



***RIGHTS AND RESPONSIBILITIES OF  
PATIENT:***

The Contractor will always do their best for you.  
However they need your help to provide the best care for all patients.  
Please show your support by following these simple guidelines:

Please treat your doctor and their staff as you would expect to be treated by them—with politeness and respect.

Please cancel appointments that you cannot attend or no longer need—somebody else is always waiting.

Please think twice before calling a doctor to your home - is a visit really necessary?

Please do not expect a prescription every time you visit the surgery—good advice is often the best treatment.

Please remember that you can find basic health information elsewhere—for example your local pharmacist and Choices website-[www.nhs.net](http://www.nhs.net)

Please request your repeat prescriptions in good time - this will help avoid delays.

Please remember that doctors are only human—they cannot solve all your problems and some illnesses cannot be cured.

If you do have a genuine complaint, please contact the practice manager first. This is the quickest way to solve problems.

***ACCESS cont.....***

The NHS Central Register for England & Wales contains basic personal details of all patients who are registered with a General Practitioner. The Register does not contain clinical information.

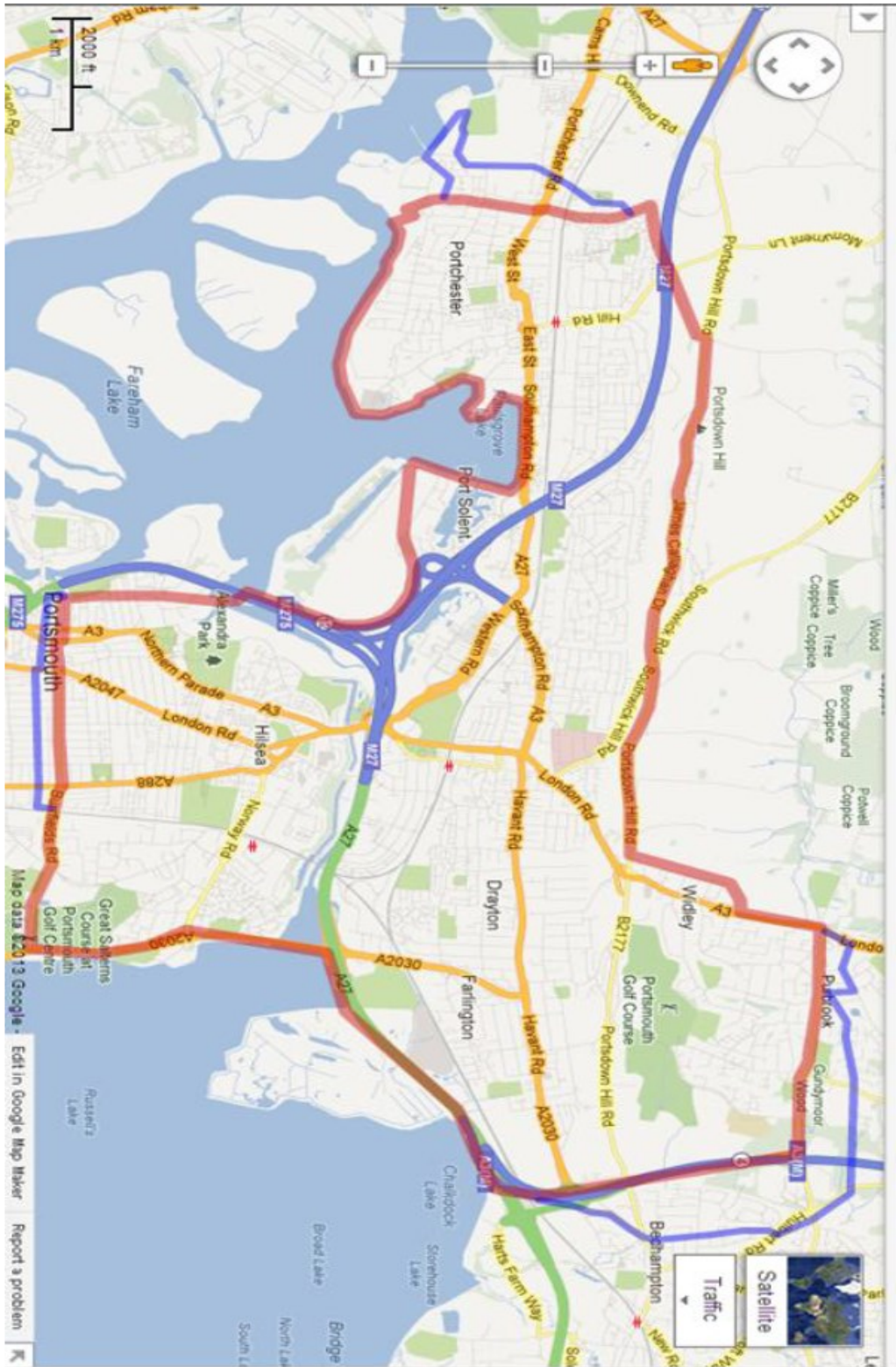
The patient has a right of access to his/her health records.

***EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.***

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interest. Whenever we can we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law.

***ANYONE WHO RECEIVES INFORMATION FROM US IS ALSO UNDER A LEGAL DUTY TO KEEP IT CONFIDENTIAL.***



We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date you raised it with us. A leaflet explaining the complaints procedure in detail is available from reception.

**TEST RESULTS**

Test results are available after 11.00am each day either by telephoning the surgery or in person at reception. Please note that test results can only be given to the person concerned (except in the case of minors).

**WHO HAS ACCESS TO PATIENT INFORMATION:**

The contractor handles all patient information in line with Department of Health guidelines, The Caldicott Report and the Data Protection Act.

We ask you for information so that you can receive proper care and treatment

We keep this information, together with details of your care, because it may be needed if we see you again.

We may use some of this information for other reasons: for example to help us protect the health of the public generally and to see that the NHS runs efficiently; to plan for the future; to train staff and account for actions taken.

Sometimes the law requires us to pass on information: for example to notify a birth.

### ***VIOLENT AND ABUSIVE PATIENTS:***

In the event of any aggressive or violent behaviour, either verbal or physical, the Police will be called and you will be removed from the premises. You should also be aware that as a result of such behaviour you may be denied any future access to this surgery.

We have a policy regarding this subject which is available on request.

### **TREATING MINOR ILLNESSES**

#### ***Sore Throats***

Most sore throats are caused by a viral infection which antibiotics cannot cure. With simple treatment the patient normally gets better in four or five days. Tonsillitis usually starts with a sore throat, which causes pain on swallowing. There may be fever, it might be possible to see white spots on the tonsils and glands in the neck may be swollen and painful. A hoarse voice, dry cough and sore throat indicate a viral laryngitis.

#### ***Treatment***

ADULTS - Aspirin 2 x 300mg or paracetamol 2 x 500mg, gargle and swallow four times a day. Drink plenty and take steam inhalations.

CHILDREN - Paracetamol liquid (Calpol or Disprol) and plenty of drinks. Make an appointment to see your doctor if the sore throat is getting worse after two days, or if the patient complains of earache



***NORTH  
HARBOUR  
MEDICAL  
GROUP***

**NORTH HARBOUR MEDICAL GROUP  
Cosham Health Centre  
Vectis Way, Cosham Portsmouth PO6 3AW  
Telephone: (023) 9238 1117**

Our Practice covers the following areas & postcodes:-

**South**—Burrfields Road/Anchorage Park to A2030 (Eastern Rd) - East and through Stubbington Avenue/Angerstein Road/Knox Road—west.

