ms Caroline Mackland	P/T	2018
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Ms Jackie Lawrence	F/T	2018
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RECORDS CLERK

Mrs Ivy Ross	P/T	2002
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INVERURIE AND KINTORE NURSING STAFF

PRACTICE NURSING TEAM

Kath Calder	P/T
Ann Landels	P/T
Laura Mathers	P/T
Shona Burnett	P/T
Christine Calder	P/T
Gillian Bell	P/T
Liz Douglas	P/T
Gail Thomson	P/T
Audrey Collie	P/T
Katrina Sharp	P/T
Jane Laing	P/T
Kirsty Wild-Longmore	P/T
Megan Boyle	P/T
Jenni Catto	P/T
Carol Higham	P/T

PRIMARY CARE TECHNICIANS

Elaine Fletcher	P/T
Christine Gowland	P/T
Shona Dewar	F/T
Karlin Emuh	P/T

COMMUNITY NURSING TEAM SECRETARY

Alison Beange - phone (01467) 627757 for any nursing queries.

MIDWIFERY TEAM

Gillian Swinscoe	P/T
Alison Smyth	P/T
Laura Cox	P/T
Judith Falconer	P/T
Kayleigh-Anne Walker	P/T
Shirley Bannernan	P/T
Sue Thomson	P/T
Charlotte Pace	P/T
Sophie Poole	P/T

RHYNIE SURGERY STAFF

Rhynie Practice merged with Inverurie Medical Group on 1 April 2018.

DOCTORS

Dr Gordon Pringle	P/T
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RECEPTION/DISPENSARY STAFF

Mrs Debbie Hunter	F/T
Practice Co-ordinator/Dispenser	
Mrs Christina Crawford	P/T
Dispensary Manager	
Ms Fiona Orr	P/T
Receptionist/Dispenser	
Ms Penny Howe	P/T
Receptionist/Dispenser/Primary Care Technician	

PRACTICE NURSE

Mrs Carol Higham	P/T
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DISTRICT NURSING TEAM

Jean Anderson, Team Leader (Garioch)	F/T
Karen McRobbie, District Nurse	F/T
Matthew Sunter, District Nurse	F/T
Lorraine Grant, Community Staff Nurse	F/T
Shona Burnett, Community Staff Nurse	P/T
Isabel Morrison, Community Staff Nurse	P/T
Pamela Noble, Community Staff Nurse	F/T
Alison Mathieson, Community Staff Nurse	P/T
Wilma Nicolson, Community Staff Nurse	P/T
Jenny Rae, Auxiliary Nurse	P/T

FAMILY HEALTH TEAM

Kate Hunter, Health Visitor Team Leader (Garioch)	F/T
Deniece Easson, Health Visitor	F/T
Jackie Sopel, Health Visitor	P/T
Marie Balment, Health Visitor	F/T
Val Meldrum, Health Visitor	P/T
Sonya Donald, Health Visitor	P/T
Maggie Watt, Health Visitor	P/T
Margaret Stafford, Health Visitor	(bank)
Gemma Dalgleish, Trainee Health Visitor	P/T
Annette Rennie, Community Children's Nurse	P/T
Tracey McIntosh, Community Nursery Nurse	P/T
Maureen Teague, Family Development Worker	P/T
Donna Smith, Immunisation Nurse	P/T

RANGE OF SERVICES

Our practice has a full range of nurses providing services both in the health centre and the community, all of whom work on an integrated team approach.

TREATMENT ROOM NURSES

They provide a wide range of services in the health centre including wound dressing, immunisations, management of minor problems and injuries, urine testing, taking of blood samples and swabs and taking ECGs. Appointments can be made through the receptionists.

PRACTICE NURSES

The practice nurses are responsible for many lifestyle clinics and are also involved in taking ECGs and blood tests. They carry out a wide variety of clinics including epilepsy, smear, blood pressure, INR, pill review, diabetic clinics, asthma and COPD (emphysema and bronchitis).

