



**Hemsby Medical Centre**

1 Kings Court  
Hemsby  
NR29 4EW

Telephone: 01493 730 449

Fax: 01493 384 395

**Ormesby Village Surgery**

Pippin Close  
Ormesby St. Margaret  
NR29 3RW

Telephone: 01493 730 205

Fax: 01493 733 120

**North Caister Medical Centre**

Branford Road  
Caister-On-Sea  
NR30 5NE

Telephone: 01493 720 618

Fax: 01493 377 111

**Old Palace Medical Practice**

148 Old Palace Road  
Norwich  
NR2 4JA

Telephone: 01603 663 363

Fax: 01603 664 173

**Beechcroft Surgery**

23 Beechcroft  
New Costessey  
Norwich  
NR5 0RS

Telephone: 01603 746 683

Fax: 01603 740 670

**The Windmill Surgery**

London Road  
Wymondham  
NR18 0AF

Tel: 01953 607 607

Fax: 01953 606 482

**Martham Health Centre**

Hemsby Road  
Martham  
NR29 4QG

Telephone: 01493 748 833

Fax: 01493 748 914



# Welcome to **The Coastal Partnership**

This Practice Booklet is designed to provide patients with a brief and useful guide to the services available from the Practice.

This Booklet is also published in PDF form on our website, as part of our new information pack: [www.coastaldocctors.co.uk/new-patient-information-pack](http://www.coastaldocctors.co.uk/new-patient-information-pack)

Our Practice has 7 surgeries: 4 covering the Broadland and Coastal areas near to Great Yarmouth and 3 in the Mancroft ward and New Costessey areas of Norwich and the market town of Wymondham. The Practice population is about 29,500 across all seven sites.

The Practice swells in numbers during the holiday period due to the influx of holiday makers visiting the Norfolk Broads and coastal areas.

The Doctors based at each of our surgeries are as follows, although at busy times may move across any site within the Practice.

## **Hemsby Medical Centre**

- Dr I Gibson – MBChb (Dundee University 1998)
- Dr C Blake – MBBS (University of East Anglia 2008)
- Dr T Flahive – MBBS (University of East Anglia 2010)
- Dr S Burgess – MBBS (The University of Hull & York 2012)

## **Ormesby Village Surgery**

- Dr K Aziz – MBBS (Pakistan 1986)

## **North Caister Medical Centre**

- Dr G Dalton – MB BCh BAO DGM DRCOG FPCert DMH MRCP (Belfast 1988)
- Dr R Tait – MB BChair MA MRCP (Cambridge 2004)
- Dr M Howman – DMedEd MRCP DFFP DCH DRCOG MBBS MA (Royal Free and University College Medical School 2003)



### **Martham Health Centre**

- Dr R Hems – BSc MBBS DCH DRCOG FPCert (London 1987)
- Dr S Taylor – BSc MBBS (London 1997)
- Dr H Burgess – MBBS (University of East Anglia 2009)
- Dr A Dixon – MB BChir (University of Cambridge 2010)

### **Beechcroft Surgery**

- Dr S Patel – MBBS MRCP DPD (India 1986)
- Dr K Arbid – MD (University of Debrecen Medical School & Health 2010)

### **Old Palace Medical Practice**

- Dr S Dhas – BM BS BSc Hons, DRRCOG, MRCP, DPD, DoccMed (University of Southampton 2000)
- Dr M Krywawych – MBBS MRCS DOHNS MRCP (United Guys and St. Thomas, London 1998)

### **The Windmill Surgery**

- Dr W Clark – MBBS (University of London 1989)
- Dr C Hadinnapola – MB ChB (University of Bristol 2007)
- Dr A Thompson – MBBS (University of East Anglia 2010)



## Opening Times

**Opening Times** please note these are opening times and NOT surgery times

A Friday evening late opening will be in rotation over all coastal sites. We offer later opening hours services across the Practice at our sites. Please check below to see which sites are open on these evenings (booked appointments\*).

We also offer **Improved Access** for later evening (Monday to Friday) and weekend (early morning/afternoon) appointments too. Please contact your normal surgery for appointment times and availability. Note that you may be seen by another doctor, at another surgery/practice, on these occasions.

**Hemsby Medical Centre** (Monday – Friday: 08.00 – 08.30 via telephone only)

Lunchtime closure 13.00 to 13.30 (phone lines remain open)

Monday	08.30 to 13.00 and 13.30 to 17.30
Tuesday	08.30 to 13.00 and 13.30 to 18.30*
Wednesday	08.30 to 13.00 <b>CLOSED pm – appointments available at other sites</b>
Thursday	08.30 to 13.00 <b>CLOSED pm – appointments available at other sites</b>
Friday	08.30 to 13.00 and 13.30 to 17.30

**Hemsby Dispensary**

Lunchtime closure 13.00 – 14.00 (Monday, Tuesday and Friday)

Monday	08.30 to 17.30
Tuesday	08.30 to 18.30
Wednesday	08.30 to 13.00
Thursday	08.30 to 13.00
Friday	08.30 to 17.30

**Ormesby Village Surgery** (Monday – Friday: 08.00 – 08.30 via telephone only)

Lunchtime closure 13.00 to 14.00 (phone lines remain open)

Monday	08.30 to 13.00 and 14.00 to 17.30
Tuesday	08.30 to 13.00 <b>CLOSED pm – appointments available at other sites</b>
Wednesday	08.30 to 13.00 <b>CLOSED pm – appointments available at other sites</b>
Thursday	08.30 to 13.00 and 14.00 to 18.30*
Friday	08.30 to 13.00 and 14.00 to 17.30



**North Caister Medical Centre** (Monday – Friday: 08.00 – 08.30 via telephone only)

Lunchtime closure 13.00 to 14.00 (phone lines remain open)

Monday	08.30 to 13.00 and 14.00 to 18.30*
Tuesday	08.30 to 13.00 <b>CLOSED pm</b> – appointments available at other sites
Wednesday	08.30 to 13.00 and 14.00 to 17.30
Thursday	08.30 to 13.00 <b>CLOSED pm</b> – appointments available at other sites
Friday	08.30 to 13.00 and 14.00 to 17.30

### **Martham Health Centre**

No lunch time or half day closures

Monday	08.00 to 17.30
Tuesday	08.00 to 17.30
Wednesday	08.00 to 18.30*
Thursday	08.00 to 17.30
Friday	08.00 to 17.30

\*Late evening, booked appointments.

