

University Medical Centre



Quarry House, North Road, Bath BA2 7AY

Telephone: 01225 386655

Fax: 01225 386489

www.umcbath.co.uk

Welcome To The Practice

Welcome to the practice. The University Medical Centre is conveniently situated in Quarry House on the main University Campus (see map on the back cover). The practice provides a range of NHS services to all patients within the practice area. The majority of patients are part of the University community and we aim to ensure our services match their needs both now and in the future. In the building there is also the University Dental practice.

The medical centre is accessible for patients with disabilities. There is a ramp access to the main door and a marked parking space in the car park.

The practice is part of Bath and North East Somerset Clinical Commissioning Group, which is part of the NHS.

Practice Staff

THE DOCTORS

Dr Victoria J McMaster MB DFFP DOcc Med qualified in 1985 at Southampton University
GMC Registration Number 3805956

Dr McMaster specialises in providing Occupational Health Services to a number of different organisations.

Dr Andrew J Lloyd MBBS DPD qualified in 1994 at University College and Middlesex School of Medicine, London
GMC Registered Number 4070199

Dr Mark D Bligh MB ChB MRCGP qualified in 1993 at Bristol University
GMC Registration Number 4020802

Occasionally we have undergraduate medical students from the University of Bristol undergoing training in the practice. On these occasions we will always notify you at your appointment and ask your permission for them to be present at the consultation.

PRACTICE MANAGER

Lizzie Doman (Dip PPM) co-ordinates the smooth running of the practice in all aspects including patient services, complaints, finance, personnel and systems.

NURSING TEAM

Kathie Marshall - Nurse Practitioner

Kathie compliments the clinicians with her extended practitioner skills which allow her to diagnose and prescribe for a wide range of conditions.

Specialities: Illness: fever, rashes and infections: throat, eye, ear, nose, chest, skin or wound.

Injuries: either sporting or other trauma causing pain, cuts, swelling or bruising.

Sexual health: contraception advice, initiation or emergency. Implant fitting.

Immunisations: Travel and child schedules.

Tracy McKie RGN

Practice Nurse

Nicola Hall

Health Care Assistant

Our practice nurses see patients by appointment. They undertake blood tests, contraception advice and pills, ear syringing, routine blood pressure checks, supported self-help for mild mental health problems, sexual health screening, travel immunisations and cervical smears. They can offer advice on numerous health topics and run asthma, diabetes, sexual health and travel health clinics throughout the year.

ADMINISTRATION

The friendly administrative staff will deal with your enquiries and questions as efficiently as possible whilst respecting your confidentiality.

Attached Staff

PSYCHOLOGY PRACTITIONERS

A choice of therapists, male and female, is available; they will see patients referred by their doctor.

HEALTH VISITOR TEAM

Our health visitor team are nurses who have had special training in the assessment of children and the promotion of good health in children and their families. Please ask at reception for details.

DISTRICT NURSES

The district nurse team look after patients in the community who need nursing care at home. Please ask at reception for details.

COMMUNITY MATRON

Our community matron works closely with patients and the doctor to plan and organise patient care. The University Medical Centre has a nominated community matron attached to the Practice and as well as providing nursing care can act as a single point of contact for care, support and advice. You can speak to your doctor for advice on whether you can be referred to this community matron service.

CARE QUALITY COMMISSION (CQC)

The University Medical Centre is registered with the Care Quality Commission (CQC), the independent regulator of Health and Adult Social Care. The CQC will inspect all hospitals, GP Practices, dentists, care homes and care provided in people's homes in England to ensure that those providing regulated activities comply with the regulations set out in the Health & Social Care Act 2008.

The CQC inspectors will observe how each practice runs, how staff interact with patients, the protocols and procedures that are in place. For more information about CQC visit <http://www.cqc.org.uk/public>

Practice Information

We offer a full range of NHS services, which includes:

FAMILY PLANNING AND SEXUAL HEALTH

Sex is a normal aspect of adult life. It is very important that you know about sexual health and take seriously the responsibility of protecting yourself from unwanted diseases or pregnancies - we can advise on all aspects of sexual health and provide a full range of contraceptive methods including emergency contraception (the 'morning-after pill'). We can also help you with the termination of a pregnancy.

If you think you may be at risk of having a sexual infection, you can come in and see us to talk about it and get tested.

Our nurses do repeat prescriptions of the pill for those needing further supplies.

