

Meddygfa

Craig y Don

Medical Practice



Clarence Road, Craig y Don, Llandudno LL30 1TA

Telephone Number **01492 864540**

Fax Number **01492 871480**

www.craigydonmedicalpractice.co.uk

Welcome To Meddygfa Craig y Don Medical Practice

The Practice serves Llandudno and some of the surrounding area. It was established in the middle of the last century in a converted sea-front property in South Parade, Llandudno. In 2005, the Practice moved to the present new purpose-built premises in Craig y Don. The Practice is a non-limited Partnership, supported by a team of nurses, receptionists and administration staff. This booklet tells you about the Practice and the services we offer. We trust that you will find it helpful and informative and we suggest you keep it in a safe place for future reference.

PRACTICE OPENING HOURS • • • • •

The Practice is open Monday to Friday from 8.00am - 12.30pm, then from 1.30 - 6.00pm. In case of emergency between 12.30 and 1.30pm, please phone the Practice and you will be directed who to contact.

THE DOCTORS • • • • •

Dr J J Green	(male)	MB ChB D Obst RCPI FP Cert MRCGP Birmingham 1980
Dr Mark P Carri	(male)	MB ChB DCH MRCGP Manchester 1984
Dr Paul A Emmett	(male)	MB ChB FP Cert MRCGP Liverpool 1988
Dr Claudia Schröder	(female)	MRCGP DRCOG Hannover, Germany 2000
Dr Suma Paiyadi	(female)	MBBS MRCGP DFFP Bangalore, India 1993

OTHER PRACTICE STAFF • • • • •

Practice Manager

Our Practice Manager (Peter Smith) oversees the day-to-day administration and smooth running of the Practice. He is assisted by Susan Fairburn, the Deputy Practice Manager and Reception Manager.

Nurses

Sister Lorraine Davies

Sister Anne Cullen

Nurse Lisa Hogan

Nurse Emma Hughes

Anne Gorman (Health Care Assistant)

Pat Thomas (Phlebotomist)

Practice Counsellor

The Counsellor attends two days a week. Referral is through a Doctor.

Receptionists And Secretaries

The Practice employs a team of Receptionists, Filing Clerks, Secretaries and a Computer Operator to deal with your enquiries and requests as efficiently as possible, whilst respecting your confidentiality.

GP Registrar

The Practice is a GP Training Practice. We have a qualified Doctor who is training to be a GP working in the Practice, under the supervision of Dr Green and Dr Paiyadi.

Medical Students

We are a training Practice for final year medical students from the University of Liverpool. As part of their training, the students spend time sitting in with the Doctors and Nurses during consultations. If you do not wish to have the student present during your consultation please tell the Doctor or Nurse and the student will leave. Sometimes the student will see patients initially and then the Doctor will attend. You will be informed if this is the case when you make your appointment.

ATTACHED STAFF • • • • •

Betsi Cadwaladr University Health Board employs a number of other staff who provide various services associated with the Practice.

District Nurses

They offer nursing care to housebound people. The team is in daily contact with the surgery.

Midwife

If you are pregnant, please make an appointment at Reception to see the Midwife.

Health Visitors

Health Visitors are available through the surgery and can be contacted by telephoning the Family Planning Clinic, Argyll Road.

Dietician

A Dietician visits the Practice once a month to offer dietary advice. Referral is through a Doctor.

Community Psychiatric Nurse

The CPN attends the Practice. Referral is through a Doctor.

Practice Pharmacist

The Practice Pharmacist offers support to the Practice and patients in the prescribing and use of medicines.

SERVICES AVAILABLE AT THE PRACTICE • • • • •

The Practice provides a wide range of services under the GMS Contract. The areas covered include Atrial Fibrillation, Asthma, Hypertension, Cancer, Coronary Heart Disease, Chronic Kidney Disease, Chronic Obstructive Pulmonary Disease, Dementia, Depression, Diabetic Care, Epilepsy, Heart Failure, Learning Disabilities, Mental Health, Obesity, Palliative Care, Smoking Cessation Advice, Stroke and Transient Ischaemic Attacks, Hypothyroidism, Child Health Surveillance, Contraceptive Services, Cervical Screening, Maternity Services, Childhood Immunisations, Cryo-therapy (for warts, etc), Family Planning, Joint Injections, Warfarin Monitoring and Minor Surgery.