### **Beechcroft Surgery**

Lunchtime closure 13.30 to 14.00 (phone lines remain open)

Monday	08.00 to 13.30 and 14.00 to 19.00
Tuesday	08.00 to 13.30 and 14.00 to 19.30
Wednesday	08.00 to 13.30 and 14.00 to 17.30
Thursday	08.00 to 13.30 and 14.00 to 19.00
Friday	08.00 to 13.30 and 14.00 to 17.30

### **Old Palace Medical Practice**

Lunchtime closure 13.00 to 13.30 (phone lines remain open)

Monday	08.00 to 13.00 and 13.30 to 17.30
Tuesday	07.30 to 13.00 and 13.30 to 17.30
Wednesday	08.00 to 13.00 and 13.30 to 19.00
Thursday	08.00 to 13.00 <b>CLOSED pm</b> – appointments available at Beechcroft
Friday	08.00 to 13.00 and 13.30 to 18.30



### **The Windmill Surgery**

No lunch time or half day closures (phone lines remain open to 18.30)

Monday	08.15 to 18.00
Tuesday	08.15 to 18.00
Wednesday	08.15 to 18.00
Thursday	08.15 to 18.00
Friday	08.15 to 18.00



## Our Vision and Values

**The Coastal Partnership** is passionate about providing high quality NHS care and putting patients first.

To underpin this, we have established a set of Core Values:

### **Patients First**

Our first priority is to our patients, providing them with excellent, safe and timely care.

### **Quality**

We work hard to improve the quality of our services, learning from our successes and mistakes, and avoiding blame.

### **Integrity**

We are open, honest, empathetic and respectful, avoiding discrimination at all times.

### **Safe and Efficient**

We provide safe clinical care to every patient, in a timely fashion. We keep our administrative actions and processes simple.

### **Communicating and Listening**

We communicate clearly and listen well, whilst employing the highest standards of confidentiality.

### **Teamwork**

We recognise the importance of good teamwork, within our own teams and across organisational boundaries.



## Practice Standards

### What patients should reasonably expect from our Practice

- You will be treated as a partner in the care and attention you receive. Being a partner means that we have responsibilities to each other. Help us to help you.
- You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, sex, religious belief, personal attributes or the nature of your health problems.
- Staff will maintain your right to privacy and not discuss your illness with other staff or doctors within the hearing of other people, nor disclose such information to anybody outside the Practice.
- When hospital reports and results become available you have a right to a full explanation of your illness or any tests carried out.
- Staff will identify themselves and their role within the Practice.
- We will strive to ensure that you are seen within a reasonable time. When this is not possible you will receive an explanation for the delay on request.
- If you need a repeat prescription one will be provided within 72 hours of your request, excluding weekends and bank holidays. All prescriptions received after 14.00 will be treated as the following day. We will strive to answer the telephone promptly.
- If you have any complaints or concerns relating to the Practice, its staff or the services offered, contact the Practice Manager at our Wymondham (Windmill) surgery, who will provide a timely response to them.





## Practice Standards

### What the Doctors and Practice staff should reasonably expect from our patients

- We ask that you treat the Doctors and the Practice staff with the same courtesy and respect at all times.
- The Doctors have instructed the receptionist to ask certain questions so that we can help you more efficiently.
- You must tell us if you do not understand explanations. Please follow the Doctor's advice and take the full course of any medicine prescribed if so advised.
- Please let us know if you change any of your personal details or change your address.
- If you cannot keep an appointment, please let us know as soon as possible, this may enable someone else to be seen. Please try to arrive on time. If we are running late, please do not blame the receptionist, as emergencies often arise.
- If you have more than one problem, please ask advice from the receptionist if a longer appointment is required.
- Please order repeat prescriptions in advance.
- Depending on the condition you have presented to the Doctor, a prescription may not be relevant at that time.
- We would encourage you to accept any invitations for screening issued by the Practice or Health Authority. If you have any concerns discuss them with a nurse or doctor.
- Make sure your child is vaccinated and immunised. This will help to protect him/her from serious illness and infections.
- Before seeking a home visit think seriously whether it is necessary. When requesting a visit please contact the surgery by 10.30 unless a genuine emergency arises later.
- If you request a home visit a clinician will call you back in the first instance to ascertain the best course of action.



## Out of Hours Service

### Telephone: 111

All out of hours messages are routed through NHS 111. This service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms then give you healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an out of hours Doctor, a walk in centre, or urgent care centre, a community nurse an emergency dentist or a late opening chemist. Where possible the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If you need an ambulance, one will be sent as quickly as if you had dialled 999.

NHS 111 is available 24hrs a day, 365 days a year and calls are free from landlines and mobile phones. Redirected calls will incur call charges, so always call 111 (or 999) directly if you can. NHS 111 is **not** a 999 emergency number.

In an emergency or life threatening situations (e.g. chest pains, difficulty breathing), **dial 999 whether our surgeries are open or closed.**

#### **Norwich Walk In Centre**

Norwich Practices Health and Walk In Centre  
Rouen House, Rouen Road, Norwich, NR1 1RB  
Tel: 0300 0300 333  
Open 07.00 – 21.00, 7 days a week



## Practice Nurses

Our Practice Nurses deal with a variety of problems and conditions. For some of these you may make an appointment without needing to see a doctor first. The nurse can help you with:

- Minor ailments and injuries
- Contraceptive advice
- Removal of sutures
- Menopause advice
- Cervical smears
- Asthma checks
- Blood tests
- Dietary advice
- Health education
- Diabetic checks
- Dressings
- Smoking Cessation
- Blood pressure checks
- Ear syringing
- Women's health
- Travel advice
- Hypertension

Other health professionals who also visit our Practice are Midwife, Health Trainer, TADS (Norfolk Recovery Service) and various others. Please ask at reception for more details. You may be asked to attend another of our surgeries to access some of these services.

## Reviews

If you have a long term illness like diabetes, high blood pressure or asthma we want to see you for a review at least once a year. You will be contacted by a member of our team during the month of your birthday to arrange a convenient time for you to attend. When making the appointment, we will let you know what needs to be done (for example, if you need a blood test or blood pressure check).

So for example if your birthday is in September and you have a condition that needs a regular review like asthma or diabetes, then you will be called to arrange an appointment with the Doctor or Nurse in your birthday month. If you need a review more often, we will arrange a different appointment in between.

This doesn't stop you from making an appointment to see your Doctor or Nurse at other times if you need to. This only applies to the regular annual or six month reviews that you have as part of the care we give you. If you have any questions please ask at reception.



## Making an Appointment

For Doctors appointments you have the following options:

You may book an appointment in advance, normally up to two weeks.

A large percentage of our appointments can be booked on the day for conditions that need to be seen where a pre-booked appointment is not appropriate.