EMERGENCY CONTRACEPTION

This is available from our nurses.

CERVICAL SMEARS

If you wish to have a smear please make an appointment with one of the nurses. Routine cervical screening tests should begin at age 25. It is not recommended for women under that age. The aim of cervical screening is to reduce the risk of cancer of the cervix by finding and treating cell changes that could, over time, develop into cancer.

MATERNITY CARE

This is available from the doctors. The midwifery team are based at the Royal United Hospital.

CHILD DEVELOPMENT, ASSESSMENT AND IMMUNISATIONS

This is available from the doctors, nurses and our health visitor.

TRAVEL IMMUNISATIONS

When travelling the world it is essential to protect yourself from the sorts of diseases you may encounter whilst away. Vaccinations against infectious disease are a major part of this protection and we encourage you to book to see our specialist nurses in our travel clinic to discuss your travel plans and what immunisations you will need. Many need to be given weeks or even months before you depart, so don't leave it too late.

We offer a full range of vaccinations and are a registered Yellow Fever centre. A charge will be made for certain vaccinations which are not covered by the NHS. A list of these charges is available at reception.

MINOR SURGERY

All the doctors perform minor surgery.

ANTI-COAGULATION MONITORING

A warfarin monitoring service is available through the practice.

NON-NHS EXAMINATIONS

The doctors are happy to carry out medicals eg insurance, driving licence, PADI, Camp America by appointment. Please contact the medical centre to make an appointment. Do ask at reception for the charges for these services.

TREATMENT ROOMS

The nurses run our treatment rooms, which are available daily. They can help you with: minor illness, blood tests, self-help for mild mental health problems, dressings, removal of stitches, contraceptive pill repeats, emergency contraception, ear syringing, asthma reviews, diabetic reviews, smoking cessation advice, immunisations (including flu, MMR and Meningitis C), travel vaccinations and advice.

COUNSELLING

For problems such as stress, anxiety, exam nerves, loneliness, depression, eating disorders and alcohol and drug misuse you can make an appointment with any of the doctors for assessment and possible referral to the practice-based therapists team or community mental health team.

In addition to this NHS-funded service, the University of Bath provides a free counselling service for the benefit of its students and staff. For more information contact the student support services on 01225 384796.

FLU VACCINATIONS

An influenza vaccination is recommended annually for patients who are aged 65 and over, and those in clinical risk groups (eg diabetes, lung disease including asthma, heart disease, kidney disease and low immunity due to disease or treatment). Please contact the reception staff in September for details of flu vaccination clinic dates and to make an appointment. If you are unable to attend the surgery a home visit can be arranged.

TRIALS/RESEARCH

The medical centre is occasionally involved in clinical research (clinical trials). Clinical research offers the opportunity to be involved in developing new treatments and can be exciting and rewarding for both patients and the clinical research team. You may be invited to take part in clinical trials and we hope that you will consider participating in any suitable studies since this could prove beneficial to both you and the others in the future.

Other Services

The medical centre also provides care for patients with diabetes, asthma, thyroid problems, high blood pressure, heart disease, epilepsy, sports injuries, musculo-skeletal and rheumatological problems, skin diseases, gynaecological problems and stomach and bowel problems.

How To See Your Doctor and Nurse

The medical centre is open at the following times:

Monday to Friday	8.00am - 6.00pm
Saturday	8.00am - 1.30pm - Extended Access (Saturday morning surgery is for Pre-booked appointments only and there is no telephone access to the practice on a Saturday)

DOCTORS' SURGERIES

Monday to Friday 9.00am - 12.30pm and 2.00 - 5.00pm

NURSES' CLINICS

Monday to Friday 9.00am - 12 noon and 1.30 - 5.00pm

Non-Urgent Appointments

Please call or telephone the surgery on 01225 386655 between 8.00am and 6.00pm and you will be offered the first available appointment, usually within three working days.

Urgent Appointments

If you feel your problem is urgent and cannot wait for a regular appointment you will be offered an urgent appointment the same day, though you may have to wait. The receptionist may take your details initially and arrange for a GP to call you to discuss your condition and assess whether a visit to the surgery is necessary on that day. Please telephone or call in at the surgery as early as possible that day.

Home Visits

Patients are requested to telephone before 9.00am if a home visit is necessary that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to home visits. Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.

What To Do When The Medical Centre Is Closed

999
In life-threatening emergencies such as severe bleeding, collapse, unconsciousness and severe chest pains, telephone 999 immediately.