SPECIALIST PRACTICE NURSES

They are responsible for the care of people with asthma, COPD and high blood pressure. These conditions should be monitored regularly and the specialist practice nurses can offer diagnostic testing, monitoring, support and advice. We also have two cardiac nurses who look after patients who suffer from cardiac disease.

TRAVEL IMMUNISATIONS/VACCINATIONS

Please make an appointment at least eight weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations that are not covered by the NHS. A list of these charges is available at reception.

FLU VACCINATIONS

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and care homes. An invitation letter will be sent to all patients aged over 65 and in any of the at-risk categories each Autumn for the flu vaccination. If you are unable to attend the surgery, a home visit can be arranged to undertake this facility.

ADOLESCENT HEALTH SERVICE

We recognise that it is sometimes difficult for you to pluck up courage to come and see us at the health centre, but want to reassure you that anything you come to see us about is totally confidential - even if you are under 16. If you find it too difficult to approach us directly for appointments, advice or information, you can contact your school nurse who will assist you in this.

DISABLED PATIENTS

There are reserved parking spaces for the disabled marked out in the patient car parks. All our surgeries incorporate basic provision for disabled patients.

COMPLAINTS PROCEDURE

Inverurie Medical Group seek to provide a quality service to all our patients. If you are not satisfied with the service that you have received from the staff or doctors working in the practice then you are entitled to an explanation.

We operate an in-house complaints procedure to deal with your complaints. The first step is to submit your complaint to the practice manager, Mrs Eunice Ross by using the appropriate form, which can be obtained from the receptionist, by letter, by telephone on 0345 337 9911 or face to face.

Your complaints will be investigated and we will acknowledge receipt of your complaint within two working days with a final response within 20 working days, although in certain cases more time may be required.

This procedure does not deal with matters of legal liability or compensation. If this in-house procedure is not an appropriate form of investigation you will be referred to the correct authority.

The procedure does not affect your statutory right to make a formal complaint to NHS Grampian nor does it affect your right to seek compensation in law.

WHY WE ASK WHAT WE ASK

Some patients find questions that receptionists ask too personal or inquisitive. However, in order to be able to deal with your request as efficiently as possible, receptionists need to know the following:

What is your name? - with over 24,000 patients on the practice list, receptionists may recognise you but not necessarily know (or remember) your name.

What is your date of birth? - the practice has many patients with the same name. Checking date of birth is the quickest way to make sure that we have the correct patients.

Give a brief description of your problem for the Duty Doctor: this helps us book you in to the correct surgery, and enables the Duty Doctor see the urgency of your problem.

Which doctor or nurse are you seeing? - there are over 70 different clinics at the health centre. It helps the receptionists deal with you more efficiently if you know which doctor or nurse you are seeing, or which clinic you are attending.

What kind of test did you have done? - there are regularly 50 different types of test results which come back to the health centre; therefore, knowing which type of test to look for is extremely helpful.

What date was your last appointment/test done? - this helps us to gauge whether the letter or result is likely to be back to the doctor or not.

TRAINING

GENERAL PRACTITIONER REGISTRARS AND STUDENTS

For many years our practice has been involved in the training of medical students, young doctors and student nurses. You may therefore find a student present during your consultation but remember you do have the right to refuse to have them sit in. We regularly have young doctors working in the practice for a year to complete their training for general practice. These doctors have usually been qualified for three years before they join us and have been working in a range of hospital jobs to give them a broad experience of medicine.

DATA PROTECTION ACT 2018

We place paramount importance on service and aim to meet your expectations to provide you with health care and treatment.

To achieve this aim we need accurate personal information from you which we review regularly to ensure we take into account any changes in your circumstances.

We have a legal obligation to ensure that all information held and processed about you complies with the principles of the Act.