Appointments are also offered for a telephone consultation with your Doctor when a face to face consultation is not necessary i.e. reporting back on an ongoing condition where examination is not necessary, a query with medication, request for a sick note etc.

Where possible we will book you an appointment with your preferred GP at your registered site. If your problem is more urgent, this may not always be possible and you will be offered an appointment with one of the other GPs within the surgery.

You can now book an appointment online; to do this you will need a specific passcode to enter the system. If you would like to use this facility, please speak to a member of our reception team for the details.

The doctors will try their best to give enough time to each patient but if, for example, two members of one family try to be seen in a single appointment, other patients will be kept waiting, so please make an appointment for each person wishing to be seen.

There is usually only time to deal with one or two problems during a routine appointment. If you think that your problem may take longer please inform our Reception Staff so that allowances can be made for this.

We offer additional evening appointments across the week. Please speak to the Reception team regarding availability of these. These appointments MUST be booked in advance.

When you call to make an appointment, a receptionist may ask you what's wrong. The receptionist is not being "nosey", but actually ensuring that you see the most appropriate health professional for the most appropriate medical care, at the most appropriate time on the day. This helps our health professionals prioritise house visits, phone calls and all patients. Please help them to help you, when you book an appointment, to ensure that you will receive the best possible care on the day. ALL Practice staff treat anything that you tell them in the strictest confidence and with the utmost respect.



## **Cancelling Appointments**

If you are unable to keep your appointment, **please, please** let us know as soon as possible so that we can free your appointment and make it available for other patients.

## **Access to Services by people with Disabilities**

The Practice has done its utmost to be easily accessible and user friendly for our disabled and wheelchair-bound patients. A wheelchair is available for those with difficulty in walking this can be obtained through our Reception Staff. There is a ramp at the surgery entrance and also inside to aid wheelchair access. An induction loop is available to help the hard of hearing have clearer conversations. There are also toilet facilities for the disabled. If you experience any problems, please speak to our Reception Staff, who will do their utmost to assist you.

## **Home Visits**

If possible please try to telephone reception before 10.30am if you require a home visit. A doctor or nurse will phone you back to discuss your problem in the first instance to ensure that the right course of action is taken and agree this with you. Home visits are only available for patients who are housebound because of illness or disability. Please remember that several patients can be seen in the Practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery. Polite Request: If you have a dog that is not familiar with visitors, please ensure that it is securely locked away whilst the Doctor is visiting.

## **Test Results**

For all results please contact your surgery after 12 noon.

## **Summer Visitors**

Some of our surgeries are situated in a holiday area and in the summer many visitors attend our Hemsby surgery. During these months we allocate extra staff to be able to manage this. This will not affect our registered patients

## **Interpreters**

The surgery can arrange for an Interpreter to be present at your appointment, prior to notice being given.



## Named Accountable GP

Under the terms of our contract, we are required by the Government to allocate all patients a Named Accountable GP ("*Named GP*"); patients will be informed of their Named GP at the first appropriate interaction with the Practice, or, depending on the list size and its complexity, a doctor may be assigned to you based on your last (family) name and this can be found on our website for your specific surgery. If you do not know your Named GP, simply contact our reception staff at your normal surgery.

New patients will be allocated a Named GP at the time of their registration with the Practice.

Having a Named GP does not prevent you seeing any other doctor in your surgery, and of course, your Named GP may not be available all of the time. So, if your needs are urgent, you may need to discuss them with another doctor and/or make an appointment with them instead.

Your Named GP will have overall responsibility for the care and support that our Practice provides to you. They will also work with other relevant healthcare professionals, who are involved in your care, to ensure that your care package meets your individual needs.

Your Named GP will:

- Take lead responsibility for ensuring that all appropriate services required under the contract with the Practice are delivered to you;
- Where required, based on their professional judgement, work with relevant associated health and social care professionals to deliver a multidisciplinary care package that meets your needs;
- Ensure that your physical and psychological needs are recognised and responded to by the relevant clinicians in the Practice.



Your Named GP will not:

- Take on vicarious responsibility for the work of other doctors or healthcare professionals;
- Take on 24-hour responsibility for you, or have to change their working hours. Thus, this requirement does not imply personal availability to GPs throughout the working week;
- Be the only clinician who will provide care for you.

You may, if you wish, change your Named GP to a GP of your choice (at the same surgery), and this can be accomplished by contacting our reception staff at your normal surgery. However, please remember that changing your Named GP will make not affect the care that you receive.

### **Repeat Prescriptions**

If your doctor agrees you may obtain your repeat prescriptions without an appointment. Requests may be made by leaving your personal computer slip at the surgery you are registered, marking clearly with a tick all items you require. We require 72 hours' notice for this service (excluding weekends and bank holidays). All prescriptions received after 14.00 will be treated as the following day. The doctor will regularly review your repeat medication and you will be called in from time to time, either for an appointment to see the doctor for a medication review or to have appropriate tests carried out. A collection / delivery service is available on request from the local pharmacies please contact your usual pharmacy direct for further information.

### **On Line Prescriptions**

You can order your repeat prescription on line. To be able to do this, you will need an online account which you can obtain from the reception staff or dispensary.

### **Email Prescriptions**

We are also able to offer an email request service at our Hemsby and Old Palace Surgeries emails will be checked at 10.30 each working day. Please allow a full 3 days for collection.

### **[hemsby.prescriptions@nhs.net](mailto:hemsby.prescriptions@nhs.net)**

If you are registered at Hemsby Medical Centre you may email your repeat prescription.



(i.e. if emailed at 15.00 on Monday, prescription will not be ready for collection until Thursday am as it will not be picked up by the dispensary until 10.30 on the Tuesday)

### **Hemsby Dispensary Opening Times**

Lunchtime closure 13.00 – 14.00 (Monday, Tuesday and Friday)

Monday	08.30 to 17.30
Tuesday	08.30 to 18.30
Wednesday	08.30 to 13.00
Thursday	08.30 to 13.00
Friday	08.30 to 17.30

### **Faxed Prescriptions**

Prescriptions can also be faxed to the surgery you are registered with. (Fax nos. are shown on the front page)

### **Urgent Prescription Policy**

From time to time we understand that patients may require a prescription more urgently than the 72 hours. If you need a prescription urgently, please write down your request and the reason for the urgency and we will do our best to arrange it as soon as we can. Please bear in mind that the doctor may be in the middle of a busy surgery or out on visits.

We will not be able to issue items that can be brought over the counter under this policy.

### **Obtaining Emergency Medication (when the surgery is closed)**

Please telephone your main surgery number. Your call will be redirected to the appropriate service. If the call is redirected to the out of hours service, the clinician will decide whether you need to be seen, or if appropriate, process a prescription for your collection. You may be requested to collect the prescription from a collection point or the nearest chemist on call.