111
If it's not a 999 emergency but you need medical help fast phone 111. You will be assessed, given advice and directed to the local service that can help you best. That could be A&E, an Urgent Care Centre or Minor Injuries Unit, an Out of Hours GP, community nurse, emergency dentist or a late opening pharmacist. You can ring the 111 number 24 hours a day, seven days a week, 365 days a year. Calls from landlines and mobile phones are free. NHS 111 is a fast and easy way to get the right help and can also help to free up 999 and local A&E departments so that they can focus on emergency cases.

Stay in touch with our website: www.umcbath.co.uk

Out of Hours

There is always a nurse and doctor available for emergency problems when the surgery is closed. The out-of-hours service is provided by B&NES Emergency Medical Services (BEMS). This is based in the city centre at Riverside Health Centre (by Sainsbury's car park) and will provide advice or arrange to see you as necessary. Patients need to call 03000 33 99 33 to access this service.

Other NHS Services

There is also a local NHS Healthcare Centre providing a walk-in service based in Riverside Health Centre. It offers health information and advice and treatment for minor illness (eg cystitis, coughs, colds, infections) and simple injuries (sprains, strains, cuts). The facility is open from 8.00am to 6.30pm, seven days a week. If you require advice outside of these hours please contact NHS Direct on 0845 4647 or the GP out-of-hours service on 03000 33 99 33.

NHS Direct (Tel: 0845 4647) is a nurse-led telephone service offering healthcare advice and information 24 hours a day, or you can visit NHS Direct online at www.nhsdirect.nhs.uk. NHS direct provides information on health conditions, self-help and support organisations as well as local health services such as the out-of-hours pharmacy and dental services.

How To Register As A Patient

If you live in Bath then you may register as a patient with the University Medical Centre - you do not need to be a student to register and we have many local residents registered with us on our patient list. If you are a student or a member of staff at the University you may register with the practice if your home or term-time address is within our catchment area of Bath (see map on back cover).

Most patients will register with us at the beginning of the academic year when their course starts but we accept registrations at any time during the year. You can print a registration form from our website to complete before attending the medical centre to register. Alternatively, the form is available at the medical centre. If you have your NHS medical card please bring this with you.

This is a group practice and you may see any of the doctors. You have a right to express a preference to see a particular doctor, in which case we will record this and try to ensure, subject to availability, that your preference is met.

Prescriptions

If you are under 19 years old and in full-time education, prescriptions are free. Over the age of 19 many students (depending on their income) will be able to claim free prescriptions by filling in an HC1 form available from reception. Contraception is free.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctors' discretion and are normally for patients on long-term medication. Requests for prescriptions can be made in writing, using your repeat prescription slip, by email to BSCCG.bathumc@nhs.net, or by calling in to the practice and completing a form in the surgery.

For the latest information click to: www.umcbath.co.uk

Your prescription will be ready for collection within 48 hours and if you wish we can pass this through to a local chemist for dispensing or collection. We have an arrangement where medication will be returned to the medical centre for you to collect - please let us know if you would like to use this service.

Alternatively, you may post your request with a stamped addressed envelope to the medical centre and the prescription will be posted back to you.

Confidentiality

You can be absolutely sure that anything you discuss with any member of the practice team (doctor, nurse, receptionist, etc) will stay confidential, and nothing will be said to anyone (parents, family, friends, tutors or your department) without your permission.

Similarly, if we are asked to provide information about you, for example a medical report for insurance or mortgage purposes, we will only do this if we have a copy of a consent form signed by you.

Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. All staff are asked to sign a Confidentiality Policy Agreement before they start work at the Practice. We need information about yourself so that we can provide you with the best possible care and treatment. We keep this information, together with details about your care in your medical record to ensure that your doctor or nurse has accurate and up to date information. We only pass this information to other healthcare professionals who have an interest in your health and wellbeing.

Data Protection

Details of who has access to patient information (including information from which the identity of the individual can be ascertained) and the patient's rights in relation to disclosure of such information.

A brief Freedom of Information policy should be included in the booklet. Larger versions could be made available as links through the website.

Access to Health Records – Subject Access Request

If you want to see the information held in your medical record please contact the practice by phone on 01225 386655 or by email request to BSCCG.bathumc@nhs.net You may be charged an administration fee. You have the right to view these under the Data Protection Act 1998. You should be aware that in exceptional circumstances some information may be withheld to protect you from undue harm or where information relating to a third party is involved.