If you have not been seen by a Doctor or Nurse at the Practice for three years (or for one year for those over 75), you can request a check up appointment.

BOOKING APPOINTMENTS • • • • •

Doctor Appointments

This is a group Partnership and you may choose to see any of the available Doctors. (Whenever possible, it is preferable that you see the same Doctor during the same illness.) If you ask to see a specific doctor, we will endeavour to comply with your request. There may be some delay in obtaining an appointment with a specific doctor due to the availability of appointments.

Most appointments with Doctors are available to book the same day. Some appointments are available each day, for booking between two days and up to two weeks in advance.

When you ring or call in for an appointment, the Reception staff will be doing their very best to give you your choice of day, time and Doctor but, as with all systems, this may not always be possible.

Once all appointments for the day have been booked, we can only see people with an urgent problem that cannot wait until another day. If you have an urgent problem, we will offer you an appointment but we will not be able to offer a choice of time or Doctor. You may only discuss one problem at an urgent appointment, as the consultation only lasts five minutes. Your telephone call to the Practice may be recorded.

Practice Nurse Appointments

Practice Nurse appointments can be booked up to four weeks in advance.

Our Practice Nurses have been highly trained in the monitoring of long-term conditions such as asthma, COPD (chronic obstructive pulmonary disease), diabetes, heart and vascular disease, and hypertension (raised blood pressure) and warfarin monitoring.

If you have one or more of these conditions and need a review, you can make an appointment with a Practice Nurse instead of a Doctor.

Our Practice Nurses are also able to carry out:

- Monitoring and repeat prescribing of contraception and HRT
- Contraceptive advice
- Coil fitting and checks
- Emergency contraception
- Wound care
- Cervical smears
- Vaginal swabs
- Pessaries
- Travel advice and immunisation

- Immunisation (including child immunisations)
- Health checks and lifestyle advice, including weight management
- Ear syringing
- Cryotherapy (wart removal)
- Spirometry
- Smoking cessation advice
- Medical reviews for:
 - Diabetes
 - Chronic Obstructive Pulmonary Disease (COPD)
 - Asthma
 - Chronic Heart Disease (CHD)

If the Practice Nurse has concerns over your condition she will involve a GP in further assessment and changes to your management.

Health Care Assistant

The Health Care Assistant will undertake some dressings, injections and the performance of tests such as:

- New patient medicals
- Spirometry
- Routine ECGs
- 24-hour blood pressure tests
- Helicobacter testing

Minor Illness Clinic

Sister Lorraine Davies can deal with a number of conditions in her Minor Illness Clinic, to save you having to see a Doctor. Information on what Sister Lorraine can treat in the Minor Illness Clinic is available at the Practice. It includes sore throat/swollen glands, earache, sore eyes/styes, infected ingrowing toenails, cuts and bruises, skin infections, diarrhoea and vomiting, haemorrhoids, urine infections.

Chaperones

There are occasions when patients need to be examined by a Doctor which may involve intimate examinations. A Doctor will usually suggest a chaperone for these examinations. It is usual for another person to be present at these times to safeguard the Doctor and the patient. If you wish a chaperone to be present at any time, ask the Doctor. It may not be possible for a chaperone to be provided immediately. You may have to return for the examination to be carried out at a mutually convenient time. Alternatively, you may wish to ask a friend or relative to come with you.

Speaking To A Doctor Or Nurse On The Telephone

Some problems can be resolved over the telephone. Should you wish to speak to a Doctor or Practice Nurse on the telephone, please contact Reception. The Receptionist will ask you for your name, date of birth and telephone number and will arrange for you to be called back when the person you wish to speak to is available.

HOME VISITS • • • • •

Home visits are made at the discretion of your Doctor. Please do not ask your Doctor to call unless the patient is genuinely too ill to come to the Practice. A rash or temperature does not prevent patients coming to the surgery and will not endanger others. Simply tell the Receptionist on arrival. Where the condition of the patient does require a home visit, please try to let us know before 11.00am each day.