*Outer Boundary—Mayhall Rd/Laburnum Grove/Derby Rd/Lower Derby Road.*

**East** - A3M is our boundary

*Outer Boundary—Bedhampton Hill Road (to roundabout)/Maylands Road/Wigan Crescent/Scratchface Lane (as far as Park Side)/Hulbert Road to Mitchell Road/Purbrook Way (not including Winchfield Cres)*

**West** - Dore Avenue/Danes Rd/Cornaway Lane, Portchester.

*Outer Boundary— Upper Cornaway Lane/Northfield Park/Rockingham Way/Hatherley Close/Quintrell Ave/Cranleigh Rd/Heritage Gardens & New Wicor Estate.*

**North** - Ladybridge Road/Stakes Rd/Purbrook Way (going east) and Portsdown Hill Road and James Callaghan Drive (west).

*Outer Boundary—Stakes Road/Park Farm Rd/Shafesbury Ave/Park Farm Road incl Aldermoor Rd/Westbrook Grove & Ivy Court.*

*Postcodes include PO2; PO6; PO9; PO16 and PO 17.*

## ***Stuffy or Runny Nose***

The common cold usually starts with a hot feeling in the back of the throat. The patient feels unwell and aches, and the nose starts running with clear liquid which becomes a thick yellow discharge after three or four days. **Antibiotics do not help.**

### *Treatment*

As for a sore throat, add menthol or Friar's Balsam to the steam inhalations and inhale for 10 minutes three times a day. Babies and young children often have repeated colds. This helps them build up resistance to infection. They cough because of the discharge from the nose down the back of the throat. Do not give cough linctuses. Try 1/2% Ephedrine nose drops in each nostril before bed.

## ***Coughs***

If dust or food enters the air passages, coughing acts as a protector. It also prevents mucus from causing infection on the chest. To suppress this action with cough mixtures can cause more harm than good.

### *Treatment*

The best treatment is steam inhalations. Raise the foot of the child's cot or remove the patient's pillow to help prevent mucus running into the air passages. For dry coughs in adults a sedative linctus can be bought from the chemist. Make an appointment to see the doctor if coughing continues for more than a week or two after a common cold has cleared up or if breathing is accompanied by pain in the chest or shortness of breath, or if coughing produces a yellow or green sputum, which may mean the lower air passages are infected.

# **WELCOME TO NORTH HARBOUR MEDICAL GROUP**

**www.northharbourmedicalgroup.nhs.uk**

## ***HEALTH VISITORS***

Health visitors are qualified nurses with special training and experience in child health, health promotion and education. They offer support and advice to families, especially those with babies and young children, to avoid illness and stay healthy.

They aim to promote the health of the whole community. The health visitor will contact you before your baby is born, and then visit after you have been discharged by the midwife. The health visitor works within a team including GPs, registered nurses, nursery nurses and support workers.

## ***CONFIDENTIALITY***

All staff and doctors working in the same practice are bound by strict rules regarding confidentiality of patient details and records.

## ***PRACTICE COMPLAINTS PROCEDURE***

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria. Complaints should be addressed to Mrs Pauline Cook or any of the doctors in the first instance.

## **THE DOCTORS**

<b>Dr Catherine Causer</b>	MBBS 1992 MRCGP DRCOG DFFP JCPTGP	(F)
<b>Dr Shishirkant Choudhary</b>	MB BS GM (India) MRCGP	(M)
<b>Dr Michaela Whyte-Venables</b>	MB BS MRCGP DRCOG DFFP	(F)
<b>Dr Natasha Chhabda</b>	MBBS 1985, MRCGP MRCOG DFFP	(F)
<b>Dr Maryam Brady</b>	BM 2003 MRCGP 2012	(F)

## **PRACTICE MANAGER - Mrs Sue Crook Operations Manager Mr Simon Evans**

The Practice Manager is the administrator of the practice and will be able to help you with any administrative or non-medical aspects of your health care and is also available to discuss complaints procedures and invite suggestions for any improvement.

## **PRACTICE SIZE**

9700 registered patients.

