



FIVE OAKS FAMILY PRACTICE



CONTACT US

FIVE OAKS FAMILY
PRACTICE
47 GRAHAM STREET
The call will automatically
BESWICK
MANCHESTER
M11 3BB

TEL
0161 223 4211

FAX
0161 230 6728

OUT OF HOURS

Telephone
0161 223 4211
24 hours a day by
transferred to the
Emergency Out of Hours
Services

NHS DIRECT

You can obtain
general health advice
by calling



On 0845 4647
or visit
NHS Direct Online



when it's less
urgent than 999

www.fiveoaksfamilypractice.co.uk

ABOUT THE PRACTICE

Five Oaks Family Practice serves the population of Beswick and surrounding areas. Established in the early 20th Century, the practice was originally run from a small Terrace opposite the Pin Mill at Ancoats, later moving, in 1962, to Beswick Health Centre. Unfortunately a fire devastated the building in 1995 and the practice was temporarily housed at the Bradford Day Centre for four years. Today's purpose built facilities at Oak House opened in July 1999.

In tribute to the founders of the practice, we fondly remember Drs Buckley, O'Sullivan, Brown and Cohen. Dr Johnson and Rathi joined the practice in 1975 and 1977 respectively. Following their retirement, the practice continues to develop under the Leadership of the current partners Dr Nathoo and Dr Dean, salaried GP's, Nursing team, Practice Manager and Reception team. All staff involved with the practice, both retired and current, have played a major role in shaping Five Oaks Family Practice into the thriving and forward thinking practice it is today.

The staff at the practice work closely together as a team. We aim to treat all our patients promptly, courteously and in complete confidence. We offer a full general practice service as well as specialist clinics for antenatal care, be well clinic, child health and immunisations, diabetes, asthma, COPD, heart disease, weight management, smoking cessation, travel vaccinations and substance abuse.

We are a training practice and provide placements for ST3 and FY2 Doctors. You may be offered an appointment with one of our ST3 or FY2 Doctors and from time to time they may ask permission to video record the consultation. If you have any concerns regarding this matter please let the reception staff, doctor or nurse know.

FIVE OAKS FAMILY PRACTICE TEAM

General Practitioners

Dr Stephen Dean (Male)

Dr Sohail Munshi (Male)

Dr Nicholas Lewis (Male)

Dr Faizy-ur-rehman Faizy (Male)

Dr Pusbar Grocock (Female)

Nurses

Ms. Simone Dawson Practice Nurse

Mrs Janette Sammons Assistant Practitioner

Administration Team

| | |
|----------------------|----------------------|
| Mr Sameer Butt | Practice Manager |
| Mrs Jackie Morley | Reception/IT Manager |
| Ms Anne Grogan | Receptionist |
| Mrs Lisa Williams | Receptionist |
| Mrs Margaret Lawton | Receptionist |
| Miss Donna Caldecott | Receptionist |
| Miss Abby Wheelton | Receptionist |
| Miss Hannah Lee | Receptionist |
| Mrs Joy Holland | Secretary |

The practice works closely with a variety of staff contracted through the Clinical Commission Group and Health and Social Care

- The district nursing team who are based at neighboring Cornerstones Centre are a dedicated team of professionals visiting and supporting patients in their homes
- A team of midwives visit the practice weekly to provide clinics for pregnant women.
- We have a dedicated substance misuse worker who provides clinics once a week at the practice
- We have a Be Well clinic that supports patients with getting on top of work, housing issues, family and money problems.

TELEPHONING THE SURGERY

All general calls and appointment requests during opening hours should be made to: 0161 223 4211

RECEPTION OPENING TIMES

| | Morning | Afternoon |
|-----------|------------------|------------------|
| Monday | 8.00am - 12.30pm | 1.30pm - 6.30pm |
| Tuesday | 8.00am - 12.30pm | 1.30pm - 6.30pm |
| Wednesday | 8.00am - 12.30pm | 1.30pm – 6.30pm |
| Thursday | 8.00am - 12.30pm | 1.30pm - 6.30pm |
| Friday | 8.00am - 12.30pm | 1.30pm - 6.30pm |

APPOINTMENTS

For your convenience all consultations with doctors and nurses are by appointment. Please telephone the surgery or visit in person during opening times to make any appointments. A separate appointment is needed for EACH person seeing the doctor or nurse. Try not to bring lots of problems to one appointment. If you are more than 15 minutes late for an appointment it is possible you will not be seen.

