

Southfields Group Practice



Est 1914



492 Merton Road, Wandsworth, London SW18 5AE

Tel: 020 8875 5429

Fax: 020 8875 0489

E-mail: administration.sgp@nhs.net

Website: www.southfieldsgprpractice.co.uk

Let Revelstoke
Pharmacy Make
life a little easier



- Repeat Prescriptions Collected and Delivered To Your Door
- Homeopathic Remedies
- Medicine and Health Advice
- Delivery Service Available To All Patients
- Open Saturdays till 1.00pm
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- Computerised Medication Records

492A Merton Road
SW18 5AE

Tel: 020 8704 0582

SOUTHFIELDS GROUP PRACTICE

We are a locally well known and popular four-partner practice based in the pleasant residential area of Southfields and Wimbledon Park. We now occupy new purpose-built premises at the junction of Revelstoke Road and Merton Road. The surgery has disabled access, including automatic doors at the entrance, toilets and lift access to the consulting rooms on the first floor.

DOCTORS

- Dr Margaret H Neil** (F) MBBS DRCOG FPA (Cert) London 1980
Dr Harinder S Kooner (M) MBBS DRCOG MRCGP JCC (Cert) London 1985
Dr Andrew J Deuchar (M) MBBS MRCGP Dip Occ Med London 1990
Dr Frank T Auty (M) BMBS MRCGP Nottingham 1990
Dr Kerry Thompson (F) MBChB MRCGP DFFP DCH DRCOG Manchester 1994
Dr Philippa Hayes (F) MBBS MRCGP DRCOG DFFP BSc (Hons) London 2000

OPENING HOURS

The surgery doors are open from **Monday to Friday 8.00am to 6.30pm** (core hours). During these hours our phone lines are open (020 8875 5429) and we offer a full range of services by appointment.

We also offer **extended access appointments** for patients who find it difficult to attend the surgery during the above core hours because of work commitments. These are available at the following times:

- Monday to Friday: 7.30 to 8.00am (GP appointments)
Monday to Thursday: 6.30 to 8.00pm (GP appointments)
Saturday: 8.00 to 10.30am (GP & practice nurse appointments)

Please note that the surgery is **only open for patients with pre-booked appointments during the extended access periods**. As the surgery operates with reduced staffing levels during the extended access periods, entry to the building is controlled by entryphone and will only be possible for patients with appointments. If you have an urgent medical problem at any time outside of our core hours of 8.00am to 6.30pm Monday to Friday, please follow the out-of-hours instructions below.

OUT OF HOURS

Should you need urgent medical attention outside of core surgery hours (Monday to Friday 8.00am to 6.30pm), please call Harmoni GP service on 0845 602 6292. If you need telephone medical advice or are uncertain if your condition needs urgent medical attention or which service to use, please call NHS Direct on 0845 4647 or use the NHS Direct Website www.nhsdirect.nhs.uk which contains extensive self help advice and a symptom sorter.

There is a walk-in centre at St George's Hospital, Tooting which is open from 7.00am to 10.00pm daily (telephone 020 8700 0505).

There is a minor injuries treatment centre at Queen Mary's Hospital, Roehampton, which is open from 8.00am to 7.30pm daily (telephone 020 8487 6499/6999). Please note that this service does not see children less than two years of age.

Accident and Emergency units are situated at:

St George's Hospital, Blackshaw Road, Tooting, London SW17 0QT

Tel: 020 8672 1255

Kingston Hospital, Galsworthy Road, Kingston, Surrey KT2 7QB

Tel: 020 8546 7711

Chelsea & Westminster Hospital, 369 Fulham Road, London SW10 9NH

Tel: 020 8746 8000.