## **INTRODUCTION**

This publication will help you find out about the services we offer and how to get the best use from our facilities. It contains information about our nurses, health visitors and midwives and gives details of surgery times and clinics held at the practice. Please make yourself familiar with the information it contains. Cosham Health Centre is one of the early purpose-built health centres. It provides a full range of general family health services for the surrounding area. We offer a wide variety of up-to-date diagnostic and therapeutic services in a friendly environment. The centre is situated in Vectis Way, Cosham, very close to the High Street. Car parking is at a premium and there is only sufficient space for genuine visitors to the health centre. There is suitable access for the disabled i.e. ramp and lift.

*The name of the Contractor*

North Harbour Medical Group  
Cosham Health Centre  
Vectis Way, Cosham  
Portsmouth PO6 3AW  
Tel: 023 9238 1117

Generic email—mail.J82114@nhs.net

Prescription requests—  
Px.prescription@nhs.net

*This partnership is not a limited partnership.*

***Please note telephones calls to the practice may be recorded for monitoring ,training and quality purposes***

*Practice Nurses:-*

Sally Davies RGN H.Ed Cert  
Sarah Konig RGN Diploma Nursing  
Karen McDermott RGN Diploma Nursing

Health Visitors Number 0300 123 6629

*Please note we are not a Teaching or Training Practice.*

## ***CONTRACEPTION***

We offer a comprehensive range of contraceptive services.

You can make an appointment with your doctor to discuss what form of contraception would be most suitable for you.

## ***CERVICAL SMEAR TEST***

Smears for women involve a simple quick test to check for changes which occur at the neck of the womb before cancer develops. These changes can normally be treated in an outpatient clinic. We recommend that all women between 25 and 64 should have regular smear tests. All patients who are eligible for this test are informed by letter. If you think you are due to have a test and have not been called please let us know. We prefer to do the test ourselves and this can be carried out by our trained practice nurses.

## ***MATERNITY CARE***

Antenatal and postnatal care in pregnancy is provided by all the doctors in conjunction with the midwives. In nearly all cases most of your antenatal care will be carried out in the practice by the doctors or midwives. Please tell the receptionists when making your appointment that it is for an antenatal or postnatal check up.

## ***COMMUNITY/DISTRICT NURSES***

The district nurses can help with patients confined to bed/home and those discharged from Hospital who will need nursing care and treatment.



## ***Diarrhoea***

In adults diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding it a solution of cooled, boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

### *Treatment*

The symptoms can usually be eased by drinking clear fluids (not milk), or by medicines containing codeine. Oral rehydration fluid (Dioralyte/Rehidrat) can be used.

## ***Stomach-ache***

Most attacks are not serious and are usually caused by indigestion or wind.

### *Treatment*

A hot water bottle will often relieve symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water.

## ***Head Lice***

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene.

## **ADMINISTRATION**

Housing Department...City Council.....9283 4556  
Social Services....Children & families.....9283 9111  
Older persons.....9289 3800

## **ADVICE & SUPPORT**

Alcoholics Anonymous.....0800 917 7650  
Carers Helpline.....0845 722 1122  
Childline.....0800 1111  
Drug & Alcohol Advice.....9229 4573  
Samaritans.....9269 1313  
Help In Bereavement.....9266 8884  
Police.....101

*CCG*  
*NHS Portsmouth CCG Headquarters*  
*4th Floor*  
*1 Guildhall Square*  
*Portsmouth*  
*PO1 2GJ*

Tel: 02392 899500

### *What to do next*

1. Contact the registrar's office to make a suitable appointment.
2. Take the doctor's death certificate to the Registrar's office for the area in which death took place; also take the deceased's medical card if available.
3. After collecting green form from the Registrar, take it along to the funeral director or telephone for a home visit; they will take over complete responsibility for arranging the funeral.
4. Following a death reported to HM Coroner contact the funeral director as soon as possible—do not wait for a certificate to be issued.