### **Dispensing Regulations**

If you are registered at Caister, Hemsby, Martham, Ormesby or Windmill AND you live more than 1 mile from a pharmacy, we can dispense medication for you from our on-site dispensaries in our Caister, Hemsby or Windmill surgeries. We are not permitted to dispense items (other than those personally administered by a doctor) to anyone living within this 1 mile radius. One exception to this is if you have serious difficulty in obtaining medication from a pharmacy, either because of distance (if disabled) or inadequate communication, then you can apply to the Health Authority to let your doctor dispense to you.





## **Winterton & Scratby Patients**

For the convenience of patients we deliver dispensed items of medication to Winterton and Scratby. Winterton: Church Hall, Beach Rd., between 11.30 and 12.00 on Tuesday and Friday each week. Scratby: Country Styles Hairdressers, Beach Road between 11.30 – 12:00 every Thursday.

## **Carers Register**

The Practice has a Carer's Register for people who care for a relative/friend. Carer's Information Packs are available from our Reception Staff. Please let us know if you become a carer or are cared for by someone.

## **Change in Personal Details**

Please inform our Reception Staff if you change your name, address, marital status or telephone number, so we can keep our records accurate.

If you move out of the Practice area it will be necessary for you to register with a doctor at another Practice which covers that area.

## **Chaperones**

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member or friend.

On occasions you may prefer a formal chaperone to be present. The Doctor or Nurse may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a member of the Practice staff present during your consultation please mention this to our Reception Staff when booking your appointment, or to the doctor at your consultation, and it will be arranged.

## **Physiotherapy: (Coastal sites only)**

Physiotherapy now operate a self referral system "Physio Direct". If you feel you need to see a physiotherapist please ring 01493 809 977 Monday to Friday 08.30 – 16.30.



## **Smoking**

Please note that all our surgeries are NON SMOKING. If you are currently a smoker and would like help in giving up please contact your surgery and you will be given help and advice.

## **Comments**

We welcome your views and constructive suggestions which will help us improve our service to you.

## **Practice Complaints Procedure**

If you have a complaint about the service you have received from any of the staff working at this Practice, please let us know. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints. Our procedure meets national criteria. Complaint Forms are available from our Reception Staff, explaining the process and includes a form to complete.

## **If you feel you need to complain**

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. If your problem cannot be resolved in this way and you wish to make a more formal complaint, we would like you to let us know as soon as possible, ideally within a matter of days, or at the most a few weeks, as this will enable us to establish what happened more easily. Complaints should be addressed to the Practice Manager, who is based at our Wymondham (Windmill) surgery. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns, and who will explain the complaints procedure to you and will ensure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

## **Mechanism for dealing with a complaint**

We shall acknowledge your complaint within 2 working days. We will aim to find out the circumstances surrounding your complaint. We can then agree a plan on how your complaint will be dealt with and the timescales involved. We shall then be in a position to offer you an explanation, or a meeting with the Practice Manager.



## **Complaining to NHS England / The NHS Ombudsman**

We hope that if you have a concern you will use our Practice complaints procedure. We believe this will give us the best chance of correcting whatever has gone wrong and an opportunity to improve our Practice.

You can also speak to NHS England who will take up the complaint on your behalf. They can be contacted on 0300 311 2233 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

If the Practice or NHS England response does not resolve your complaint, you can contact to the NHS Ombudsman. They can be contacted on 0345 015 4033 [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## **Confidentiality**

You have the right to confidentiality. Your medical condition will not be discussed outside this Practice except to other relevant Health Care Professionals, when necessary. If you wish to know any test results you must telephone in person. Staff will not give out test results to friends/relatives/ husbands/wives. If you wish another person to collect your test results we must have this in writing at the time the test is taken. Please be prepared to answer any relevant security questions.

## **Contacting the Care Quality Commission**

If you have a genuine concern about a staff member or regulated activity carried on by this Practice then you can contact the Care Quality Commission on 0300 061 6161, or alternatively visit the following website: [www.cqc.org.uk](http://www.cqc.org.uk)

**PALS** (Patient Advice and Liaison Service) are there to assist with advice, support and information on health related matters for patients, their families and carers. PALS can be contacted on 0800 587 4132.



## **Data Protection**

We need to hold personal information about you on our computer system and in paper records to help us look after your health needs. Doctors and staff in the Practice have access to your medical records to enable them to do their job. From time to time information may be shared with other involved in your care, if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private. To ensure your privacy we will not disclose information over the phone unless we are sure we are talking to you. Information will not be disclosed to family, friends or spouses unless we have prior consent and we do not leave messages with others. You have a right to see your medical records if you wish. Please ask at reception. All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

## **Sharing Information and Opting Out**

All patients are by default opted into this scheme, BUT patients do have a choice and we are happy to record that choice in your medical record. The sharing consent form is included with your new patient pack or you can simply request one if you want to make a change.

**Enhanced and Summary Care Records** – All patients are automatically included in the Enhanced and Summary Care Record. This is an electronic record of important information about a patient's health. It contains information about current medications, allergies and any bad reactions to medicines and end of life plans. Enhanced and Summary Care Records are especially useful if you visit a different doctor or hospital in the evening, or in an emergency or if you are away from home.

**Opting out** – You may opt out of the sharing scheme at any time, if you would like to do this, please talk to the reception staff who will be able to provide you with the form to opt out.

## **Online Medical Records**

The Coastal Partnership offers an online facility for patients to view their medical record. If you would like to do this, please contact reception for an application form.



## Privacy and Fair Processing Notice

### Your Information, Your Rights

Our Privacy and Fair Processing Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care systems.

Our notice details:

- What information we collect about you;
- How and why we use that information;
- How we retain your information and keep it secure;
- Who we share your information with and why we do this.

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.

A full copy of the Fair Processing Notice is available via our website at:

[www.coastaldoctors.co.uk/PFPN](http://www.coastaldoctors.co.uk/PFPN)

or from Reception.



## **Patient Participation**

We have an active group of patients within the Practice who meet 4 times a year. The aim of the group is to look at the services the Practice provides and consider any improvements or changes that may need to happen. Minutes are taken at all meetings and these can be viewed via the notice board in each surgery together with an action plan. The notice boards also give names of your local representatives and provides other information which may be of help to you.

If you are interested in joining the group, please speak to the reception team or contact the Practice Manager.

The Practice regularly produces questionnaires for patients to complete, relevant to the healthcare provided by the Practice. We appreciate your help and co-operation in completing these. The questionnaires help us to monitor communication, appointments and standards of healthcare.