Freedom of Information Act – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. This is a guide to the 'classes' of information the practice intends to routinely make available. This Act was implemented in October 2003 for Health Communities. The main provision of the law is to provide a publication scheme which requires us to identify what information is held by us and what can be made publicly available. This would not include any patient identifiable data, other than that which is available to the individual patient themselves. If you wish to access organisational information then please contact the Practice.

Stay in touch with our website: www.umcbath.co.uk



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With over 10 years experience I offer massage treatments from my home practice in Widcombe. The holistic nature of my work means the treatments are not routines; instead each one is tailored to your needs. Techniques range from deep tissue release to lymphatic drainage, with sensitivity and awareness brought to every session.

Please feel free to get in touch on 07759-522760 should you have any questions or if you are interested in booking an appointment. I look forward to hearing from you.

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A new purpose-built dental clinic just one mile away.

When you need a dentist, you want a professional you can trust. Selecting a dentist who meets your needs and expectations is a decision that's too important to make without careful consideration.

Dental appointments are likely to be less stressful if you know and like your dentist. Fearful patients usually experience less anxiety when they visit a dentist they trust. Don't wait until a problem forces you to find a dentist — acting before you have a serious problem may save you time, money, and discomfort.

Call the clinic today on **01225 426 222** or book an appointment online <http://talbotclinic.co.uk> or just send us an email to help@talbotclinic.co.uk



TOBY TALBOT BDS, MSD. (University of Washington) FDS, RCS. (Eng)
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Ensuring you get the best treatment you deserve.

Accessing specialist dental services often involve long waiting lists.

Restorative dentistry includes cosmetic dentistry, tooth whitening and sports related dental injuries, which may demand a rapid response in our fast lane lives.

Our clinic not only provides specialist dental services but we are also available for any unexpected emergencies, 24 hrs a day, 7 days a week.

We are just one mile from the University campus.

We provide a dedicated fast track service for all University undergraduates, post graduates and faculty members.

Call our clinic today to arrange a consultation appointment.

Call the clinic today on **01225 426 222** or book an appointment online <http://talbotclinic.co.uk> or just send us an email to help@talbotclinic.co.uk

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Sight – Don't lose it!

The gift of sight is most precious and one we need to take special care of. It is natural for eyesight to change over the years, and these changes are rarely for the better. When you consider the frightening consequences of failing vision it is amazing how many people do not bother to have their eyes checked regularly.

Your local optician does not just perform a 'sight test' but also tests for various disorders and minor eye problems, so any potential problems can be diagnosed and treated at the earliest possible stage.

Opticians usually have a wide selection of spectacles and contact lenses and are happy to advise on the best solution for you.

An eye examination is completely painless and includes a discussion about any history and symptoms you may have and a check of any glasses or contact lenses you may already be wearing. So don't take unnecessary risks with your eyesight — one of the greatest gifts you possess. If you have not visited your local optician for some time, or have any concerns regarding your vision, contact them today.



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Results

Results of blood tests, urine tests, x-rays etc, may be obtained by visiting the medical centre, or by telephoning between 4.00 - 5.30pm. Most test results are back within one week; you can usually ring up for your results after this time.

Non-NHS Medical Services

If you need a medical examination carried out for life insurance policies, employment medicals, sports medicals, Camp America medicals, etc please tell the receptionist so that a longer appointment can be made for you.

Often doctors are asked to complete forms or certificates for various reasons which may or may not require an examination. Generally these are not part of the National Health Service and a fee will be charged according to the scale agreed by the British Medical Association. Details are available at reception. Many travel vaccinations are also not covered by the NHS. A fee is payable if these are requested.

The practice provides an Occupational Health Service to organisations in Bath and beyond. Please contact the practice manager for details of these services.

Change Of Address, Name, Telephone Number Or Email

It is essential that you inform us of any change of personal details as soon as possible. This helps us to maintain our records and to avoid errors.

Text Message Communications

Please be aware that by giving us your mobile telephone number you may occasionally receive communications by text message from the University Medical Centre.

- Usually these text messages are simple reminders about a pre-booked appointment at the Medical Centre
- On occasion they will be standard reminders asking you to contact the Medical Centre
- In all other matters you will either be contacted by letter, telephone or email

If you do not wish to receive these text message communications please advise a member of the Medical Centre staff.