URGENT CARE SERVICE

There is an urgent GP service held at the Brocklebank Health Centre from 12 noon to 6.00pm on Saturdays and Sundays. Please note:

- Urgent care only (**After 6.00pm ring 0845 602 6292 for urgent care.**)
- A single GP who will NOT have your medical records available
- This is not for Accident and Emergency (use St George's or Chelsea and Westminster)
- Walk-in for an appointment, on-the-day only
- Repeat prescriptions NOT available

This service is only for patients of the following surgeries:

Brocklebank Group Practice

Elborough St Surgery

Dr Haider

Southfields Group Practice

Triangle Surgery

Wandsworth Medical Centre

The Earlsfield Practice

St Paul's Cottage Surgery

PRACTICE STAFF

PRACTICE MANAGER

Mrs Gaynor Llewellyn is the practice manager and is responsible for the administration of the practice. If you have any suggestions which may help improve our service to you, or any complaints about any aspects of the medical practice, please do not hesitate to contact her.

PRACTICE NURSES

The practice nurses offer a comprehensive range of nursing procedures. Alongside general nursing services such as ear syringing, vaccinations, wound dressing and health screening clinics, they offer a range of more specialised clinic appointments, for example: asthma, diabetes, coronary heart disease, smears and family planning. The practice also runs a full travel clinic service where patients can be given travel advice, vaccinations (there is a charge for some) and any travel certificates that may be required.

We are also a registered yellow fever vaccination centre.

ALL NURSING SURGERIES ARE BY APPOINTMENT SESSIONS ONLY.

COMMUNITY NURSING TEAM

The district nursing team is based on site. The direct line telephone number is 020 8875 5426.

PRACTICE STAFF

There is a full complement of reception staff, practice secretaries, computer operator and attached district staff. All our staff are here to help you and are pleased to do so. You may on occasion be asked for medical information in order for staff to assist you. All information given to a member of staff will be treated in confidence as all staff are bound by the same code of conduct as the doctors and nurses.

CONSULTATIONS ARE BY APPOINTMENT ONLY

To make an appointment either call into the surgery or telephone between the hours of 8.00am and 6.30pm, or you can apply for a pin number from reception which will enable you to register with the practice website and book appointments online.

There is a duty doctor on-call every day to see patients who consider their ailment to be an emergency; the duty doctor will only deal with one problem and a routine appointment should be booked for anything that is not an emergency.

We ask that patients who require a routine appointment do not book to see the duty doctor as they could potentially prevent a patient with a real medical emergency from being seen. It may not always be possible for you to see the doctor of your choice. However, every effort will be made to accommodate your request.

If you require advice but do not feel that you need to see a doctor or nurse, please telephone the surgery to leave your name, telephone number and the reason for your call and one of our clinicians will call you back as soon as they are able.

For an emergency appointment on the same day, please try to contact the surgery as early as possible on the day.

ACUTE EMERGENCY CASES WILL ALWAYS BE ACCOMMODATED.

New patients who wish to register with the practice should collect a registration pack from the ground floor reception and complete the FP1 form immediately. An appointment will then be made with the health care assistant for a New Patient Medical. Failure to attend this appointment will result in a letter being sent, requesting that another appointment be made. If a subsequent appointment has not been arranged and attended within three months, the patient will be asked to register with another practice.

HOME VISITS

Home visits are made at the discretion of the doctor. If you are genuinely too ill to attend the surgery, please telephone before 11.00am to enable the doctor to plan his/her rounds. Please give all the details to the receptionist as this will help to determine the priority.

If you need to see a doctor IMMEDIATELY, tell our receptionist and the doctor will be informed. Please remember that a more complete and effective consultation can be done in the surgery with the benefits of our modern equipment and the help of our nursing staff. So always try to attend the surgery.

REPEAT PRESCRIPTIONS

Repeat prescriptions are normally for people on long-term treatment. Requests for prescriptions should be made using a computer repeat form, calling at the surgery or submitted in writing giving full name, address and exact details of medication required. We are also happy for patients to post repeat prescription requests to the surgery and to enclose stamped, addressed envelopes for their return.

You can also request a pin number from reception which will enable you to register on the practice website and request prescriptions online. Telephone requests are only accepted from patients who are housebound.

PLEASE ALLOW TWO WORKING DAYS FOR ALL REPEAT PRESCRIPTIONS TO BE PROCESSED.