If you cannot attend for an appointment or no longer need to be seen please telephone the surgery to cancel your appointment so that we can offer the appointment to another patient.

PATIENT ONLINE ACCESS

If you have access to the internet on a phone, tablet, computer or laptop, you can register for online access. This allows you to book or change appointments and request repeat medication. In the near future you will also be able to view your medical records. The registration process is simple, if you would like more information please speak to a receptionist on your next visit.

CONSULTATION TIMES

| | Morning | Afternoon |
|-----------|-----------------|------------------|
| Monday | 8.30am- 11.30pm | 2.00pm-6.00pm |
| Tuesday | 8.30am- 11.30pm | 2.00pm-6.00pm |
| Wednesday | 8.30am- 11.30pm | 2.00pm-6.00pm |
| Thursday | 8.30am- 11,30pm | 2.00pm-6.00pm |
| Friday | 8.30am- 11.30pm | 2.00pm-6.00pm |

You are free to consult with any doctor/nurse within the practice regardless of which one you may have registered with. It is a good idea to stay with a particular doctor for a particular problem. You may express a preference to receive services from a particular doctor/nurse. We will endeavor to comply with reasonable requests, but it might not always be possible to see the doctor/nurse of your choice. Under these circumstances the reasons would be explained to you and you would be given an alternative choice.

HOME VISITS

Home visits are at the discretions of the doctor and should ONLY be made when it is impossible for the patient to get to the surgery. In particular, most children can be brought safely to the surgery. Cold and wet weather is not a justifiable reason to request a home visit. Please remember the doctor can see five patients at the surgery in the time it takes to do a home visit. When the condition of the patient does require a home visit please telephone the surgery before 10.00am where possible. Home visits normally take place after morning surgery from 11.30am onwards. If you think the condition is an emergency such as that involving chest pain, severe difficulty in breathing or excessive bleeding/collapse YOU MUST CALL 999.

WHEN THE SURGERY IS CLOSED

If you have a medical problem that cannot wait until the surgery is open call the usual telephone number (0161 223 4211). The call will automatically be transferred to emergency out of hours service at Go To Doc.

Walk-in Centres

If the practice is closed you may wish to try your local walk-in-centre. They can deal with minor ailments and injuries.

City Health Centre

2nd Floor, Boots, 32 Market Street,
Manchester, M1 1PL
Tel: 0161 839 6227
Open seven days a week: 8am - 8pm

Primary Care Emergency Centre

Manchester Royal infirmary
Oxford Road
Manchester M13 9WL
Tel: 0161 276 5193

Monday to Friday: 8.30am-10pm
Saturday, Sunday and Bank Holidays: 10am -10pm

Serious conditions should be seen at your local Accident & Emergency, which may be:

- Manchester Royal Infirmary
- North Manchester General Hospital
- Tameside General Hospital

Always attend you nearest hospital in an emergency or call 999.
For telephone/web advice contact



NHS DIRECT 0845 4647

www.nhsdirect.nhs.uk

REPEAT PRESCRIPTIONS

YOU CANNOT ORDER REPEAT PRESCRIPTIONS OVER THE TELEPHONE. It takes 48 hours to process a repeat prescription and this does not include weekends or bank holidays. Patients who are on regular medication may request a repeat prescription via the repeat prescription form (attached to your prescription) or by letter, enclosing a stamped self-addressed envelope. One month's supply is the usual amount. Your doctor will expect to see you face to face at least once every 12 months for a medication review. Failure to attend for a medication review may result in medications being withheld temporarily. If you have difficulty getting to the surgery to collect your prescriptions you may wish to contact a local chemist who might be able to arrange collection and delivery of your medication for you.