## ***USEFUL TELEPHONE NUMBERS***

### **HOSPITALS**

Queen Alexandra.....	9228 6000
St Mary's.....	9228 6000
St James'.....	9228 6000
Southampton General.....	8077 7222
Spire Havant.....	9245 6000

### **OTHER HEALTH SERVICES**

Health Visitor - North Team

Medicated head lotion can be obtained from the chemist without prescription.

### ***Chickenpox***

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

#### *Treatment*

Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### ***German Measles (Rubella)***

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies, and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

## ***REPEAT PRESCRIPTIONS***

All our repeat prescriptions are on computer and any patient who is on long term medication will be given a computerised request slip listing every item that they are allowed to order without seeing their doctor. Requests can be made by ticking any item you require: either send the request in by post or place in the letter box at the front of the reception desk. We do not take prescription requests by telephone as this can lead to dangerous errors. Please allow three working days before collection or, alternatively, if a stamped addressed envelope is provided the prescription will be sent back to you. There are also collection arrangements with the local pharmacies, but we would stress this is an arrangement between the patient and the pharmacy.

## ***CHILDREN'S VACCINATIONS AND IMMUNISATIONS***

These routine procedures are carried out in the treatment room on Tuesday afternoons from 1.30pm—3.30pm. Please book an appointment.

*District Nurses:-*

North Team

*Midwives:-*

North Team

## ***RECEPTION***

The reception staff are here to help you and are your link with the rest of the Health Care Team. They have a difficult task dealing with telephone calls and enquiries coming from every direction.

When you telephone for medical attention the receptionist may need to ask one or two questions in order to prioritise the degree of urgency, but the information you give will always be treated in confidence as they are bound by the same rules of confidentiality as Doctors and Nurses.

## ***HOW TO REGISTER***

When requesting to register with the Contractor, you must be living within the boundary area of the practice. You will be given a practice leaflet with all relevant information regarding this practice. Registration forms and a consent form will need to be completed by applicants. Please note you may be asked to provide identification such as a passport and proof of address. The forms should then be returned to the practice for acceptance.

We are keen to maintain a system where you, the patient, see a specific Doctor who knows about you, particularly when you need to attend frequently with health problems. It allows the Doctor to continue your care efficiently, handle results and information about you, and deal with enquiries from other health professionals on your behalf. This Doctor will also be available to deal with any difficulties which arise with your care within the practice. Over the last 20 years we have proved that this system works well for patients and practice alike.

In accordance with current Government requirements and our NHS Contract. All patients are required to have a named GP.

Therefore, as a patient, you will see no change with our current system as you are aware of our personal list system and new patients are allocated a GP at registration.

## ***URGENT CASES***

If you have a medical problem which will not wait for a routine appointment, please tell the receptionist. She may ask for some indication of the problem to make sure your case is dealt with appropriately. You will usually be seen at the end of surgery if available slots are booked or you will be seen in our triage session by the practice nurse in the treatment room who will assess the situation and take the necessary course of action.

## ***HOME VISITING***

Home visits are costly, time consuming and not always the best use of the doctor's time. The doctor can see about six patients in the surgery in the time it takes to do one average home visit. We would ask, therefore, that patients do not make excessive use of requests for home visits, especially out of hours, and attend for treatment at the health centre whenever possible.

**Please telephone the receptionists before 10.00am to request a house call whenever possible.**

## ***TELEPHONE ADVICE***

The doctors are usually available after morning surgery, 12 noon—12.30pm should you wish to talk with one of them on the telephone. At other times they may be busy and the receptionist will suggest an alternative time to ring. Interruptions during surgery are disruptive for both doctors and patients and for this reason the receptionists have been asked not to disturb consultations with non-urgent telephone calls.

## ***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. *Immunisation can prevent this disease.*

## ***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 to three days before the swelling appears until eight to ten days after that date. If the pain is severe you should consult your doctor.

## ***Warts and Verrucae***

The common wart, which is known as a verruca if it occurs on the foot, is caused by a virus which infects through a small break in the skin. Warts are particularly common in children and young adults and may last for 18 months or two years. During that time the body is slowly developing immunity to the wart virus. Treatment is unnecessary unless the wart is causing considerable discomfort. For swimming and communal showering it is not necessary to wear verruca socks. A small patch of @Sleek@ or similar sticky plastic dressing will be sufficient to cover the affected area.