We keep your information for other reasons: for example, to help us protect public health generally and to see that the health centre runs efficiently, plans for the future, trains its staff and can account for its actions. Information may also be needed to help carry out medical or other health research for the benefit of everyone.

Sometimes the law requires us to pass on information; for example, to notify of a birth.

Everyone working for the Health Service has a legal duty to keep information held about you confidential.

More information on data protection, confidentiality and GDPR is available on our Practice website: www.inveruriemedicalpractice.scot.nhs.uk.

FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

The Freedom of Information (Scotland) Act 2002 recognises that members of the public have the right to know how public services are organised and run. Inverurie Medical Group is obliged to respond to requests about recorded information that it holds. The Act creates a right of access to that information, subject to certain exemptions.

We have adopted the British Medical Association model publication scheme for General Practitioners in Scotland. Overall responsibility for the model publication scheme rests with the BMA. If you wish a copy of our Freedom of Information Act publication, please ask at reception.

Practices which are involved in training are visited from time to time by a panel of other doctors to check that the practice is of a high standard. As part of this assessment the doctors may check the quality of patients' records. If you would object to your records being seen in this way please let us know. Occasionally we video-tape consultations for teaching purposes. The recordings will only be viewed by other doctors. You will always be asked for your consent before the consultation is video taped and you have the right to refuse.

DOCTOR/PATIENT PARTICIPATION GROUP

The function of this group is to discuss the services being provided at the health centre and to allow suggestions and constructive criticisms to be made. It is also a very useful forum for the doctors to discuss new ideas with members of the public. If you wish to raise an issue at a group meeting, please discuss it with a group member or, if you wish, you are welcome to attend a meeting in person. For more information, please contact:

Dr Nick Smith Inverurie Medical Group 0345 337 9911

PATIENT RESPONSIBILITIES

WE ASK THAT YOU:

- 1 Treat all healthcare staff in a reasonable, courteous manner.
- 2 Be on time for appointments.
- 3 Contact the practice in good time to cancel or rearrange an appointment. This will allow other patients to be seen in the time previously allocated to you.
- 4 Telephone for a home visit before 10.00am.
- 5 Only make use of a 24-hour emergency service in the event of a real emergency.
- 6 Do not expect a prescription with every consultation.
- 7 Lead a healthy lifestyle and take advice given to you by your doctor and primary healthcare staff.

PATIENT RIGHTS

ALL OUR PATIENTS CAN EXPECT:

- 1 To receive information about services and treatment.
- 2 To receive treatment which is safe and effective, based on the best available evidence.
- 3 To be treated with dignity and respect.
- 4 To be afforded privacy and confidentiality from all doctors and primary healthcare staff.
- 5 To be informed and involved regarding all decisions about your care and treatment.
- 6 To receive effective communication with patients, their families and carers.

VIOLENT OR ABUSIVE PATIENTS

It is practice policy that if a patient is violent or abusive to any member of staff, the police will be called and the patient may be removed from the practice list. We operate in accordance with NHS Grampian's Zero Tolerance Policy.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common conditions can simply be treated at home without the need to consult a doctor. Many of you treat your own minor illnesses such as coughs, colds, diarrhoea etc, by going to the chemist for medicines. We think this is correct and by doing this you leave the practice team free to cope with more serious problems. Everyone worries about "leaving it too late". We are often asked to give a prescription to "stop it developing into something serious". This virtually never happens but we do see many people come too early, either before we can make a diagnosis, or before they have given the illness a chance to get better on its own. Most minor illnesses will get better without treatment. Do not expect to receive a prescription every time you come. There is not "a pill for every ill". The following information is some simple advice to follow for common complaints. We do expect you to have tried this before you come to see us. Most of the time following our advice you will avoid a visit to the surgery and more importantly you will have started your treatment sooner, so will be feeling better, faster.