Visit Our Web Page

You can visit our web page directly at **www.umcbath.co.uk** or via the University Website - www.bath.ac.uk/medical-centre

DNAs (Did Not Attend Appointments)

It is frustrating both for the staff at the medical centre and other patients if you book an appointment and do not attend. If you miss an appointment you may be asked to explain why, and if this happens on a regular basis you may be removed from the patient list and you will have to find another practice.

For the latest information click to: www.umcbath.co.uk

University Medical Centre - Practice Charter

It is the policy of this practice to treat all patients equally and with respect. We aim to give a caring and efficient service. You may see any of the doctors or nurses, subject to availability of appointments.

To enable you to receive the best possible service there needs to be co-operation and understanding between us.

OUR RESPONSIBILITY TO YOU

- * You will be greeted courteously. The practice has a policy of non-discrimination
- * You have a right to confidentiality
- * You have the right to see your medical records subject to the limitations of the law
- * You will be seen the same day if your problem is urgent. You may have to wait to be seen
- * You will be seen by the doctor you prefer whenever possible
- * You will be informed by the receptionist if there is a significant delay when you attend to see the GP/nurse for your appointment
- * You will be referred to a consultant when the GP thinks it necessary
- * You can obtain the results of any test or investigation
- * Your repeat prescription will be ready for collection within 48 hours of your request
- * We will offer advice to promote health, for example smoking cessation, exercise and diet
- * Your suggestions and comments about the services will be considered sympathetically
- * Your complaints will be dealt with quickly

YOUR RESPONSIBILITY TO US

- * Tell us of any change of personal details, name, address or telephone number so that our records are accurate and up to date
- * Remember - urgent appointments are for urgent problems only. Home visits should only be requested if you are too ill to attend the surgery
- * Please cancel your appointment if you are unable to attend - another patient could use it
- * Please be punctual, but be prepared to wait if your own consultation is delayed for unexpected reasons
- * Please allow sufficient time for consultants' letters and/or test results to reach us
- * Tell us all the details of your past illnesses, medication, hospital admissions and any other relevant information
- * Read the Practice Leaflet and visit our website www.umcbath.co.uk as they contain important information about the services available
- * Do not ask for information about anyone other than yourself
- * Treat the staff with courtesy and respect at all times
- * Let us know if you feel there are things you want to see improved or changed in the practice
- * If you are unhappy with any of the services provided, the practice manager is available to listen to your comments or issues. Please let reception know if you wish to speak with the manager and she will call you as soon as possible

A copy of our Complaints procedure is available from reception. If you are still dissatisfied you can contact:

NHS B&NES Trust Headquarters, St Martin's Hospital, Clara Cross Lane, Bath BA2 5RP

Stay in touch with our website: www.umcbath.co.uk

Lateness Policy

To ensure that all clinics run to time please arrive at your allocated appointment time.

As part of our aim to reduce patient waiting time, the University Medical Centre operates a lateness policy. Every patient is given an allocated standard appointment time of 10 minutes with the nurse or doctor.

If you are longer than 20 minutes late for your appointment, the nurse or doctor will ask you to rebook your appointment as they will be seeing their next patient.

Zero Tolerance

We expect patients to treat NHS staff and other patients politely, and with respect. We will not accept violence or racial, sexual or verbal harassment. Any incident involving violence will be reported to the Police and the Primary Care Organisation and the patient will be removed from the practice list.

All members of the Primary Health Care are dedicated to achieving a quality service to meet patient needs.

Patients' Comments / Complaints

Here at the University Medical Centre we aim to provide a happy, friendly medical practice. We know that life is not perfect and we know sometimes we fail in our hopes. If you are not happy with any aspect of our service we want to know.

Patient Participation Group:

In order to improve the services we deliver, we have established a virtual Patient Participation group to occasionally ask our patients for views on a range of subjects relating to the surgery and to share by email useful information and updates. This Patient Participation group was first set up in 2011 and all of our registered patients are welcome to join the group at any time. If you would like to be involved, please complete the Patient Participation application form available from the reception desk and in the waiting room of the Practice. Any views that you give in response to requests for information from the group will be anonymised and this will have no effect on your medical treatment.

Complaints

We have an in-house complaints procedure. If you have any comments, suggestions or complaints about the services we offer then please contact Lizzie Doman, the Practice Manager.

Please note that we have to respect patient confidentiality, therefore if you are complaining on behalf of another person, their written consent is required. We will try to deal with your concerns, give you an explanation and discuss any action that may be needed. We hope that you will feel we have dealt with the matter satisfactorily.