## Teaching & Training

The Practice is a Teaching Centre and at any one time we can have up to 10 medical students. They may periodically, as part of their GP training, be required to sit in on patient consultations. You will be given the opportunity to decline this if you wish. We also have doctors who are working under the GP training scheme who are with us for up to 6 months to gain additional experience.

We keep all our staff up to date with regular internal and external training. We have a GP Partner and Nurse Trainer in post who works with the staff to identify their individual training needs.



# Self Management

## Cough

A cough will usually go away within 3 weeks on its own.

### How you can treat a cough yourself

Most coughs go away on their own within 3 weeks. There's usually no need to see a GP.

You should:

- rest
- drink plenty of fluids
- drink hot lemon with honey (not suitable for babies)

Hot lemon with honey has a similar effect as cough medicines.

How to make hot lemon with honey at home

Speak to your pharmacist if you have a cough. They can give you advice or suggest treatments to help you cough less, like cough syrups and lozenges. These won't get rid of the cough. Some cough medicines shouldn't be given to children under 12.

See a GP if:

- you've had a cough for more than 3 weeks (persistent cough)
- your cough is very bad or quickly gets worse, for example – you have a hacking cough or can't stop coughing
- you have chest pain
- you're losing weight for no reason
- the side of your neck feels swollen and painful (swollen glands)
- you find it hard to breathe
- you have a weakened immune system, for example because of chemotherapy or diabetes

See a GP urgently if you're coughing up blood.

To find out what's causing your cough your GP might:

- take a sample of any mucus you might be coughing up
- order an X-ray, allergy test, or test to see how well your lungs work
- refer you to hospital to see a specialist, but this is very rare

Most coughs are caused by cold or flu. Other causes include:

- smoking





- heartburn (acid reflux)
- allergies – for example, hay fever
- infections like bronchitis
- mucus dripping down the throat from the back of the nose

A cough is very rarely a sign of something serious like lung cancer

## Colds

You can often treat a cold without seeing your GP. You should begin to feel better in about a week or two.

Cold symptoms come on gradually and can include:

- blocked or runny nose
- sore throat
- headaches
- muscle aches
- coughs
- sneezing
- a raised temperature
- pressure in your ears and face
- loss of taste and smell

The symptoms are the same in adults and children. Sometimes, symptoms last longer in children.

Telling the difference between cold and flu

Cold	Flu
Appears gradually	Appears quickly within a few hours
Affects mainly your nose and throat	Affects more than just your nose and throat
Makes you feel unwell but you're okay to carry on as normal – for example, go to work	Makes you feel exhausted and too unwell to carry on as normal

To help you get better more quickly:

- rest and sleep
- keep warm
- drink plenty of water (fruit juice or squash mixed with water is ok) to avoid dehydration



- gargle salt water to soothe a [sore throat](#)

You can buy cough and cold medicines from pharmacies or supermarkets. A pharmacist can advise you on the best medicine.

You can:

- relieve a blocked nose with decongestant sprays or tablets
- ease aches or lower a temperature with painkillers like [paracetamol](#) or [ibuprofen](#)

Be careful not to use cough and cold medicines if you're taking paracetamol and ibuprofen tablets as it's easy to take more than the recommended dose.

Some are not suitable for children, babies and pregnant women.

There's little evidence that supplements (such as vitamin c, zinc, echinacea or garlic) prevent colds or speed up recovery.

See a GP if:

- your symptoms don't improve after three weeks
- your symptoms get suddenly worse
- your temperature is very high or you feel hot and shivery
- you're concerned about your child's symptoms
- you're finding it hard to breathe or develop chest pain
- you have a long-term medical condition – for example, diabetes, or a heart, lung, kidney or neurological disease
- you have a weakened immune system – for example, because you're having chemotherapy

### Antibiotics

GPs don't recommend antibiotics for colds because they won't relieve your symptoms or speed up your recovery.

Antibiotics are only effective against bacterial infections and colds are caused by viruses.

### How to avoid spreading a cold

Colds are caused by viruses and easily spread to other people. You're infectious until all your symptoms have gone. This usually takes a week or two.

Colds are spread by germs from coughs and sneezes which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading a cold:

- wash your hands often with warm water and soap



- use tissues to trap germs when you cough or sneeze
- bin used tissues as quickly as possible

How to prevent catching a cold

A person with a cold can start spreading it from a few days before their symptoms begin until the symptoms have finished. The best ways to avoid catching a cold are:

- washing your hands with warm water and soap
- not sharing towels or household items (like cups) with someone who has a cold
- not touching your eyes or nose in case you've come into contact with the virus – it can infect the body this way
- staying fit and healthy

The flu vaccine helps prevent the flu but not colds

## **Fever in Children**

High temperature is very common in young children. The temperature usually returns to normal within 3 or 4 days. A normal temperature in babies and children is about 36.4C, but this can vary slightly from child to child. A fever is a high temperature of 38C or more. Fever is the body's natural response to fighting infections like coughs and colds. Many things can cause a high temperature in children, from common childhood illnesses like chickenpox and tonsillitis, to vaccinations.

Your child might:

- feel hotter than usual to the touch on their forehead, back or tummy
- feel sweaty or clammy
- have red cheeks

Use a digital thermometer (which you can buy from pharmacies and supermarkets) to take your child's temperature.

How to take your child's temperature

What to do if your child has a high temperature

You can usually look after your child or baby at home. The temperature should go down over 3 or 4 days.

Do

- give them plenty of fluids
- look out for [signs of dehydration](#)
- give them food if they want it



- check on your child regularly during the night
- keep them at home
- give them paracetamol or ibuprofen if they're distressed or unwell

#### Don't

- undress your child or sponge them down to cool them – fever is a natural and healthy response to infection
- cover them up in too many clothes or bedclothes
- give aspirin to under 16s
- combine ibuprofen and paracetamol, unless your GP tells you to
- give paracetamol to a child under 2 months
- give ibuprofen to a child under 3 months or under 5kg
- give ibuprofen to children with asthma

#### [Read more about giving medicines to children](#)

Get an urgent GP appointment if your child:

- is under 3 months old and has a temperature of 38C or higher, or you think they have a fever
- is 3 to 6 months old and has a temperature of 39C or higher, or you think they have a fever
- has other signs of illness, such as a [rash](#), as well as a high temperature
- has a high temperature that's lasted for more than 5 days
- doesn't want to eat, or isn't their usual self and you're worried
- has a high temperature that doesn't come down with paracetamol or ibuprofen
- is showing [signs of dehydration](#) – such as nappies that aren't very wet, sunken eyes, and no tears when they're crying

#### **Call NHS 111 at evenings and weekends**

Knowing the signs of more serious illness

It's quite rare for fever to be a sign of anything serious (like meningitis, a urinary tract infection and sepsis).

