

Common Illnesses And Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Antibiotics

Antibiotics only work on bacteria and are without effect on viruses. This means that the common infections like coughs, colds and flu etc., will not be helped by them at all. Overuse of antibiotics may lead to their not working in future and more complications like thrush, skin rashes etc.

Coughs, colds and Sinus Pain

Take plenty of fluids, paracetamol or, if over 16 years old, aspirin. Inhalations with steam and Karvol can help clear the passages. You should be on the mend after seven days or so and usually better by two weeks. If you are getting worse we need to see you. If you are asthmatic and have a cold it is sensible to increase use of your brown inhaler. Coughs can be soothed by a drink made from honey and freshly squeezed lemon juice in hot water. If particularly irritating, steam inhalations may be worthwhile. If you are bringing up coloured phlegm, we may need to check your chest.

Chickenpox

On the first day a rash appears as small red patches about 3-4 mm across. Within a few hours small blisters appear in the centre of these patches. During the next three or four days further patches will appear scattered over the body and the earlier ones will turn crusty and fall off. Calamine lotion may be applied to soothe the itching which occurs with this. The most infectious period is from two or three days before the rash appears and up to five days after the first spot has appeared. Children may return to school as soon as the last crusts have dropped off. Keep away from pregnant ladies. Antibiotics are not necessary in a child who is otherwise well. Adults with chickenpox should seek advice.



Mumps

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 or three days before the swelling appears and until eight or ten days after that date. With the advent of MMR immunisation, mumps is extremely rare.

Flu

Flu is characterised by a high temperature, headache and generalised aches and pains in the limbs. There are many causes of these symptoms, the vast majority due to viruses. Antibiotics are of no value whatsoever in viral infections. The treatment of these symptoms lies initially with the patient. If you have symptoms over and above those described, or you have been unwell for more than five days, please ring the surgery to speak to the doctor who will investigate the matter further. *You may be eligible for a free NHS Flu vaccination—please check with reception if you are unsure*

Temperatures

Children often run temperatures with no other symptoms. They need to be cooled down and given Calpol and then they will feel better. If the temperature persists for more than 24 hours or other symptoms appear please ring the surgery and speak to a doctor who will give you the necessary advice or see your child. Fever slips are extremely unreliable.

Diarrhoea and Vomiting

Acute diarrhoea and vomiting in adults is usually a self-limiting condition. Often it is associated with abdominal pain which comes and goes in spasms. By fasting and taking frequent sips of clear fluids, the problem will usually resolve. The vomiting usually settles within 24 hours and the diarrhoea may take longer. Diarrhoea and vomiting in babies and toddlers requires closer observation. It is, however, quite common for young babies to have frequent loose stools and not be unwell. This is not a sign of illness. Babies with vomiting and diarrhoea should be taken off their milk and fed a solution of cooled boiled water. They should be given small volumes frequently. Consult your doctor if your baby continues to vomit for more than eight hours or is becoming generally weaker. There is no place for antidiarrheal in young children and you are better to consult the doctor if worried. Fluids are important. Food is less important. Simple ice lollies can be helpful in fractious children.

Minor Cuts and Grazes

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



Queensway Surgery



75 Queensway, Southend-on-Sea, Essex SS1 2AB

www.queenswaysurgery.co.uk

Branch Surgery

508 Sutton Road

Southend-on-Sea SS2 5PN

Tel & Fax: 01702 468301

Information and Advice for Patients

Surgery Hours

Queensway Surgery:

Monday to Friday 8:00am to 6:30pm

Sutton Road:

Monday to Friday 9:00am to 11:00am

Catchment Area



Wheelchair is also available for your use. We also offer disabled toilet facilities. Car parking is available for patients while in surgery. A park-and-pay car park is available in Short Street.

Appointments

Doctors 8.00am - 12.30pm and 2.00 - 6.00pm

Nurse 9.00am - 12.30pm and 2.30 - 5.00pm

Travel Clinic 4.30 - 6.30pm Tuesday and Thursday

If you cannot attend an appointment, please let us know in good time as another patient may be waiting to see that doctor.

Test Results -

Please Ring The Surgery

Please contact the surgery 48 hours after any tests on 01702 463333 to receive Your test results.