SICK CERTIFICATES

An NHS certificate is not needed if you are off work for less than seven days (including weekends). This period is covered by a self-certificate available from your employer. You only need to see the doctor if the absence is for longer or if your employer requires a private certificate for which a charge is payable.

NON-NHS SERVICES

Some services are not covered by the NHS and a charge is payable - eg:

SPORTS, PRE-EMPLOYMENT AND HGV MEDICALS
PASSPORT SIGNING
BUPA/PPP VERIFICATION
PRIVATE SICK NOTES FOR FIRST WEEK OF ILLNESS
PRESCRIPTION FOR MEDICATION TO BE TAKEN ABROAD
VACCINATION CERTIFICATES

A list of BMA-recommended fees is available at reception. Several of the partners see private patients by appointment. A practice newsletter is available each quarter from reception. This can also be viewed on the practice website.

TEMPORARY RESIDENTS

We are happy to see friends or relatives who are staying with you if they become unwell.

CHANGE OF NAME AND ADDRESS

It is very important that you inform us if you change your name and address to enable us to keep our records up to date. Please also include your telephone number. If you move outside our practice area you will have to register with a new practice.

PRACTICE CHARTER

OUR SERVICE TO YOU

As a patient of this practice you can expect:

1. To be seen the same day for conditions you and a doctor agree are urgent.
2. To have a telephone consultation or see a healthcare professional within 48 hours for non-urgent conditions.
3. To have your records treated confidentially, subject to your wish to have relatives and friends informed of the progress of your treatment.
4. To be seen at home at the doctor's discretion.
5. To have your long-term medication and treatment reviewed at agreed intervals.
6. To be informed (through leaflets etc) of the practice's services and how best to use them.
7. To receive health care in clean, comfortable and appropriate surroundings.
8. To be treated with courtesy.

HELP US TO HELP YOU

As a patient of this practice we expect you:

1. To treat the doctors and practice staff with courtesy. The partners will not tolerate violence and/or abuse directed at any member of the practice team or service users; behaviour of this nature will result in your immediate removal from the surgery list.
2. To be punctual for your appointment time.
3. To give the practice as much notice as possible if you are unable to keep a booked appointment.
4. To make more than one appointment if more than one person needs to be seen.
5. To be prepared to make further appointments if you have numerous or complicated problems.
6. To be patient if appointment times are running late - it may be you who needs the extra time on another occasion.
7. To ask for a home visit only if the illness prevents you from attending the surgery - children can usually be safely brought to the surgery.
8. To only contact the doctor out of surgery hours in cases of an emergency which cannot wait until the next working day.
9. To give two working days' notice of repeat prescriptions/medication you may need.

COMPUTERS

The practice is computerised and certain details of your medical records are kept on computer. These are strictly confidential and the practice is registered under the Data Protection Act 1998.

COMPLAINTS

We aim to provide the best possible service to our patients but misunderstandings do sometimes happen. Please feel free to discuss any concerns AT THE TIME THEY OCCUR. We aim for a speedy resolution of problems to a mutual satisfaction. The doctors and practice manager are available to discuss any problems.

Complaints should be submitted in writing to Mrs Gaynor Llewellyn, practice manager. This can be done by letter, or completion of a form available from the receptionist. However, if you wish to speak to someone directly, please let the receptionist know and this will be arranged.

We would also like to hear your suggestions about how we can improve our service to you, or if you think we have provided a good service.

Your feedback is very important to us.

CONFIDENTIALITY OF MEDICAL RECORDS

Your medical record is a lifelong history of your consultations, illnesses, investigations, prescriptions and other treatments.

Your GP is responsible for the accuracy and safekeeping of your medical record, whether it is a paper or computer-held record. Computerised records are covered by the Data Protection Act and subject to the conditions therein. You can help to keep this information accurate by informing your GP of any change in your name, address, telephone number or marital status, and by ensuring your GP is informed about any changes in your health, or the treatment that you receive.

If you move to another area or change GP, your medical records will be sent to the appropriate Health Authority to be passed on to your new practice. However, a copy of all computer entries made onto your record during the time you were registered will be retained by this practice.