PHONING RECEPTION • • • • •

Please call after 11.00am for all queries other than appointments and home visits.

ACCESS TO THE DOCTOR OUTSIDE NORMAL HOURS • • • • •

Outside normal hours any call to the Practice will be redirected to the Out-of-Hours Service. Your call will be answered by a trained operator, who will arrange the most appropriate action for you. Calls are triaged by a trained Nurse and appropriate advice or a consultation will be arranged. Your calls to the Out-of-Hours Service will be recorded. This service has been commissioned by Betsi Cadwaladr University Health Board.

REPEAT PRESCRIPTIONS • • • • •

Please allow two working days for your prescription request to be processed. Requests should be posted through the letter box or sent by post. It is not possible to take requests for repeat prescriptions on the telephone.

You may collect your prescription from the Practice. Most of the chemists in the area also offer a collection service so you can collect your prescription direct from them (please include the name of the chemist on your request).

Alternatively, if you supply a stamped, addressed envelope we will post your prescription to you.

You may also order your repeat medication on-line, using the internet. Ask Reception for further details.

HOSPITAL APPOINTMENTS • • • • •

If you need to find details of your hospital appointment, please phone the hospital and ask for the appointments clerk (see hospital phone numbers at the back of the booklet).

PRACTICE INFORMATION

CONFIDENTIALITY • • • • •

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and is only accessed for medically related reasons. We are registered under the Data Protection Act. The Practice will ensure that patient confidentiality is maintained at all times by all members of the Practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information is shared between members of the team. Prescriptions and consultation records are run purely on computer.

Here To Listen, Not To Tell

We provide a confidential service to all our patients, including the under 16s. This means that you can tell others about this visit but we won't.

The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from very serious harm, although we would always try to discuss this with you first.

If you are being treated elsewhere, for example at a hospital, it is best if you allow the Doctor or Nurse there to inform the Practice of any treatment you are receiving.

If you have any worries about confidentiality, please feel free to speak to a member of staff.

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

STAFF PROTECTION • • • • •

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service.

The staff in this Practice have the right to do their work in an environment free from such behaviour. Everything will be done to protect that right.

At no time will any violent, threatening or abusive behaviour be tolerated in this Practice. If you do not respect the rights of our staff, we may choose to inform the police and make arrangements for you to be removed from our medical list.

CHANGE OF PERSONAL DETAILS • • • • •

Please advise reception if you change your name, address or telephone number. It would be a great help if you would ensure we have your current contact details.

DISABLED ACCESS • • • • •

The premises were purpose built in 2005 and have good disabled access. Wheelchair access to the building is through the main door. Two toilets are situated near the waiting area, both of which have facilities for disabled patients. There is a deaf loop at Reception and a portable deaf loop, which patients can use during consultations.

EAR SYRINGING • • • • •

The Practice offers ear-syringing to patients registered with the Practice. You will need to put ear-drops in for at least five days prior to the appointment. Ear syringing is not a priority treatment, so you may have to wait for an appointment. The Practice does not carry out ear-syringing for patients who are only with us temporarily.

FAMILY PLANNING/TEENAGE SEXUAL HEALTH • • • • •

Each Doctor provides this service and will be happy to discuss individual needs. Some of the Nurses are also able to provide this advice. Anyone requiring an IUCD (coil) will be referred to Dr Paiyadi or Dr Schröder, who specialises in this field.

FREEDOM OF INFORMATION ACT 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. Information on this scheme is available from Reception.

HEALTH PROMOTION • • • • •

The aim of promoting health is to try and identify risk factors at an early stage and thereby prevent them from causing ill health. For this reason we will ask about drinking and smoking.

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

IMMUNISATIONS • • • • •

Children

The current recommended scheme is:

2 months	Diphtheria, Tetanus, Pertussis, Polio, Hib (Haemophilus) and Pneumococcal
3 months	Diphtheria, Tetanus, Pertussis, Polio, Hib (Haemophilus) and Meningitis C
4 months	Diphtheria, Tetanus, Pertussis, Polio, Hib (Haemophilus), Meningitis C and Pneumococcal
Around 12 months	Hib (Haemophilus) and Meningitis C
Around 13 months	Measles, Mumps, Rubella and Pneumococcal
3 years 4 months to 5 years old	Diphtheria, Tetanus, Pertussis and Polio plus second dose Measles, Mumps, Rubella
13 to 18 years	Tetanus, Diphtheria and Polio

Influenza And Pneumonia Vaccine

In accordance with Department of Health guidelines, we recommend an influenza plus pneumonia vaccination for patients with diabetes, chronic heart, lung or kidney disease, residents of nursing and rest homes and people aged over 65. The vaccination is available in late autumn; please contact reception to book an appointment.