Repeat Prescriptions

Always allow 48 hours for the prescriptions.



You can order repeat medication on site, by fax, or using our online services. If you would like to sign up to online services please bring in photo identification and your access will be arranged. When we process your repeat requests, it is possible for prescriptions to be sent directly to the chemist of your choice. If you would like this to be set up for you just ask one of our helpful reception team who would be happy to set this up for you **Regretfully we are unable to accept repeat medication requests over the telephone.**

Practice History

Our practice is one of the oldest in the town, being founded just after the First World War in a converted house in the centre of Southend. It expanded into a health centre in the mid 1970s. We are a family-orientated practice, covering general medicine and offering a wide range of services

Our Doctors

Dr Michael Jack MA MBBS (London) 1979 MRCP

Dr Ajith Sivaprasad MD (Prague) 2001 MRCGP DFRSH (LoC IUD/SDI)

Dr Jamil Sorouji MBBS (London) 2007 BSc MRCGP

Dr Sajid Azeem MBBS (2001) MRCGP DRCOG DCH DFFP Cert Med Ed

Dr Akan Eka MBChB MRCGP

Dr Smitha Sleeba MBBS (India) 2001 MRCGP

Dr Charlotte Sills MBBS (London) 2008 BSc (Hons) DRCOG DFRSH MRCGP

Dr Judit Gobolyos MD DRCOG MRCGP

Dr Olanike Aderonmu MBBS (Nigeria) 2002 MRCGP DRCOG DFRSH PGA Med Ed SRH

Dr Nithya Viswanath MBBS (2003) MRCGP DGO DRCOG DFRSH

The Staff

Practice Manager: Mrs Naomi Hefford.

Naomi is involved in managing all of the business aspects of the practice

such as human resources, finance, safety, premises, and I.T.

Nurses and HCAs: Our nurses and Healthcare Assistants work alongside the doctors. They are responsible for general nursing, immunisation, cervical smears, family planning, travel vaccinations, stop smoking clinics, health check clinics and various other services.

District Nurses and Health Visitors: District nurses work in liaison with the hospital and GPs. They can be contacted on 01702 608250. Health visitors look after families with children under five and can be reached on 01702 220170.

Midwife: The Pregnancy Booking Line can be accessed by calling 01702 385393 or sending an email to pregnancybookingline@southend.nhs.uk.

Receptionists: Our reception team are dedicated to helping you. If you have any questions, queries or requests, our reception team will be happy to help in any way they can.

Complaints

We always try to provide the best services possible, however, if you feel this has not happened please ask to speak with a member of the management team. For anything serious please write to our Practice Manager.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Memory Advisory Clinics

We regularly hold memory advisory clinics at Queensway Surgery.

This clinic is for patients or carers and includes advice and support from a representative from the Alzheimer's Society.



Data Protection Act And Confidentiality

Patients' records are held on the computer in accordance with the guidelines of the General Data Protection Rules, Access to Medical

Records Act and current Information Governance and Good Practice Guidelines.

Special Services

Our wide range of medical services includes:

- Asthma Clinic • Cervical Smears
- Family Planning • Health Check Clinics (40-74 years of age)
- Immunisation: Child and Adult with no other health issues
- Learning Disability Checks • Influenza Vaccination
- Stop Smoking Clinics • Well Woman • Travel Clinic
- Carpal tunnel clinics
- Help Quitting smoking

Private medical examinations, HGV, insurance medicals and occupational medicine are by arrangement.

Minor Surgery

The surgery has a well-equipped day-case operating theatre and recovery unit. Full information will be given to patients when appointments are booked. Referral for operations is by GP only.



Online Services

We are delighted to say that ALL our GP appointments are available to book online. Once you have registered for online services, you can view, access and book any of the available GP appointments. You can also view all your repeat medication and order repeat medication, all from the online services.

Which clinician do I need?

We have a wide range of clinicians on hand covering a broad variety of skills and abilities. We have an on-site pharmacist who can help with medication reviews and enquiries and any minor illnesses, rashes, infections and prescriptions. We also have Advanced Nurse Practitioners who can see all cough, cold, flu, sickness wounds and injuries. Plus our nursing team include prescribing nurses who can prescribe and administer acute medication. If you're not sure who you need, give us a call