BLOOD TESTS AND SPECIMENS

We ask all our patients where possible to attend the Cornerstones Centre, across the way from the surgery, for blood tests. You must ring the booking centre for an appointment on 0800 092 4020. Please take your blood form with you. If the doctor or nurse requesting the blood test has asked you to fast please do so for 12 hours before the test, taking only water and any regular medication.

WE DO NOT EXPECT DIABETICS ON INSULIN TO FAST.

All specimens such as urine samples should be handed into reception before 3.30pm. The collection service will then take the samples to the hospital laboratory. Specimens arriving after this time will sit in the fridge all night and the results could be affected.

Getting Your Test Results

Most results return in about a week. Doctors read the test results as they come in and make recommendations, which the receptionist can pass on to you. Call in or phone when the lines are less busy between 11.00am and 12.30pm.

We can only discuss results with patients so please do not ring up on behalf of someone else unless you are the main carer and consent in writing has been agreed beforehand. If you receive communication to come in and discuss your results please do not be alarmed: It is a system we use to ensure certain results are discussed face to face. It may be that we need more information or need to alter medication.

MEDICALS

The practice carries out non-NHS medical such as HGV, private hire and insurance medicals. These are by appointment only and will be charged for.

FITNESS FOR WORK NOTES (SICK NOTES)

NHS Fitness For Work notes will only be issued for illness extending beyond the first seven days, or expected to last more than one week. Illness in the first week is covered by a scheme known as "self-certification" which all employers are expected to recognize and conform to. If you require a sick note for the first week, a charge will be made.

Disabled Access

All clinical services at the practice are provided on the ground floor level. Access to the building is via the main door. If you need assistance in gaining entry please use the intercom buzzer to alert reception, who will come to your assistance. Disabled toilet facilities are also available on the ground floor.

New Patient Registration

You may register as a patient if you live within the inner practice boundary by completing a new patient registration form and health questionnaire. These are available from reception and can also be downloaded from the practice website www.fiveoaksfamilypractice.co.uk. If you have a chronic health problem such as diabetes, breathing problems, heart disease, epilepsy, blood pressure problems or stroke, please make an appointment to see Janette Sammons, our assistant practitioner. If you are in good health and are not on any regular medication you will not need to see anyone before making an appointment in the usual way. At your first appointment the doctor/nurse will take some basic measurements such as height, weight and blood pressure. All new patients needing repeat medication will need to see a doctor.

Moving House?

If you move house but stay within the outer practice boundary you may be able to stay on as a patient. This will be at the discretion of the GP partners. For patients that move outside the boundary the practice recommends re registering with a GP practice closer to your new address as this will ensure good continuity of care with social, mental health and community services in your area.

SPECIALIST SERVICES AND CLINICS AT FIVE OAKS

Health checks for over 75s and Patients not seen for three years.

All patients aged 75 and over are encouraged to undergo an annual health check either at the surgery or, if required and appropriate, within their own home. Any patient who has not been seen for three years or more is encouraged to attend for a health check.

Child Health Surveillance/Immunisations

Wednesday between 9.00am and 12.00pm Please book an appointment to see Simone our Practice Nurse for the first set of immunizations. The clinic provides childhood immunisations and eight-week baby checks a GP and Nurse are present. Please do not bring ill children to be seen in this clinic.

Minor Surgery

Dr Faizy runs a minor surgery on Tuesday afternoons. During this session joint injections and removal of minor skin lesions can be performed. It is always wise to ask your GP to assess whether or not any skin lesions would be suitable for removal at the practice, prior to making an appointment in the minor surgery clinic. We cannot remove facial lesions.