LABORATORY SPECIMENS • • • • •

Specimens are sent to the hospital Monday to Friday. If you are asked to bring a specimen on those days please ensure that we receive it before 12 noon. (See 'Results' below.) Please hand the specimen into reception.

MATERNITY • • • • •

Antenatal clinics are held at the Practice. The Midwife looks after maternity patients. Women can choose where they give birth.

MEDICAL EXAMINATIONS • • • • •

Medical examinations for special purposes, such as fitness to travel, pre-employment, insurance, driving medicals etc are undertaken outside normal appointment times. A fee will be payable. Please contact the Practice for details and to make an appointment.

NEW PATIENTS • • • • •

All new patients wanting to register with the Practice should ask at Reception. Once registered with the Practice, you will be asked to attend an appointment for a health screening examination.

TEMPORARY RESIDENTS • • • • •

You may register as a temporary resident if the duration of your stay in our Practice area is less than three months.

RESULTS OF MEDICAL TESTS • • • • •

The Practice will contact you if your results need further investigation. You may be contacted by a telephone call from a Doctor or Nurse, or by letter asking you to make an appointment.

FIT NOTES • • • • •

If you are off work because you are ill, you do not need to see a Doctor immediately. You can 'self-certify' your sickness absence for the first seven calendar days using form SC2, which is available from Reception.

If you have seen a Doctor within the last three weeks, you do not need to see a Doctor for a Fit Note. Please write to the Practice saying for how long you need a Fit Note and the starting date of the Fit Note.

If you have not seen a Doctor within the last three weeks and require a Fit Note, you will need to make an appointment to see a Doctor. You do not need a Fit Note to return to work.

SUGGESTIONS OR COMPLAINTS • • • • •

We are very happy to receive constructive comments and suggestions for improving our services to patients. Similarly, if you have a complaint about the service we provide, we will deal with it in a constructive way. Please write or speak to our Practice Manager. Alternatively, children may speak with a Nurse about any suggestions or complaints. There is also a Suggestions Box in the Waiting Room.

TRAVEL ADVICE • • • • •

Our Practice Nurses will be pleased to give advice to those patients going abroad. We are a registered yellow fever centre. Please allow adequate time in order for any vaccine(s) to become effective. Certain vaccines are chargeable; please ask at the time of booking.

Before You Go

Some time before travelling abroad, check with your travel agent or the tourist office/embassy of the country you intend to visit, about any special precautions you may need to take.

At least two months before departure, discuss any vaccination requirements with the Practice Nurse. Pack a small first aid kit containing adhesive dressings, insect repellent, antiseptic cream and water purification tablets etc. Your pharmacist can advise.

When Abroad

Check the quality of the drinking water. If in doubt, either drink only bottled water or use water purification tablets. Avoid ice in drinks as this may have been made from suspect water. Raw vegetables, salads and fresh fruits should be carefully washed in clean water. If in doubt, eat only freshly cooked food.

Beware of the sun! Use a high factor sunscreen especially in the first few days of exposure. Children in particular should be closely monitored in this respect.

In hot climates, drink plenty of non-alcoholic drinks. If you are not passing water regularly you are not drinking enough.

On Your Return

If you fall ill, don't forget to tell your Doctor that you have travelled abroad.

**COMPLETE
24 HOUR
SERVICE**



**FUNERAL
PLANS
AVAILABLE**

EMLYN H ROBERTS INDEPENDENT FUNERAL DIRECTORS

Personal Service At All Times

In times of bereavement you need the help of those who, by experience and training, can handle every aspect with understanding, care and efficiency

Telephone: 01492 860818



**57a Mostyn Avenue
Craig Y Don
Llandudno
LL30 1DZ**

**Visit Our Website:
emlynhrobertsfunerals.co.uk**

A Guiding Hand Through Troubled Times

Emlyn H. Roberts has been helping people through the loss of their loved ones for over three decades now and has operated his own funeral directors for the last 18 years. This long experience has taught him that what people need most at this very traumatic time is a caring, guiding hand.