Patient Advice and Liaison Service (PALS)

You can ask for advice, information or talk to PALS about a concern. PALS is impartial and will work with you to try to resolve a difficulty or problem and can act on your behalf if you wish. PALS will discuss with you the best ways to resolve your concerns or problems and will agree with you what action to take for your individual circumstances.

For the latest information click to: www.umcbath.co.uk

PALS can also signpost to other sources of help if needed. You can provide feedback directly to PALS in writing, by email, by telephone or in person;

Freephone: 0800 389 7671

Telephone: 01225 831717

Email: feedback.banesccg@nhs.net

Address: PALS, Central Southern Commissioning Support Unit, St Martins Hospital, Clara Cross Lane, BATH BA2 5RP

Independent Primary Care Contractors:

From 1st April, if a member of the public has a comment or complaint about a GP, dentist, pharmacy or optician that cannot be resolved by the Practice Manager, they need to contact the NHS England at England.contactus@nhs.net or by telephone on 0300 311 2233.

Health Service Ombudsman

We do our best to resolve your complaints however, if you feel the issue has not been addressed, please let us know so that we can agree a way forward. After this if we agree that local resolution has not been achieved and you remain unhappy with the outcome it can be referred to the parliamentary and Health Services Ombudsman (PHSO). The Ombudsman is totally independent and will review your complaint. The Parliamentary and Health Service Ombudsman may investigate complaints on your behalf, but only if your complaint has already been investigated at a local resolution. There is no charge for this service.

Telephone: 0345 015 4033

Textphone: 0300 061 4298

(open 8.30am – 5.30pm, Monday to Friday)

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

Independent Complaints Advocacy Service (ICAS)

If you would like to receive independent advice from someone about the complaints process, you should contact the S.E.A.P Advocacy Service who offers help and support to those wishing to make a formal complaint about the NHS and can help you to write your letter of complaint and accompany you to any meetings.

Telephone: 0330 440 9000

Email: hastings.office@seap.org.uk

Fax: 01424 204687

Website: <http://www.seap.org.uk/local-authority/bath-north-east-somerset.html>

Advice On Management Of Minor Illnesses

These notes are for guidance only, but will often be sufficient for you to manage minor problems on your own. However, should you feel very concerned about a symptom because of its severity or duration you can seek further advice from either NHS Direct (on 0845 46 47 or www.nhsdirect.nhs.uk) or the practice. The website www.patient.co.uk has useful information on many illnesses and self-help advice.

COUGHS AND COLDS

Colds typically last 7-14 days, but coughs more commonly last up to four weeks.

Symptoms include green mucus (this is normal), coughing (this is the body's defence to remove debris from the lung), fever and feeling unwell, runny nose, stuffed-up feeling and sore throat.

There is no magic cure for the common cold! Antibiotics do not kill viruses so are of no use for colds. Treatment aims to ease symptoms whilst your immune system clears the virus.

The most useful treatments are:

Paracetamol to ease fever

Aspirin or ibuprofen to ease sore throats, aches and pains

Drinking lots of fluids

You can buy many other 'cold remedies' at pharmacies. There is little evidence that they do much good but some people find them useful.

SORE THROAT AND TONSILLITIS

Almost always caused by a virus, antibiotics therefore have no place in the treatment. Generally a sore throat lasts two to five days. The best treatment for adults is to gargle with soluble aspirin then swallow it, four times a day. Plenty of cold drinks and paracetamol will also help.

CYSTITIS

Cystitis is common in women, but uncommon in men. Typical symptoms are pain when you pass urine and frequency in passing urine. You may also have pain in your lower abdomen, blood in your urine and high temperature. A three-day course of antibiotics is a common treatment. Having lots to drink is traditional advice to 'flush out the bladder'. Paracetamol can ease pain or discomfort and help reduce fever. In half of all cases symptoms go within three days without treatment.

DIARRHOEA AND VOMITING

This typically lasts two to seven days and is commonly caused by foods that have been infected by a bacterium or virus. The best treatment is to rest and have lots to drink to avoid dehydration. If you vomit when drinking, take lots of small sips regularly rather than a large drink in one go. Eat as normally as possible but you may not feel like food and adults can do without food for a few days. Soups and foods high in carbohydrates such as bread, pasta, rice or potatoes are best.