Antenatal Clinic

Thursday between 9.00am-4.30pm (by appointment only)

If you are pregnant you do not necessarily need to see your GP if you are well. Please book into the antenatal clinic to see our team of midwives who will arrange hospital referrals, scans and advise on matters to do with all your needs in pregnancy. For any acute problems such as bleeding or pain in pregnancy you should make an urgent appointment to see your GP or attend A&E. You can refer yourself to the early

pregnancy unit at St Mary's if you are under 20 weeks pregnant and experiencing pain or bleeding Tel: 0161 276 6204.

Well Women Clinic (smears, contraception, vaginal discharge only)

Thursday between 3.00-6.30pm

The clinic is staffed by midwives who are family planning trained. We do not provide coil fitting services or implants: for this you can contact:

Palatine Contraception and Sexual Health Clinic

The Hathersage Centre, 280 Upper Brook Street, Manchester, M13 9TX

Tel: 0161 901 1555

Palatine Contraception and Sexual Health Clinic

Cheetham Hill Primary Care Centre. 244 Cheetham Hill Road Cheetham Hill

Manchester, M8 8UP

Tel: 0161 202 8750

Palatine Contraception and Sexual Health Clinic

Newton Heath Sure Start Centre, Great Newton Street, Newton Heath, Manchester M40 1WT

Tel: 0161 227 3517/18

Palatine offers all contraception methods, including fitting and removal of IUDs and implants: Emergency hormonal contraception; Pregnancy testing and advice; information about abortion and referral to abortion clinics; Testing common STIs including HIV; Condoms.

All females between the age of 25 and 49 need a smear every three years and those in the 50 to 65 year age group every five years. If you cannot attend the Well Women Clinic for this important test you are welcome to book an appointment with our Practice nurse.

Travel Advice/Immunisations

(we are not a Yellow Fever Centre)

Appointments for travel advice and vaccinations can be made with the practice nurse on Tuesday afternoons. Please ask reception for a travel advice form which you will need to complete before your appointment is booked. We recommend your appointment is at least eight weeks before your departure date. We cannot promise to provide this service if you leave it to the last minutes.

Please be aware there is a £10 charge for all malaria prescriptions and you will be expected to pay further costs to the pharmacist for the actual cost of the tablets. This applies to both adults and children.

Occupational Health Services

Unfortunately we do not provide Occupational Health Services including screening and vaccinations against Hepatitis B. If you are working in the health care sector or in an "at risk" occupation you will need to ask your employer about this. Alternatively, you may wish to contact a private occupational health clinic that may be prepared to offer these services at a cost.

Flu Jabs/Adult Vaccinations

Flu injections are available from October every year for those considered at risk. The World Health Organisation recommends flu vaccinations for all patients 65 and over and those patients with chest, heart or kidney conditions, those who are immuno-compromised because of chemotherapy, HIV infection and spleen removal. The same group of patients are also advised to have a vaccine against pneumonia. It is also recommended that all pregnant women receive the flu vaccination at any stage in pregnancy.

Every October we run a special Saturday morning clinic to vaccinate all our "at risk" patients. Please ask reception for details. If you think you need a booster for any other vaccines please make an appointment to discuss this with the practice nurse.

Weight Management and Exercise

Our practice nurse and assistant practitioner offer a weight management service called Counterweight for obese patients. If you wish to discuss this further please make a 10 minutes appointment with either the practice nurse or assistance practitioner.

Smoking Cessation

We actively support and encourage all patients to stop smoking to prevent unnecessary disease and illness such as cancer and respiratory-related problems. You can contact the Manchester Stop Smoking Services on 0161 205 5998 or www.stopsmokingmanchester.co.uk. Alternatively, you may wish to make an appointment with our trained smoking adviser Janette Sammons. Both services offer support and provide nicotine replacement therapy on prescription.

Drug Service

The practice provided a National Enhanced Drug Service which runs alongside the city wide drug service. Clinics are run under the supervision of Dr Nathoo and Dr Dean. Debbie Callaghan, our visiting drug counsellor leads the service. Referral into the clinic and/or to look at treatment options can be done through self-referral to Drug Treatment Intake Services ADS Tel. No. 0800 988 1948. Alternatively, you may wish to speak to The GP's involved.