"That's why I make sure I take as much of the burden as possible off those left behind," Emlyn said. "From the moment the family contact me there's really nothing else left for them to do. I take care of everything: I make all the arrangements and will even organise any appointments necessary." It's this old-fashioned, caring service that sets Emlyn's independent business apart from some of the bigger chains of undertakers.

"As sole owner I will always be personally involved with a funeral," he said.

Emlyn has taken care of all sorts of funerals over the years. "We can do both large and small funerals, whatever the family wants. It's about respecting their wishes and what they believe is the most fitting way for them to say good-bye," Emlyn explained.

Recently refurbished premises mean that families are welcomed into peaceful and respectful surroundings. "I've had people say it's almost like sitting in their own living room," said Emlyn. With a Chapel consecrated in the Catholic, Church of Wales and Church of England faiths, it is an eminently suitable place for people to spend some time in solemn reflection.

"We make sure our customers know exactly what the cost is going to be as well," said Emlyn. "This is important in that it removes any financial uncertainty from the shoulders of the bereaved when they have so much else on their minds. Our pre-paid funeral plans have also proven most beneficial in this respect."

Contact Emlyn H. Roberts Funerals on (01492) 860818, or visit www.emlynhrobertsfunerals.co.uk

What To do At Time Of Bereavement

Death is an inevitable fact of life. But many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. The doctors and staff at the surgery are available to give you advice and guidance. However, there are certain practical steps you need to know about.

If Someone Dies At Home

- Telephone the doctor who will visit to confirm that death has taken place and advise you how to obtain the death certificate.
- Contact a funeral director who will be able to advise you on registration procedures and funeral arrangements.

If Someone Dies In Hospital

- Contact your local funeral director to engage their services.
- Collect the doctor's death certificate from the hospital.

In All Cases Of Death

- Contact the registrar's office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased's medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.
- Take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.

WHAT TO DO IN TIME OF BEREAVEMENT • • • • •

What To Do If Someone Dies

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

If Someone Dies At Home

1. Telephone the Doctor. They will visit to confirm death has taken place.
2. Contact the funeral director to inform them that their services will be required.
3. Collect the medical certificate from the Practice. (You will be told when this is available for collection.) This will not be possible if it is necessary to involve the Coroner.

If Death Occurs In Hospital

1. Contact the funeral director to inform them that their services will be required.
2. Collect the medical certificate from the hospital.

Then...

The death needs to be registered at the Register Office for the area in which the death took place. If possible, this should be done by a close family member who should take with them the medical certificate and the deceased's medical card, if this is available. The Register Office operates an appointment system and, to avoid delay at this difficult time, you should telephone to make an appointment.

STANDARDS OF CARE (Practice Charter) • • • • •

The Practice is devoted to achieving and maintaining a quality health service to meet your requirements.

GPs' RESPONSIBILITIES • • • • •

You will be treated as an individual and will be given courtesy and respect at all times. You have the right to be treated confidentially. Respect for religious and cultural beliefs will be honoured.

We will answer the telephone promptly and courteously.

You have a right to information about your own health (illness and treatment, possible side effects, prevention or recurring illness etc). We will offer medical advice and information for promotion of good health. You have the right to see your own medical records subject to the limitations of the law. A charge may be made.

Home visits will be made when requested and if a Doctor feels that you are not well enough to attend the Practice. The final decision rests with the Doctor.

A Nurse may give you your test results when you telephone the Practice for them, or you may be asked to make an appointment to discuss the results with a Doctor.

On registering as a new patient, you will be offered a health check with the Nurse. If the Nurse believes that you need to see a Doctor, she will arrange this. You will be given a time to see a Doctor in accordance with the system used in this Practice. If there is likely to be a substantial delay for any reason, you will be given an explanation. Registered patients aged 16-74 who have not been seen for three years may request a consultation.

Registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation. If you are unable to attend the surgery for this consultation because of your medical condition, a home visit may be arranged.

Repeat prescriptions will normally be ready within 48 hours from the surgery, or 72 hours for collection from a local pharmacy following your written request arriving at the Practice.

Routine referral letters for hospital appointments will normally be dispatched within three working days of the referral being agreed with the Doctor. Urgent referrals for hospital appointments may be faxed, telephoned or provided as a handwritten note for the patient to take to the hospital.

PATIENTS' RESPONSIBILITIES • • • • •

We ask that you treat our Doctors and all Practice staff with courtesy and respect.

Please let us know if you are unable to keep an appointment. We can then offer that appointment to someone else.

The first hour of the morning can be extremely busy. Please keep telephone calls brief and leave routine calls until later in the day.

You are responsible for your own health and that of your children. Please take the advice given to you at the Practice.

Let us know immediately if you change your address or name and remember to give your telephone number and postcode.

Please speak with a member of the Practice if you wish to see your medical records. This can then be arranged with your Doctor. A fee will normally be payable.

Please contact the surgery between 8.00 and 10.00am for a home visit during the day.

Please ask for a night visit from the Out-of-Hours service only if it is truly necessary.

If tests are ordered for you, please ask your Doctor or a member of staff about receiving the results.

Please read our Practice booklet to get the best out of the services available.

You can discuss any medical matter with the Doctor, including asking for a second opinion.

Please acquaint yourself with the procedure in this booklet for obtaining repeat prescriptions.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Back Pain

It is advisable to consult your Doctor if back pain persists for more than a few days. Initially be sensible and take things easy. It may be necessary to rest horizontally to take weight off the back or to take extra care to sit as upright as possible, with support for the small of the back. Take paracetamol or aspirin; this will relieve the pain and also help to relieve inflammation. If matters do not improve, your Doctor may well prescribe stronger drugs, heat treatment, gentle exercise or further measures.

Bedsores

These are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They are best prevented by encouraging the patient to shift position as often as possible and taking care to smooth out the creases in the bottom sheet, which could lead to localised irritation. Keep your eye open for red marks appearing at pressure points such as heels, elbows, buttocks and hips. If they begin to appear, inform your Doctor or District Nurse before they get worse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 20 minutes. If the skin is unbroken but blistered, apply a loose dry dressing. If the burn is large or if the skin is broken, consult your Doctor.

Chickenpox

On the first day a rash appears as small red patches. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three to four days further patches occur and the earlier ones turn crusty and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two to three days before the rash appears and up to five days after. Children may return to school as soon as the last crusts have fallen off.

Colds

There is no magic cure for the common cold. Go to bed and take plenty of drinks. If you have a headache or are feverish, take aspirin (if over the age of 16) or paracetamol. Antibiotics will not help unless you happen to have a secondary bacterial infection.

Coughs

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

Diarrhoea And Vomiting

This is usually due to a viral infection or sudden change of diet. The best treatment is to rest, eat nothing and drink clear fluids such as Dioralyte. It is unwise to take 'over the counter' preparations, as these may prolong the illness. Young children and babies need careful attention and advice should be sought from your Doctor.

Earache

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

Irritated Eyes

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

Fever

Cooling down hot children will make them feel better.

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

Head Lice

Regular application of hair conditioner and fine tooth combing the hair is the best prevention.

Influenza

A viral illness, this is common in winter. High temperature, aching muscles and fatigue can last several days. Rest, plenty of clear fluids and regular aspirin and paracetamol are usually all that is needed. If you have another medical problem (diabetes, heart disease or chest trouble) it would be wise to seek medical advice. We operate an active campaign of influenza immunisation that usually starts each October. Ask at Reception if you would like to be immunised.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription, and will usually relieve most symptoms.

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date. It is therefore important that all contacts are informed in order that anyone who may be pregnant can contact their Doctor.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding, apply a clean handkerchief or dressing to the wound for about five minutes, then cover with a clean, dry dressing.

Mumps

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

Vaccination against measles, mumps and rubella is offered to children and susceptible adults.

Nosebleeds

Sit in a chair, leaning forward with your mouth open, and pinch your nose just below the bone for approximately 30 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your Doctor.