Anti-diarrhoea medications are not usually necessary. However, you may wish to reduce the number of trips to the toilet. In this case you can buy medication from the pharmacy. Possibly the safest and most effective is Loperamide. Paracetamol is useful to ease a high temperature. If symptoms are severe or persist, a doctor may ask for a sample of the diarrhoea. This is sent to the lab to look for infecting bugs (bacteria, parasites, etc). Sometimes an antibiotic is needed. Good hygiene helps prevent diarrhoea and vomiting. Always wash your hands after you go to the toilet and before you touch food.

SPRAINS

The initial pain and discomfort may last up to a week. Thereafter some weakness and pain may persist for up to six weeks.

Treat with a cold compress containing ice if possible (a bag of frozen peas is one option, but never put ice directly on the skin as it can cause an ice burn). Use for 20 minutes. This can be repeated three to four times in the first 24 hours. Following this, compress the sprain with a bandage to limit swelling. A tubular compression bandage, eg tubigrip, is used for most joints. Then elevate the limb. For ankles or knee sprains keep the foot up on a chair. For hand or wrist sprains use a sling, keeping your hand or wrist higher than your elbow. Take ibuprofen regularly. Paracetamol regularly also helps and is safe to take with ibuprofen.

48 hours after injury get the joint moving again by undertaking gentle exercise. You should not play sport or do vigorous exercise involving the sprained joint for three to four weeks after an injury.

Notes

Useful Telephone Numbers

Emergency Services.....	999
NHS 111	111
University Medical Centre	01225 386655
B&NES Emergency Medical Services - Out of Hours	03000 33 99 33
NHS Direct	0845 46 47
Police Non-Emergency	101
Royal United Hospital NHS Trust.....	01225 428331
Samaritans.....	08457 90 90 90
Genito-urinary Clinic.....	01225 824617
BMI Bath Clinic	01225 835555
CIRCLE Hospital	0808 1881880
Student Support Services	01225 384796
University Switchboard.....	01225 388388
University Security Office.....	01225 385349
University Dental Centre	01225 386065
University Chaplaincy	01225 386458
Student Academic Welfare & Advice Representation Centre.....	01225 386906
Nightline.....	01225 383030

Useful Websites

www.umcbath.co.uk	University Medical Centre
www.bath.ac.uk	University of Bath
www.bathstudents.com	Bath Students' Union
www.studenthealth.co.uk	Useful links to Student Health Sites
www.nathnac.org	Travel Advice
www.patient.co.uk	Patient Information Site
www.bathandnortheastsomersetccg.nhs.uk	B&NES Clinical Commissioning Group

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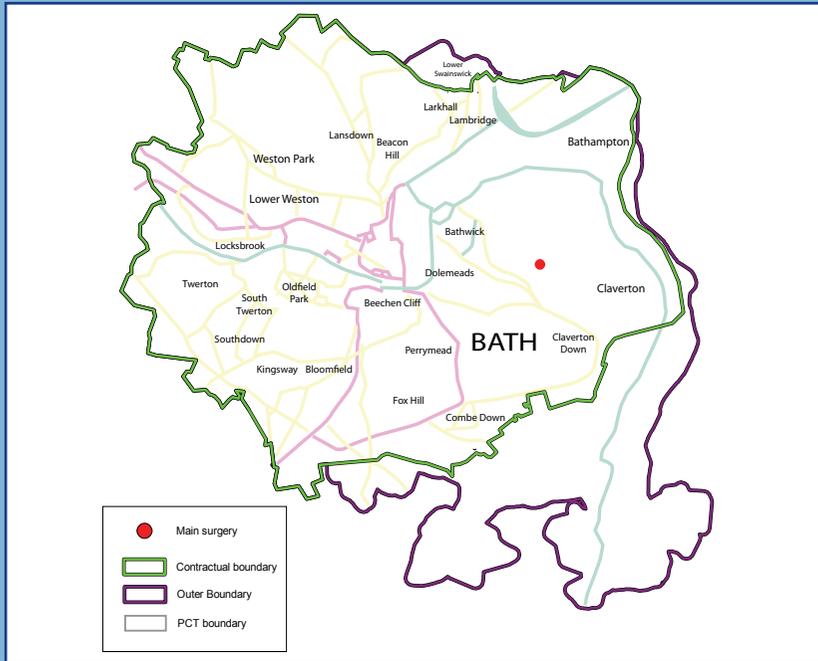
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