COLDS

There is no cure for the common cold. These are always caused by viruses and antibiotics are quite useless. Children and babies get a lot of them as they develop their resistance to disease. Treat with rest, fluids, regular paracetamol, steam inhalations with menthol or Olbas Oil etc. For children use Vicks, Karvol or Snuffle Babe to help unblock the nose. A cold will last for five to seven days and will then subside. If after five days you are feeling worse, then consult the doctor. Please note catarrhal symptoms may persist for several weeks after a cold.

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 fine, there is no need to see a doctor. Simply give paracetamol syrup and fluids. For adults and children over 16, 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 before 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.

COUGHS

Most coughs are associated with colds. Breathing steam is the best way of settling a cough. If you do not feel particularly ill there is no need to see a doctor. We do not usually prescribe cough medicines. If you are hot and unwell and coughing up green spit you may need antibiotics and should come to the surgery. Also come if you have sharp pains in your chest, are breathless or cough up more than a few specks of blood. Coughs can go on for up to six weeks after a cold. Smokers are much more prone to coughs. Children of parents who smoke are much more likely to develop bronchitis and asthma. Please try and stop smoking! If your cough persists for a few weeks please come to the surgery as further tests may be indicated.

HOW TO LOOK AFTER YOUR CHILD WITH A TEMPERATURE

A child will develop a temperature usually because of an infection. Most childhood infections are caused by viruses. These do not respond to antibiotics. The following advice is to help you bring your child's temperature down and make them feel better. We expect you to keep a supply of paracetamol syrup (Calpol, Disprol etc) at home. If you wait until you need it there will be none close to hand. Take your child's temperature if you have a thermometer. The normal temperature is 37.0 degrees Celsius. If the temperature is raised or you don't have a thermometer, but you think that your child has a temperature, try to lower it as follows:

- 1 Give your child paracetamol syrup, the maximum dosage for their age.
- 2 Undress and unwrap the child. Most people wrap up children with raised temperatures. This can be dangerous and will make them feel worse. Clothing retains heat. Remove as much as you can. Much heat is lost through the head so leave it uncovered. Cool down the room by opening windows and lowering the heating.
- 3 Give plenty of cool drinks as fluid is lost with a fever. If reluctant to drink encourage small amounts of fluid from a favourite cup. For older children ice lollies are usually successful.
- 4 Sponging with a flannel and lukewarm water will also help. Using lukewarm water is better than cold. Remember to let the water dry naturally on the skin.
- 5 Repeat the dose of paracetamol every four hours as necessary.

Most children will respond to this but fevers often come and go over several days. You may need to repeat the treatment several times as most common infections last at least five days. If the above does not seem to be working or your child remains listless and appears particularly ill, call the doctor for advice. It is quite safe to bring a child with a temperature to the surgery. They will come to no harm by being outside, indeed the cooler air may well make them feel better. We therefore expect to see children in the surgery rather than be asked to visit at home.

RASHES

These do not usually require emergency treatment. The common childhood infections that cause rashes (eg Measles, Chickenpox etc) will settle without any specific treatment. A rash which looks like bruising and does not fade temporarily if you press on it could be associated with meningitis and medical advice should be sought immediately.

DIARRHOEA AND VOMITING (GASTROENTERITIS, FOOD POISONING ETC)

This is usually caused by a virus which will settle in 24 hours if you do the right things. Usually no prescription is needed. Avoid all food and milk as well as tea and coffee for a full 24 hours. Drink plenty of clear fluids starting with small amounts first if vomiting is a problem. Any diluted juice will do. A solution of one teaspoon of sugar and half a teaspoon of salt in a pint of water is an excellent means of fluid replacement. After 24 hours, and if symptoms have been absent for at least six hours, start to eat a light diet.

A normal diet can be resumed a day later. In young children there is a danger of dehydration if symptoms are severe or prolonged. Give plenty of fluids and paracetamol if hot. If the child is listless and wetting nappies rarely, contact the doctor. If symptoms persist longer than 48 hours or come on after a trip abroad come and see us at the surgery for further advice.