Counselling

General counselling services for registered patients are accessible through the Primary Care Mental Health Team. Patients are asked to refer themselves by telephoning 0161 231 0017. A form will be sent out to you in the post and appointments arranged at the surgery. For more specific information please discuss your needs with your GP.

Practice Nurse

Simone Dawson provides the practice nursing services for the practice. All appointments need to be booked through reception.

Management of Chronic Illnesses and Disease Prevention.

Carefully monitoring patients with chronic illness is a major role for our nursing team. Ensuring patients are on the correct treatments and keeping a close watch on aspects such as blood pressure, cholesterol, glucose levels, kidney function and disease symptoms all help to prevent existing disease getting worse and new diseases emerging.

If you have a chronic health problem such as:

- Asthma
- Heart Disease
- Chronic Obstructive Airways Disease (chronic bronchitis/emphysema)
- Hypertension (blood pressure)
- Diabetes

- Stroke

You will be sent an invitation to see the practice nurse at least once a year around the time of your birthday. Please make every effort to attend and do not forget to have your blood tests done if a form has been sent with your letter. Every year over a thousand reminder letters have been sent out to non-attendees. Please help us to help you by coming in within four to six weeks of your invitation. If your health and age prevents you from attending the surgery please ring and let us know so that we can arrange for someone to see you at home.

Treatment Room Services

A limited treatment room service is provided at the surgery for dressings, suture removal and injections. We recognize that within the community there is often a clinic nearer to the patient's home and the need to attend for regular dressings or treatments may make these services more convenient. Leg ulcers and chronic wound dressings require expertise and therefore we would actively encourage patients to attend the community clinics that provide these services on an everyday basis. Please telephone the clinic listed below and they will refer you to a designated local clinic for treatment:

Ancoats Primary Care Centre Tel: 0161 274 1640
Old Mill Street, Ancoats, Manchester M4 4EE.

IF YOU HAVE ANY PROBLEMS ACCESSING A DRESSING SERVICE AFTER MAKING ENQUIRIES PLEASE CONTACT THE SURGERY. UNFORTUNATELY THE LOCAL SERVICES ARE CONSTANTLY CHANGING.

Assistant Practitioner Services

Janette Sammons, our assistant practitioner, plays an important role supporting the practice nurse within the practice. You may be asked to see Janette by your GP or nurse for a variety of services such as blood pressure checks, heart tracing (ECG), glucose tolerance tests, foots checks, injections, breathing tests and smoking cessation. If you wish to have a general health check please make an appointment to see Janette.

NHS Health Checks are also available for Patients aged between 40 and 74 who do not have a pre-existing condition.

All patients aged between 40 and 74 years who do not have a pre-existing condition will be sent a letter inviting them to make an appointment for a health check. The Health Check takes 20 minutes and involves the nurse taking height, weight and waist measurements, a blood pressure reading, cholesterol and blood sugar checks, smoking, alcohol and general lifestyle advice. Please make an appointment with our Assistant Practitioner, Janette Sammons, or ring the practice for further information.

Irregular Heartbeat Screening

Recently Stroke Specialists have called for GP's to screen people aged over 65 years for irregular heartbeat. This is a simple process of checking the pulse when anyone in the above age range visits the practice. Atrial fibrillation can cause a fast erratic heart rate, and is different from simple extra or missed beats. It needs to be confirmed with an ECG (heart tracing). It can cause palpitations, dizziness, chest pain or breathlessness; but in many people there are no symptoms. Over a life time this may affect one in four people. It is much more common in older people. Causes of atrial fibrillation include: high blood pressure, heart trouble, pneumonia, an overactive

thyroid, obesity, alcohol and caffeine. Atrial fibrillation is a concern as it contributes to about 15% of all strokes. Finding and treating atrial fibrillation is expected to prevent 5000 strokes and 2000 premature deaths annually in the UK. Other treatment may include medication to slow the heart rate, or treatment to restore a normal heart rate. If you have any concerns about an irregular heartbeat, please make an appointment with your doctor, and if you are over 65 please expect us to check your pulse more often than we may have done in the past.

