

## MANAGEMENT OF COMMON AILMENTS

Many conditions get better on their own and can be treated successfully at home. Your Pharmacist may be able to help you with these and advise you about medications you can buy over the counter.

**Colds and Flu** – These usually start with a runny nose, cough, temperature and aches. They are caused by viruses and antibiotics are of **no use** in treating them. Treatment consists of taking recommended doses of paracetamol for the temperature and aches and drinking plenty of fluids.

**Diarrhoea and Vomiting** – In adults and older children, diarrhoea and vomiting will usually get better on their own. Treatment consists of replacing fluids that you have lost and resting the digestive system by having nothing to eat for 24 hrs. Sachets of powder such as Dyoralyte and Rehydrate, which can be made into a drink, are available from the chemist. Diarrhoea and vomiting in small babies and young children should be treated with caution and the doctor will be happy to advise.

**Headlice** – These creatures prefer clean hair and are not a sign of poor hygiene. Medicated shampoos can be obtained from the chemist.

**Insect Bites & Stings** – Most of these need no treatment. Antihistamine tablets can be obtained from the chemist.

**Burns & Scalds** – Apply large quantities of cold water immediately, for up to 15 minutes if necessary. If the skin is broken, or the area of burn is larger than 4-5 inches, further advice should be sought.

**Backache, Strains & Sprains** – Many acute strains, sprains and backache will respond to a few days rest, with paracetamol, taken for pain. If symptoms persist, contact the doctor.

**Nose Bleeds** – Sit in a chair (leaning forwards with your mouth open) and pinch your nose just below the bone for about 10 minutes, by which time the bleeding usually stops. If the bleeding continues, consult your doctor.

**Sprain** – First apply a cold compress containing ice for 15 or 30 minutes to reduce the swelling. Apply a firm crepe bandage and give a sprain plenty of rest until the discomfort has subsided

**Sunburn** - With sunburn, remember prevention is better than cure. Use “high factor” sun creams before exposure, especially on children.

## PATIENTS' CHARTER



### ABBEY MEDICAL CENTRE

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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, Nottingham West Clinical Commissioning Group and NHS England. 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 greeted courteously
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitation of the law
- You will be seen the same day if your problem is urgent
- You will be able to see a doctor of your choice whenever possible
- 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 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
- 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 surgery staff with the same respect
- Do not ask for information about anyone other than yourself
- Tell us of any change of name, address or telephone number, so that our records are accurate
- Only request any urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits/week-end visits should be for emergencies
- Please cancel your appointment in plenty of time if you are unable to attend. That way we can offer your appointment to another patient
- Please be punctual. If you are more than 10 minutes late, the doctor or nurse may not be able to see you.
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for a medication review, when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well!