BACK PAIN

This is usually caused by lifting, gardening etc. Rest is the mainstay of treatment. If the pain is not severe and does not go down your leg, take it easy and take any simple painkiller for a few days and things should settle. If sharp pain consistently goes down one or other leg (Sciatica), go to bed, take painkillers and rest in bed for two to three days until the pain subsides. Then start to get up and about gently, gradually increasing your exercise as your back improves. If pain persists for longer than three days, contact your doctor in surgery hours. If you develop persistent numbness or weakness of your leg, difficulty in passing water or opening the bowels, seek medical advice.

CYSTITIS

Frequently passing urine which stings or burns suggests cystitis, which is sometimes caused by infection. If drinking plenty of fluids, including bicarbonate of soda (one teaspoon per glass of water, four times daily) does not relieve symptoms in three days, or if you pass any blood in the urine, contact your GP for advice. It may be necessary to bring a specimen of urine in a clean container to be tested.

FIRST AID

SPRAINS, STRAINS AND PULLED MUSCLES

Remember "RICE" - Rest, Ice, Compression, Elevation. Rest the injured part, particularly an ankle or knee. Ice the area of injury immediately. A bag of frozen peas wrapped in a thin cloth is an excellent ice pack. Apply for 20 minutes every two hours initially. Compression is best effected with a crepe bandage or tubigrip. Remember not to have it on too tight! Elevate the injury, particularly legs. The aim of this is to reduce the pain and swelling. Treating an injury correctly, immediately, will lessen its severity and speed up the healing. After a day or so start to use the injured area gently. Warmth may help at this stage. If you are a keen sportsman advice from a physiotherapist may be valuable.

BURNS AND SCALDS

Place the burnt area under running cold water until the pain eases. This may take up to 15 minutes. Cover the area with a clean dry tea towel or something similar. Do not pull clothes off a burnt area. Do not prick blisters. Do not put oil or cream on a burn. If the burn is large then seek medical advice at casualty. For smaller burns that you are not happy to treat yourself, the practice nurse will be happy to see you in the surgery.

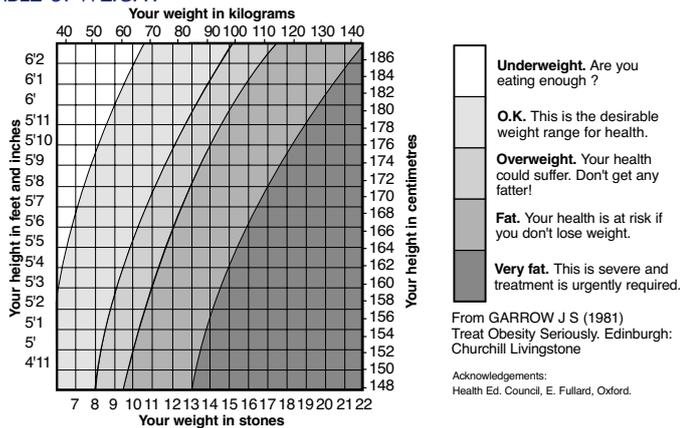
CUTS

Raise the limb and use firm pressure with a clean cloth until the bleeding stops. If the wound is gaping and looks like requiring stitching or there is heavy bleeding, contact the doctor.

HEALTHY DIET

Eat less sugar, fat and salt and drink less alcohol. Eat more fibre, more fish and white meat.

TABLE OF WEIGHT



ALCOHOL

Men and women are advised not to drink more than 14 units of alcohol a week on a regular basis.

Spread your drinking over three or more days if you regularly drink more than 14 units per week. Fourteen units is equal to six pints of average strength beer, or ten small glasses of low-strength wine.

SMOKING - WHY STOP?

A man aged 50 who smokes 20 a day is four times more likely to die from heart disease than a non-smoker of the same age. Lung cancer kills 38,000 people a year in the UK. Each cigarette shortens your life by five to six minutes. It makes your children ill (twice as likely to get chest and ear infections).