## ***What To Do In Time Of Bereavement***

### ***If Death Occurs At Home***

1. Telephone the doctor, who will visit to confirm death has taken place.
2. Doctor will issue a certificate or tell you where and when it can be collected.
3. Contact funeral director who will visit and take the deceased into their care.

### ***When Death Occurs in Hospital***

1. Contact funeral director as soon as you can to inform them that their services will be required.
2. Telephone hospital administrator to arrange collection of doctor's death certificate.
3. Tell administrator (if you can) whether deceased is for cremation or burial.

### ***When Death is Sudden Or as a Result of an Accident***

1. If at home telephone the doctor who will confirm that death has taken place.
2. Doctor will contact the local Police/Coroner's office.
3. The Police will need to contact the funeral director. You will be asked if you have any preference; if not, the duty one will be called. Please remember the duty funeral director is acting for the Coroner at this time—the final choice is yours.
4. Contact the funeral director of your choice as soon as you can for further advice.

### ***Menthol Crystals***

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

### ***Vapour Rub***

Again for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on chest and nose.

### ***Ephedrine Nose Drops***

For runny noses in children over one year old. Use before meals and at night but not for more than seven days.

### ***Antiseptic Cream***

For treatment of septic spots, sores in the nose and grazes.

### ***Calamine Lotion***

For dabbing (not rubbing) on insect bites and stings and sunburn

### ***Dressing Strips***

For minor cuts.

### ***Cotton Wool***

For cleaning cuts and grazes.

## **THE FAMILY MEDICINE CHEST**

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illness.

***Keep them in a box or cupboard with a lock or store them well out of reach of children.***

### ***Aspirin/Paracetamol Tablets***

For adults and children over 16. Good for headaches, colds, temperature, sore throats and painful bruises.

### ***Paracetamol Mixture (eg Calpol or Disprol)***

For relief of pain or fever in very young children.

### ***Simple Cough Linctus***

For dry or painful coughs, but not coughs producing phlegm.

## ***THE TREATMENT ROOM***

The practice nurses are available in the treatment room by appointment. Among the services the nurses will give advice on are:

- Heart disease prevention
- Blood pressure monitoring
- Diabetes
- Smoking Advice
- Minor Ailments and injuries
- Weight Control
- Cervical Cytology
- Electrocardiographs
- Asthma/lung function screening
- Family Planning
- Post-op wound care and removal of sutures
- Minor Surgery
- Cryotherapy

## ***OUT OF HOURS-111***

The out of hours service is commissioned by NHS Portsmouth between the hours of 6.30pm and 8.00am, weekends and bank holidays. This service is for emergencies only that will not wait until the Surgery reopens. To access this service in an emergency please telephone the usual surgery number and listen carefully to the recorded message or dial 111. Thank you for your co-operation.

## ***APPOINTMENTS***

All surgery consultations are by appointment and should be made at reception in person or by telephoning **9238 1117** during normal surgery hours. Please book well in advance for a routine appointment. If you cannot attend please notify us; we can then offer that appointment to another patient. Children under 16 should be accompanied by an adult. A wide range of appointment times are available for morning and afternoons Monday-Friday for each GP.

Any patient registered regardless of whether they have been seen in the last three years will be offered a consultation or a home visit if appropriate.

## ***DISABLED PATIENTS***

The Cosham Health Centre provides suitable access for disabled patients with the use of a lift, or ramp which leads into the premises via automatic doors.

## ***EMERGENCIES***



Should a life-threatening emergency occur (ie collapse, loss of consciousness, fitting, severe chest pain, difficulty in breathing or haemorrhage) the receptionist may advise a 999 call for an ambulance. The doctor will try and visit as soon as possible but the ambulance will have full life support facilities.