Call 999 or go to A&E if your child:

- has a fever you can't control
- has a stiff neck
- has a rash that doesn't fade when you [press a glass against it](#)



- is bothered by light
- has a fit (**febrile seizure**) for the first time (they can't stop shaking)
- has unusually cold hands and feet
- has pale, blotchy, blue or grey skin
- has a weak, high-pitched cry that's not like their normal cry
- is drowsy and hard to wake
- finds it hard to breathe and sucks their stomach in under their ribs
- has a soft spot on their head that curves outwards (bulging fontanelle)

## Sickness & Diarrhoea

**Diarrhoea and vomiting are common in adults, children and babies. You can have them together or on their own.** They're usually caused by a stomach bug and should pass in a few days. You can usually treat yourself or your child at home.

The most important thing is to have plenty of fluids to avoid **dehydration**.

Do

- stay at home and get plenty of rest
- drink lots of fluids, such as water and squash – take small sips if you feel sick
- carry on giving breast or bottle feeds to your baby – if they're being sick, try giving small feeds more often than usual
- for babies on formula or solid foods, give small sips of water between feeds
- eat when you feel able to – you don't need to have or avoid any specific foods
- take **paracetamol** or **ibuprofen** if you're in discomfort – check the leaflet before giving them to your child

Don't

- have fruit juice or fizzy drinks – they can make diarrhoea worse
- make baby formula weaker – use it at its usual strength
- give young children medicine to stop diarrhoea
- give aspirin to children under 16

How long diarrhoea and vomiting last

In adults and children:

- diarrhoea usually lasts 5 to 7 days
- vomiting usually lasts 1 to 2 days

Diarrhoea and vomiting can spread easily



If you have a stomach bug, you could be infectious to others.

You're most infectious from when the symptoms start until 2 days after they've passed.

Stay off school or work until the symptoms have stopped for 2 days.

To avoid spreading an infection:

Do

- wash your hands with soap and water frequently
- wash dirty clothing and bedding separately on a hot wash
- clean toilet seats, flush handles, taps, surfaces and door handles every day

Don't

- prepare food for other people, if possible
- share towels, flannels, cutlery or utensils
- use a swimming pool until 2 weeks after the symptoms stop

[See how to wash your hands](#) A pharmacist can help if:

- your baby is under 12 months old and has diarrhoea or vomiting
- you or your child (over 12 months old) have [signs of dehydration](#) – such as dark, smelly pee or peeing less than usual
- your child has more than 5 bouts of diarrhoea or vomits more than 3 times in 24 hours

They may recommend:

- oral rehydration sachets that you mix with water and drink
- medicine to stop diarrhoea for a few hours (like loperamide) – not suitable for young children

See a GP if you:

- keep vomiting and are unable to keep fluid down
- are still dehydrated despite using oral rehydration sachets
- have bloody diarrhoea or bleeding from your bottom
- have green or yellow vomit
- have diarrhoea for more than 7 days or vomiting for more than 2 days

Take your child to the GP if they:

- are under 12 months old and have signs of dehydration – such as fewer wet nappies
- are under 3 months old and have a temperature of 38C or higher
- are 3 to 6 months old and have a temperature of 39C or higher



- keep vomiting and are unable to keep fluid down
- have diarrhoea for more than 7 days or vomiting for more than 2 days

Check with the GP before going in. They may suggest a phone check-up.

Call 111 if you can't get an appointment.

Take your child to the GP urgently if they:

- still have signs of dehydration despite using oral rehydration sachets
- have green or yellow vomit
- have blood in their poo or bleeding from their bottom

Go to A&E if you can't get hold of your GP.

Call 999 or go to A&E if you or your child:

- are vomiting blood or have vomit that looks like ground coffee
- have a stiff neck and pain when looking at bright lights
- have a sudden, severe headache or stomach ache
- may have swallowed something poisonous

What we mean by a severe headache or stomach ache

Causes of diarrhoea and vomiting You probably won't know exactly what the cause is, but the main causes of diarrhoea and vomiting are treated in the same way.

They're usually due to:

- a stomach bug (gastroenteritis)
- [norovirus](#) – also called the "vomiting bug"
- [food poisoning](#)

Other causes of diarrhoea

Other causes of vomiting

- pregnancy
- [migraine](#)
- [labyrinthitis](#)
- medicines – check the leaflet to see if vomiting is a side effect
- [reflux](#) – where a baby brings feeds back up ("spitting up")
- other infections – such as a [urinary tract infection \(UTI\)](#)







## Burns

Burns and scalds are damage to the skin caused by heat. Both are treated in the same way.

A burn is caused by dry heat – by an iron or fire, for example. A scald is caused by something wet, such as hot water or steam.

Burns can be very painful and may cause:

- red or peeling skin
- [blisters](#)
- swelling
- white or charred skin

The amount of pain you feel isn't always related to how serious the burn is. Even a very serious burn may be relatively painless.

Treating burns and scalds

To treat a burn, follow the [first aid](#) advice below:

- immediately get the person away from the heat source to stop the burning
- cool the burn with cool or lukewarm running water for 20 minutes – don't use ice, iced water, or any creams or greasy substances such as butter
- remove any clothing or jewellery that's near the burnt area of skin, including babies' nappies – but don't move anything that's stuck to the skin
- make sure the person keeps warm – by using a blanket, for example, but take care not to rub it against the burnt area
- cover the burn by placing a layer of cling film over it – a clean plastic bag could also be used for burns on your hand
- use painkillers such as [paracetamol](#) or [ibuprofen](#) to treat any pain
- if the face or eyes are burnt, sit up as much as possible, rather than lying down – this helps to reduce swelling

Read more about [treating burns and scalds](#).

When to get medical attention

Depending on how serious a burn is, it may be possible to treat it at home. For minor burns, keep the burn clean and don't burst any blisters that form.

More serious burns require professional medical attention. You should go to a hospital A&E department for:

- all chemical and electrical burns
- large or deep burns – any burn bigger than your hand



- burns that cause white or charred skin – any size
- burns on the face, hands, arms, feet, legs or genitals that cause blisters

If someone has breathed in smoke or fumes, they should also seek medical attention. Some symptoms may be delayed and can include:

- coughing
- a sore throat
- difficulty breathing
- facial burns

People at greater risk from the effects of burns, such as children under five years old and pregnant women, should also get medical attention after a burn or scald.

The size and depth of the burn will be assessed and the affected area cleaned before a dressing is applied. In severe cases, skin graft surgery may be recommended.