Chlamydia Screening

National Chlamydia Screening Programme

The practice offer chlamydia screening, the most common sexually transmitted disease in the UK, to young people under the age of 25. Most people that have chlamydia do not notice any symptoms, and do not know they have it. Research suggests that 50% of men and 70-80% of women do not get symptoms at all with chlamydia infection. Testing for chlamydia is done with a swab test. Your doctor will explain to you how to take the swab test yourself. Chlamydia is easily treated with antibiotics. If chlamydia is not treated, the infection can spread to other parts of your body and lead to serious long term health problems such as pelvic inflammatory disease and infertility (not being able to have children). For a confidential chlamydia test ask your doctor.

CONFIDENTIALITY AND ACCESS TO INFORMATION

Everyone working for the NHS has a legal duty to keep information about you confidential. We ask you for information about yourself so that we can provide you with proper care and treatment. We keep this information, together with details of your care, because we may need it if we see you again. You may be receiving care from a number of different NHS professionals and for us all to work together for your benefit we may need to share information about you from time to time. We will only pass on information to other allied professionals when there is a genuine need and it is in your interest. Anyone who receives information from us is under a legal obligation to keep it confidential. It is important to remember that the GDPR, Data Protection Act, Access to Health Records Act, with which the practice complies, allows you to have computerised and written information about you. Please contact the practice manager under such circumstances or if you have any specific concerns about how information about you is dealt with at the practice.

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 at reception or alternatively by downloading from our website.

ZERO TOLERANCE TO VIOLENCE

In keeping with the rest of the NHS, this practice operates a zero tolerance policy towards unacceptable behaviour to protect its entire staff. Our definition of unacceptable behaviour includes bad language, aggressive gesture, abusive comments, or attempted or actual physical assault to any member of staff or other patient of this practice.

The policy applies equally to unacceptable verbal behaviour conducted over the telephone. The practice will request the removal of any patient from the practice list who is aggressive or abusive. Removal from the list will also ensure should an individual be caught stealing property at the practice or intentionally damaging practice/staff property. All instances of theft, damage or actual physical assault on a staff member or another patient by a patient or their relatives will be reported to the police.

SUGGESTIONS AND MAKING COMPLAINTS

We endeavour to provide a friendly and helpful services to all our patients at all times. If you have any helpful comments to make please put them in the suggestion box in Reception. Alternatively, you can send them directly to the practice manager. If you have a complaint, please make this in writing to the practice manager, who will initiate the formal practice complaints procedure. Leaflets outlining the practice complaints procedure are available on request at the main reception desk.

PATIENT PARTICIPATION GROUP (PPG)

We are looking for a representative group of patients that we can interact with through our PPG when we have questions or ideas about the future direction of the practice. If you wish to be involved please leave your details with reception or visit the practice website www.fiveoaksfamilypractice.co.uk where you can find an on line registration form.

DO IT YOURSELF (procedures we recommend)

Paracetamol

Paracetamol is a painkiller which also helps to bring down a temperature. It is useful for all types of pain and is used in both children over three months and adults with temperature symptoms. Always read the label and do not exceed the stated dose in a 24 hour period. It is available to buy over the counter, so please do not make an appointment purely to get a prescription for paracetamol.

Ibuprofen

This is an anti-inflammatory analgesic which is also very good at relieving pain and temperature symptoms. It is recommended for use in children over 12 months and adults. Please note Ibuprofen can make asthma symptoms worse, and therefore we do not generally recommend it for asthmatic patients. Always read the label and do not exceed the stated dose. We would also recommend caution in patients with known stomach problems.

eg ulcers or chronic indigestion. Always take the least amount needed for the shorter time possible and always after food. Stop if indigestion symptoms occur.

Fluids

When you are ill with temperature or viral illnesses as described below it is vital that the fluid intake is increased. You do not necessarily need to worry about your food intake for a few days as long as fluids are being taken. This is particularly true of children who often do not want to eat when they feel unwell. Watered down juices or flat sugary drinks such as lemonade are ideal.