Slapped Cheek

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

Sore Throat

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

Sprains

First apply a cold compress, containing ice if possible, for up to 30 minutes to reduce the swelling. Then apply a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. If matters do not improve after a few days, consult your Doctor as he/she may wish to refer you for sports physiotherapy.

Stomach Aches

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts longer than six to eight hours, or increases in intensity, you should consult your Doctor.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will help to relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to ensure sufficient protection is taken.

Ticks

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

PLEASE NOTE THIS IS GENERAL ADVICE FOR GENERAL CONDITIONS.

IF INAPPROPRIATE FOR YOU AS AN INDIVIDUAL OR YOU ARE STILL WORRIED, PLEASE CONSULT THE PRACTICE NURSE OR ONE OF THE DOCTORS.

FAMILY FIRST AID KIT • • • • •

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

- Soluble aspirin (over 16 year olds only)
- Thermometer
- Paracetamol mixture
- Dressing strips
- Calpol
- Cotton wool
- Eucalyptus drops
- Micropore tape
- Antiseptic solution
- Crepe bandage (3" wide)
- Vapour rub
- Tweezers
- Calamine lotion
- Sling

NOTE • • • • •

The information contained in this booklet is correct to the best of our knowledge at the publication date of November 2011.

The Doctors do not endorse any of the advertisers.

USEFUL TELEPHONE NUMBERS • • • • •

Meddygfa Craig y Don Medical Practice.....(Tel) 01492 864540
(Fax) 01492 871480
(Website) www.craigydomedicalpractice.co.uk
 Out-of-Hours Service.....0300 123 5566
 NHS Direct.....0845 4647
 NHS Direct on Line.....www.nhsdirect.wales.nhs.uk

Hospitals

Colwyn Bay Hospital.....01492 515218
 HM Stanley Hospital.....01745 583275
 Llandudno Hospital.....01492 860066
 Ysbyty Gwynedd (Bangor Hospital).....01248 384384
 Ysbyty Glan Clwyd.....01745 583910
 St David's Hospice.....01492 879058
 Yale Hospital, Wrexham (Private).....01978 291306

Chemists

ASDA.....01492 864310
 Bennett-Williams.....01492 549261
 Boots, 9 Victoria Centre.....01492 876633
 Boots (Nevilles) 17 Queen's Road, Craig y Don.....01492 877029
 Lloyds.....01492 877040
 Alliance Pharmacy (Moss), 98 Mostyn Street, Llandudno.....01492 876546
 Alliance Pharmacy (Moss), Conwy Road, Llandudno Junction.....01492 581153
 Rowlands, Station Road, Deganwy.....01492 583431
 Superdrug.....01492 874153
 Swettenhams.....01492 876562

Other Numbers

Age Concern.....01745 816947
 Alcoholics Anonymous 24hr helpline.....0845 7697555
 Argyll Road Clinic.....01492 862025
 Breast Test Wales.....01492 860888
 ChildLine.....01745 345111
 Citizens Advice Bureau.....0845 1203716
 Colwyn Bay Police Station.....01492 511000
 Drugs Advisory Service.....01745 338868
 Llandudno Police Station.....01492 860260
 MIND.....01248 354888
 Rape Crisis.....01248 354885
 Registrar of Births and Deaths.....01745 823976
 Relate.....01492 533919
 Samaritans.....0845 790909
 Social Services - Office Hours.....01492 533648
 Betsi Cadwaladr University Health Board, Central Area,
 Bron Afon, Bryn y Neuadd, Aber Road, Llanfairfechan LL33 0HH.....01248 682899

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

NOTES • • • • •



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Tel: 01745 343825 • Fax: 01745 339271



Spare Keys



NEVER leave a spare key in a convenient hiding place such as under the doormat or in a flowerpot - a thief will look there first. If you've moved into a new house, consider changing the back and front door locks - other people may have keys that fit.

Don't make it easy for the burglar.

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OUR PRACTICE AREA



Craig Y Don Medical Practice accepts patients from Llandudno, Penrhyn Bay, Rhos-on-Sea (as far as Church Road), Deganwy, Llanrhos and Llandudno Junction. The A55 marks the southern boundary of the Practice area.