Read more about:

- [recovering from burns and scalds](#)
- [complications of burns and scalds](#)

Types of burn

Burns are assessed by how seriously your skin is damaged and which layers of skin are affected. Your skin has three layers:

- the epidermis – the outer layer of skin
- the dermis – the layer of tissue just beneath, which contains blood capillaries, nerve endings, sweat glands and hair follicles
- the subcutaneous fat, or subcutis – the deeper layer of fat and tissue

There are four main types of burn, which tend to have a different appearance and different symptoms:

- superficial epidermal burn – where the epidermis is damaged; your skin will be red, slightly swollen and painful, but not blistered
- superficial dermal burn – where the epidermis and part of the dermis are damaged; your skin will be pale pink and painful, and there may be small blisters
- deep dermal or partial thickness burn – where the epidermis and the dermis are damaged: this type of burn makes your skin turn red and blotchy; your skin may be dry or moist, and become swollen and blistered, and it may be very painful or painless



- full thickness burn – where all three layers of skin (the epidermis, dermis and subcutis) are damaged; the skin is often burnt away and the tissue underneath may appear pale or blackened, while the remaining skin will be dry and white, brown or black with no blisters, and the texture of the skin may also be leathery or waxy

### Preventing burns and scalds

Many severe burns and scalds affect babies and young children. Examples of things you can do to help reduce the likelihood of your child having a serious accident at home include:

- keeping your child out of the kitchen whenever possible
- testing the temperature of bath water using your elbow before you put your baby or toddler in the bath
- keeping matches, lighters and lit candles out of young children's sight and reach
- keeping hot drinks well away from young children

Read more about [preventing burns and scalds](#).

## Sunburn

**Sunburn is skin damage caused by ultraviolet (UV) rays.**

The skin becomes red, warm, sore and tender. It may start to flake and peel after a few days, and will usually fully heal within 7 days. Sunburn is usually mild and short-lived, but it's important to try to avoid it because it can increase your risk of developing skin problems in later life, such as ageing (wrinkling) and [skin cancer](#).

It can be easy to underestimate the strength of the sun when you're outside. The wind and getting wet, such as going in and out of the sea, may cool your skin, so you don't realise you're getting burnt. You should always be aware of the risk of sunburn if you're outside in strong sunshine, and look out for your skin getting hot.

What to do if you're sunburnt

If you or your child has sunburn, you should get out of the sun as soon as possible – head indoors or into a shady area. You can usually treat mild sunburn at home, although there are some circumstances where you should get medical advice.

To help relieve your symptoms until your skin heals:

- cool your skin by having a cold bath or shower, sponging it with cold water, or holding a cold flannel to it
- use lotions containing aloe vera to soothe and moisturise your skin



- drink plenty of fluids to cool you down and prevent [dehydration](#)
- take painkillers, such as [ibuprofen](#) or [paracetamol](#), to relieve pain (but don't give aspirin to children under 16)

Try to avoid all sunlight, including through windows, by covering up the affected areas of skin until it's fully healed.

When to get medical advice

Contact your GP, go to [your nearest NHS walk-in centre](#), or call [NHS 111](#) if you feel unwell or you're concerned about your sunburn, particularly if you're burnt over a large area or have any of the more severe symptoms listed below.

You should also see your GP if a young child or baby has sunburn as their skin is particularly sensitive.

Signs of severe sunburn can include:

- blistering or swelling of the skin
- chills
- a high temperature (fever) of 38C (100.4F) or above
- dizziness, [headaches](#) and feeling sick – [symptoms of heat exhaustion](#)

Special burn cream and burn dressings may be needed for severe sunburn. These are available from your GP or nurse at your GP surgery. Treatment in hospital may occasionally be needed.

Who's at risk of sunburn?

Everyone who's exposed to UV light is at risk of getting sunburn, but some people are more vulnerable than others.

You should take extra care when out in the sun if you:

- have pale or white skin
- have freckles or red or fair hair
- tend to burn rather than tan
- have many moles
- have skin problems relating to a medical condition
- are only exposed to intense sun occasionally – for example, while on holiday
- are in a hot country where the sun is particularly intense
- have a family history of skin cancer

Snow, sand, concrete and water can reflect the sun's rays on to your skin, and the sun is more intense at high altitudes.

Dangers of UV rays



Sunburn and sun allergy are short-term risks of sun exposure.

Longer-term risks over decades include:

- rough and scaly pre-cancerous spots on the skin ([solar keratosis](#))
- skin cancer – both [melanoma](#) and [non-melanoma skin cancer](#)
- damage to the eyes from UV rays
- premature ageing and wrinkling of the skin

Preventing sunburn

Protect your skin from strong sunlight by covering up with suitable clothing, finding shade, and applying sunscreen.

In the UK, the risk of getting sunburn is highest from March to October, particularly from 11am to 3pm, when the sun's rays are strongest. You can also burn in cloudy and cool conditions, and from sunlight reflecting off snow.

Suitable clothing

When out in the sun for long periods, you should wear:

- a wide-brimmed hat that shades your face, neck and ears
- a long-sleeved top
- trousers or long skirts made from close-weave fabrics that don't allow sunlight through
- sunglasses with wraparound lenses or wide arms with the CE Mark and European Standard EN 1836:2005

Sunscreen

When buying sunscreen, make sure it's suitable for your skin and blocks both ultraviolet A (UVA) and ultraviolet B (UVB) radiation.

The sunscreen label should have:

- the letters "UVA" in a circular logo and at least 4-star UVA protection
- a sun protection factor (SPF) of at least 15 to protect against UVB

Most people don't apply enough sunscreen. Around 35ml (6–8 teaspoons) of sun lotion is needed to cover the body of an average-sized adult and achieve the stated SPF.

If sunscreen is applied too thinly, it provides less protection. If you're worried you might not be applying enough SPF15, you could use a stronger SPF30 sunscreen. If you plan to be out in the sun long enough to risk burning, sunscreen needs to be applied twice:

- 30 minutes before going out
- just before you go out



Apply it to all areas of exposed skin, including your face, neck and ears. Also apply it to your head if you have thinning or no hair, but wearing a wide-brimmed hat is better.

The length of time it takes for skin to go red or burn varies from person to person. The Cancer Research UK website has a handy tool where you can [find out your skin type](#) to see when you might be at risk of burning.

You need to use water-resistant sunscreen if you're exercising and sweating or in contact with water.

Apply sunscreen liberally, frequently and according to the manufacturer's instructions. This includes straight after you've been in water (even if it's "water-resistant") and after towel drying, sweating, or when it may have rubbed off.