CHOKING

Try not to panic. Do not try to retrieve the object from the throat. Hold young children across your knee and hit them firmly between the shoulder blades or give them a short squeeze on the tummy. Hold an adult from behind just below the ribs in a bear hug. Give several short squeezes. If none of these work dial 999.

NOSEBLEEDS

Sit in a chair leaning forwards with your mouth open and pinch the soft lower part of the nose, not the bone, for 10 minutes. Avoid blowing the nose for 24 hours. If the bleeding persists, contact the doctor.

INSECT BITES AND STINGS

Prevention is better than cure. If you are prone to nasty bites use an insect repellent. These are available from your chemist. Antihistamine tablets from the chemist will usually relieve most symptoms. Bee stings should be scraped away rather than plucked to avoid squeezing more poison into the wound. Stings inside the throat can cause dangerous swelling. Contact a doctor immediately.

HELPING YOURSELF

It is much better to keep yourself healthy rather than fall ill and need medical care so look after yourself:

- Eat a healthy balanced diet
- Avoid or stop smoking
- Don't drink excessively
- Have your blood pressure checked
- Take regular exercise
- Keep to a healthy weight
- Reduce or avoid stress
- Men, perform regular examinations of the testicles
- Women, have regular cervical smears and check your breasts regularly

EXERCISE

It helps to reduce weight. It helps to relieve stress. It makes you feel and look better. Once you have found a form of exercise you enjoy, do it:

Often enough - Two or three times a week for 20-30 minutes

Hard enough - To make you feel breathless

Long enough - It must become part of your life for good.

Remember: if you are not used to exercise start slowly and build up gradually. Both doctors and nurses will be happy to advise you and your family about these important changes.

STAMINA RATING

Badminton**	Housework (moderate)*
Canoeing***	Jogging****
Climbing Stairs***	Judo**
Cricket*	Mowing lawn by hand**
Cycling (hard)****	Rowing****
Dancing (ballroom)*	Sailing*
Dancing (disco)***	Squash***
Digging the garden***	Swimming (hard)***
Football***	Tennis**
Golf*	Walking (briskly)**
Gymnastics**	Weightlifting*
Hill Walking***	Yoga**
* Not much effort	** Beneficial effort
*** Very good effort	**** Excellent effort

SAFE SEX AND CONDOMS

It is an unfortunate fact of modern life that HIV infection is present in the community. We strongly advise everybody having a new sexual partner to protect themselves by using a condom. Even if you do not rely on it for contraception, a condom can protect you from HIV and other sexually transmitted diseases. You owe it to yourself and your partner to protect each other. Please consider this carefully. It is sound advice and may save your life. Be particularly careful abroad especially in African countries where HIV has spread much more widely through the population. If you are going on holiday take condoms with you. They may not be easy to obtain in some countries and the quality may not be so high. Please take care. If you have any concerns about HIV you can contact the local GU Clinic, the National Aids Helpline or come to the surgery and see us.

“MORNING AFTER” CONTRACEPTION

Despite the fact that we can supply all forms of contraception some people still have sex without taking precautions. Occasionally accidents can happen such as a condom bursting. Many people then wait with their fingers crossed for their next period. All too often it doesn't come and they find themselves requesting an abortion or continuing with an unplanned pregnancy. In this situation you should use emergency contraception or the “morning after” pill. The “morning after” pill can in fact be used up to 72 hours (three days) after unprotected sex. It is effective and safe.