Children with High Temperatures

A raised temperature occurs very often even with mild infection and is not in itself necessarily a serious sign. In small children, however, it is important not to let the temperature rise too high and they should be given paracetamol or ibuprofen syrup (which can be bought from the chemist), plenty of cool fluids to drink and should wear very little clothing. If the temperature is very high and does not come down with the above measures or the child appears unwell, you should consult your doctor. An adult or child with a temperature will come to no harm if they are wrapped up and brought to the surgery. In fact, it is usually helpful to come out in the fresh air.

Coughs, Colds and Influenza

These conditions are usually caused by viruses and, as such, are not curable by your doctor with antibiotics which do not have any effect at all on a viral illness. You should rest; take plenty of fluids and regular paracetamol or ibuprofen. If the condition gets worse, does not settle or a cough develops with coloured sputum then call to arrange an appointment to see the doctor for advice.

Sore Throat

Once accompanied by a temperature, most sore throats are viral and will therefore

not respond to antibiotics. Take regular paracetamol or ibuprofen as prescribed for pain and fever. Drink plenty of fluids, If you have a high temperature, feel very unwell and cannot swallow fluids you need to see your doctor.

Diarrhoea and Vomiting

Most of these cases are viral, may be accompanied by fever and usually settle within a few days. Do not worry if you feel unable to eat for a day or two. Do drink plenty of fluids or special rehydration mixtures available from the chemist – little and often to avoid dehydration. Small children and babies can dehydrate quickly: look out for lack of urine, dry mouth, sunken eyes and undue drowsiness: if present, you should contact the doctor. If the condition lasts for longer than three days, if you have just returned from abroad or are otherwise concerned, contact the doctor/nurse.

Earache in Children

Earache most often occurs with or just after a cold. We now know that this condition which used to be treated with antibiotics often gets better on its own just as quickly with no specific treatment. In fact, antibiotics do not help prevent any complications such as perforated ear drum and may indeed cause side effects of their own. Pain relief with paracetamol or ibuprofen is all that is required. If the child is under two years of age, has a high temperature, or the condition does not seem to be settling, call and see you doctor to check.

Head Injuries

Most of these give rise to little in the way of significant problems, but if a head injury causes unconsciousness, vomiting, drowsiness, confusion or worsening headache the urgent attention may be called for and the patient should be taken to the nearest Accident and Emergency at once.

Head Lice

Contrary to popular belief, head lice are not a sign of poor hygiene: they actually prefer clean hair. Wet combing hair on a weekly basis with a nit comb and Cconditioner can help prevent and detect head lice. Children and adults only need treating with lotion if live, crawling lice are found in the hair. Your chemist will be able to provide medicated head lotion without prescription.

Worms

Not nice to think about but fortunately threadworms are harmless. Children are most commonly affected and irritation around the back passage (or vagina in girls) is the usual symptom. Check the anus of the patient at night and look for worms that look like strands of cotton. Effective treatment is available from the chemist and the whole family should be treated at the same time. Strict hand hygiene is vital after using the toilet and before handling/eating food.

Meningitis

Fortunately this is rare. Each case varies with differing symptoms, some of which are easily identifiable and other more general.

Older children and adults – may have vomiting, fever, headache, back and joint pains, neck stiffness, dislike of bright light, drowsiness and rash which may appear late on (or not at all). The rash looks like tiny red pinpricks or larger purple bruises and if squashed under a glass tumbler does not turn white/disappear.

Babies – may be drowsy, irritable, off feeds, floppy or twitchy, distressed on handling or feverish. They may also have diarrhoea or vomiting, a bulging fontanelle (soft spot on the top of their head), a high pitched cry, blotchy or pale skin or a rash as described above. This is a serious emergency and you should contact your doctor immediately or call 999.