Advice for babies and children

Babies younger than 6 months should be kept out of direct sunlight.

During warm, sunny weather in the UK, children of all ages should:

- cover up with long-sleeved shirts and long trousers or skirts
- wear a wide-brimmed hat that covers the face, neck and ears
- wear sunglasses that protect against UVA and UVB rays
- use sunscreen (at least SPF15) and reapply it regularly throughout the day
- spend time in the shade, such as under a tree or umbrella, or in a sun tent (particularly during the middle of the day)

## **cystitis**

Cystitis is inflammation of the bladder, usually caused by a bladder infection. It's a common type of urinary tract infection (UTI), particularly in women, and is usually more of a nuisance than a cause for serious concern. Mild cases will often get better by themselves within a few days. However, some people experience episodes of cystitis frequently and may need regular or long-term treatment.

There's also a chance that cystitis could lead to a more serious kidney infection in some cases, so it's important to seek medical advice if your symptoms don't improve.

The main symptoms of cystitis include:

- pain, burning or stinging when you pee
- needing to pee more often and urgently than normal
- urine that's dark, cloudy or strong smelling
- pain low down in your tummy
- feeling generally unwell, achy, sick and tired

Possible symptoms in young children include a high temperature (fever) of 38C (100.4F) or above, weakness, irritability, reduced appetite and vomiting.



## When to see your GP

Women don't necessarily need to see their GP if they have cystitis, as mild cases often get better without treatment. You can try the self-help measures listed below, or ask your pharmacist for advice.

See your GP if:

- you're not sure whether you have cystitis
- your symptoms don't start to improve within a few days
- you get cystitis frequently
- you have severe symptoms, such as blood in your urine, a fever or pain in your side
- you're pregnant and have symptoms of cystitis
- you're a man and have symptoms of cystitis
- your child has symptoms of cystitis

Your GP should be able to diagnose cystitis by asking about your symptoms. They may test a sample of your urine for bacteria to help confirm the diagnosis.

What causes cystitis?

Most cases are thought to occur when bacteria that live harmlessly in the bowel or on the skin get into the bladder through the urethra (tube that carries urine out of your body).

It's not always clear how this happens, but it can be caused by:

- having sex
- wiping your bottom after going to the toilet – particularly if you wipe from back to front
- inserting a tampon or urinary catheter (a thin tube inserted into the urethra to drain the bladder)
- using a diaphragm for contraception

Women may get cystitis more often than men because their anus (back passage) is closer to their urethra, and their urethra is much shorter, which means bacteria may be able to get into the bladder more easily.

Read more about the causes of cystitis.

Treatments for cystitis

If you see your GP with cystitis, you'll usually be prescribed antibiotics to treat the infection. These should start to have an effect within a day or two.

If you've had cystitis before and don't feel you need to see your GP, you may want to treat your symptoms at home.

Until you're feeling better, it may help to:

- take paracetamol or ibuprofen



- drink plenty of water
- hold a hot water bottle on your tummy or between your thighs
- avoid having sex

Some people find it helpful to try over-the-counter products that reduce the acidity of their urine (such as sodium bicarbonate or potassium citrate), but there's a lack of evidence to suggest they're effective.

If you keep getting cystitis, your GP may give you an antibiotic prescription to take to a pharmacy whenever you develop symptoms, without needing to see your doctor first. Your GP can also prescribe a low dose of antibiotics for you to take continuously over several months.

Read more about treating cystitis.

Preventing cystitis

If you get cystitis frequently, there are some things you can try that may stop it coming back. However, it's not clear how effective most of these measures are.

These measures include:

- not using perfumed bubble bath, soap or talcum powder around your genitals – use plain, unperfumed varieties
- having a shower, rather than a bath – this avoids exposing your genitals to the chemicals in your cleaning products for too long
- going to the toilet as soon as you need to pee and always emptying your bladder fully
- staying well hydrated – drinking plenty of fluids may help to stop bacteria multiplying in your bladder
- always wiping your bottom from front to back when you go to the toilet
- emptying your bladder as soon as possible after having sex
- not using a diaphragm for contraception – you may wish to use another method of contraception instead
- wearing underwear made from cotton, rather than synthetic material such as nylon, and not wearing tight jeans and trousers

Drinking cranberry juice has traditionally been recommended as a way of reducing your chances of getting cystitis. However, large studies have suggested it doesn't make a significant difference.

Interstitial cystitis

If you have long-term or frequent pelvic pain and problems peeing, you may have a condition called interstitial cystitis. This is a poorly understood bladder condition that mostly affects middle-aged women. Unlike regular cystitis, there's no obvious infection





in the bladder and antibiotics don't help. However, your doctor may be able to recommend a number of other treatments to reduce your symptoms.

Cystitis is an inflammation inside the bladder. It can affect any woman of any age, men and children can get it too, although this is less common. Cystitis can be very painful and distressing but it is not usually a danger to your health. Most attacks are caused when bacteria from the back passage enters the bladder through the opening the urethra. Because the opening to be bowel and bladder are so close together in women it is very easy for bacteria to pass from one to the other. Nonbacterial cystitis is the result of the bladder being irritated by perfumed soaps, bath additives, vaginal deodorants etc., also friction and bruising during sex. Tight underwear and trousers can also cause friction.

**Sign and symptoms can be one or more of the following:**

1. A burning feeling when you pass water, sometimes there can be blood in the urine or it may be cloudy.
2. A feeling that you need to pass water very frequently even though there may be hardly any urine to pass.
3. A dragging ache in the lower back abdomen.



### **Useful Websites/Links**

[Strains and Sprains](#)

[www.nhs.uk/conditions/sprains-and-strains/](http://www.nhs.uk/conditions/sprains-and-strains/)

[Back pain](#)

[www.nhs.uk/conditions/Back-pain/](http://www.nhs.uk/conditions/Back-pain/)

[Threadworms](#)

[www.nhs.uk/conditions/threadworms/](http://www.nhs.uk/conditions/threadworms/)

[Hay-Fever](#)

[www.nhs.uk/conditions/hay-fever/](http://www.nhs.uk/conditions/hay-fever/)

[Insect Bites and stings](#)

[www.nhs.uk/conditions/insect-bites-and-stings/](http://www.nhs.uk/conditions/insect-bites-and-stings/)

[Chicken Pox](#)

[www.nhs.uk/conditions/chickenpox/](http://www.nhs.uk/conditions/chickenpox/)

[Measles](#)

[www.nhs.uk/conditions/measles/](http://www.nhs.uk/conditions/measles/)



## Notes, Useful Numbers



## Notes, Useful Numbers



## Notes, Useful Numbers