TELEPHONE NUMBERS

<i>INVERURIE HEALTH CENTRE</i> - For Visits, Appointments etc	0345 337 9911
<i>KINTORE SURGERY</i> - For Appointments etc	01467 633000
<i>RHYNIE SURGERY</i> - For appointments, prescriptions etc for Rhynie patients only	01464 861271
Repeat Prescriptions Direct Line Inverurie & Kintore	01467 627777
Results 11.00am - 5.00pm (Inverurie & Kintore patients)	press 3 - 0345 337 9911
Inverurie District Nurses	01467 627757
Inverurie Health Visitors.....	01467 627757
Inverurie Midwives.....	01467 670941
Inverurie Chiropody	01467 627733
Inverurie Hospital	01467 620454
NHS Grampian, Summerfield House, Eday Road, Aberdeen	0345 456 6000

TELEPHONE CALLS MAY BE MONITORED OR RECORDED

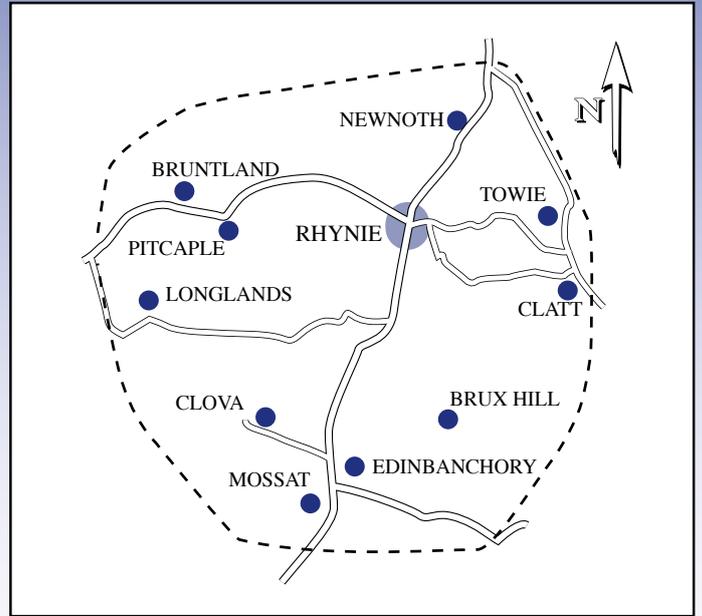
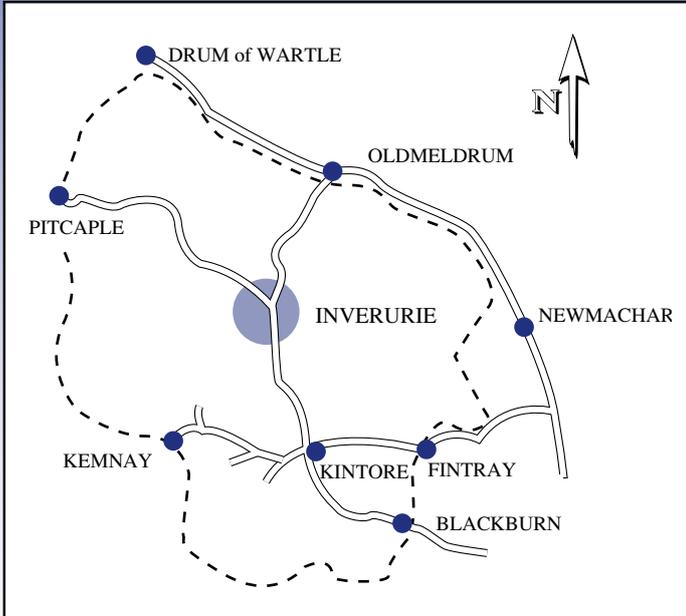
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OUR PRACTICE AREA



INVERURIE MEDICAL GROUP

Inverurie Health& Care Hub, Upper Boat Road, Inverurie, Aberdeenshire AB51 3UL

KINTORE SURGERY

Wellpark Gardens, Kintore, Inverurie, Aberdeenshire AB51 0WE

RHYNIE SURGERY

Manse Road, Rhynie, Aberdeenshire AB51 4WA

www.inveruriemedicalpractice.scot.nhs.uk

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