USEFUL TELEPHONE NUMBERS

Hospitals

North Manchester General Hospital

0161 795 4567

| | |
|-------------------------------------|---------------|
| Manchester Royal Infirmary | 0161 276 1234 |
| Royal Manchester Childrens Hospital | 0161 276 1234 |
| St Mary's Hospital | 0161 276 1234 |
| Royal Eye Hospital | 0161 276 5526 |
| Tameside General Hospital | 0161 331 6000 |
| Dental Hospital | 0161 275 6666 |

District Nurses

| | |
|------------------|---------------|
| North Manchester | 0161 231 6765 |
| Tameside | 0161 366 2090 |

Health Visitors

| | |
|------------------|---------------|
| North Manchester | 0161 230 2254 |
| Tameside | 0161 370 2775 |

Community Clinics

| | |
|-----------------------------|---------------|
| Cornerstone Centre | 0161 230 2200 |
| Ancoats Primary Care Centre | 0161 274 1640 |
| Clayton Health Centre | 0161 231 1151 |

Alcohol and Drug Services

| | |
|------------------------------------|---------------|
| Drug Treatment Intake Service ADS | 0800 988 1948 |
| Community Alcohol Team Duty Worker | 0161 276 5212 |
| Lifeline | 0161 839 2054 |

Sexual Health Clinics

| | |
|--------------------------------|---------------|
| Sexual Health – male (MRI) | 0161 276 5200 |
| Sexual Health - female (MRI) | 0161 276 5212 |
| Sexual Health North Manchester | 0161 720 2712 |
| Sexual Health Tameside | 0161 339 2222 |

Travel Clinics

| | |
|---|---------------|
| Surrey Lodge Travel Clinic | 0161 2244736 |
| North Manchester Travel Clinic (adults only) | 0161 720 4836 |

Miscellaneous

| | |
|-------------------------------------|---------------|
| Counselling (general) | 0161 231 0017 |
| Social Services | 0161 225 8250 |
| Patient Advice and Liaison Services | 0161 230 2227 |
| Citizens Advice Bureau | 0870 126 4626 |
| PARS (exercise programme) | 0161 681 0940 |
| Gynae Emergency Room St Mary's | 0161 276 6204 |

NHS Manchester Headquarters

Parkway 3
Parkway Business Centre
3 Princess Road
Manchester M14 7LU
Telephone: 0161 765 4000

PRACTICE MISSION STATEMENT

At Five Oaks Family Practice, we:

- promise to provide a **quality service** that reaches the highest standards in the most pleasant surroundings possible
- will treat our patients as **individuals**
- work in a **partnership** with patients that is mutually understanding, courteous and responsible
- **support** our practice staff in their working and non-working lives

You can be certain, therefore, that our practice will always be ready to return value for the Community in exchange for the support that you give us



FIVE OAKS FAMILY PRACTICE CHARTER

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim.

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

Our responsibility to you:

- You will be treated courteously with respect and dignity irrespective of ethnic origin, religion, cultural beliefs, sex or age
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- Your telephone calls will be answered promptly
- You will be seen the same day if your problem is urgent
- You will be seen by your own doctor whenever possible
- You have the right to choose whether or not to take part in medical student training without affecting care
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a consultant when your GP thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 48 hours of your request
- You will receive a full and prompt reply to any complaints together with a copy of our practice complaints procedure
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your responsibility to us:

- Please treat all practice staff with the same respect – we are all just doing our job
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- Please keep your telephone calls brief and avoid calling during peak times for matters that can wait

- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only – the Doctor On-Call will be at work as usual the next day
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please let the doctor know if you do not want a medical student present
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- You will be advised of the usual length of time to wait
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibility to you
- If you have a complaint please bring it to the attention of the Practice Manager, who will deal with it in accordance with the practice complaints procedure
 - We would, of course, be pleased to hear when you feel praise is due as well

Our practice participates in Summary Care Records. This means that up to date medication lists, allergies and alerts are available for view by other clinicians who may need to treat you in an emergency. If you do not want a Summary Care Record created please request an opt out form from reception. More information is available via <http://www.nhscarerecords.nhs.uk> or by calling the SCR information line 0300 123 3020.