You have a right to keep personal health information confidential between you and your GP. Your GP will normally share this information with others involved in your health care, unless you ask them not to (see next page). Even if you are under 16, nothing will be said to anyone - including parents, care workers or teachers - without your permission.

How can I find out what is in my medical record?

We are required by law to allow you access to your medical record. If you wish to see your records, please contact the practice manager for further advice. All requests to view your records should be made in writing. We charge a small fee to cover administrative costs. We have a duty to keep your medical record accurate and up to date. Please inform us of any errors of fact that have been made over the years.

What we will not do

To protect your privacy and confidentiality, we will not normally disclose any of your medical information over the telephone or fax, unless we are sure that we are talking to you. We will not disclose any information to your family, friends or colleagues about any medical matters at all, unless we know that we have your consent to do so.

Furthermore, practice staff have been instructed not to disclose any patient information over the phone. Please do not ask them to do so.

If you have any queries, comments or complaints about privacy, confidentiality or the content of your medical record, please contact the practice manager.

Who could see my records?

Doctors
Practice Nurses
Health Visitors
District Nurses
Midwives
Health Care Assistants

Therapists
Medical Technicians
Pharmacy Advisers
Clinical Auditors

GP Registrars
Medical Students

Practice Staff

Government

Law Courts

Why?

To provide health care and treatment. It is our policy to have a single medical and nursing record for each patient. We firmly believe that this offers the best opportunity to deliver the highest quality of care from a modern primary care team. Therefore, access to records will only be given to those professionals involved in the treatment or investigation of your health needs.

Access to records will only be given to those professionals directly involved in the treatment or investigation of your health needs or those carrying out essential clinical audit or research.

Some practices are involved in the teaching and training of doctors and medical students. If you see a medical student or GP registrar during your consultation, they may be given supervised access to your health records.

Practice staff have access only to such information that they need to perform their role within the practice, informing the Health Authority of registration and claim details, and performing various administrative tasks.

We are required by law to notify the Government of certain infectious diseases for public health reasons.

The law courts can insist that doctors disclose medical records. When we are asked for medical reports from solicitors, we will only provide them if we can obtain signed consent to disclose information from the patient or if they are released under a court order.

Health Authority

We provide them with limited information so that they can organise national health care programmes such as childhood immunisations, cervical smear tests and breast screening. GPs also inform Health Authorities of registration changes and certain procedures that they will carry out on patients.

Social Services
The Benefits Agency
Local Authorities and Other
Statutory Authorities

We would not normally disclose any information without your signed consent. This is sometimes needed in order for benefits or other support to be provided.

Life Assurance Companies

We provide information only when we have received your signed consent to do so.

In case of a medical emergency, relevant information may be passed on to other health care workers. Confidential information may also be passed on to protect you or someone else from serious harm, but we will always attempt to discuss this with you first.

Anyone authorised to see your medical records has a legal, ethical and contractual duty to protect your privacy and confidentiality.

Statistical information on the quantity and quality of health care provision and need is collected in anonymity from your medical record to help us to plan and manage the NHS. This is essential if we are to ensure we attempt to match our resources to the public health needs. It also helps us to review the standard of care provided and to train and educate staff and undertake research approved by the local Research Ethics Committee.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

In the event that you are unhappy with any of our services, or require information on other local services, please contact:

Wandsworth PCT
Wimbledon Bridge House
Hatfield Road, London SW1G 3RU
Tel: 020 8812 7600/020 8812 7780
ww.wandsworth.nhs.uk

Southfields Group Practice has a close working relationship with all of the pharmacies within the practice area, who also offer a prescription collection service.

WHEN TO PROTECT YOUR CHILD

At 2 months	DTaP/IPV/Hib + Pneumococcal Vaccine	Pediacel Prevenar
At 3 months	DTaP/IPV/Hib + MenC	Pediacel
At 4 months	DTaP/IPV/Hib + Pneumococcal Vaccine + MenC	Pediacel Prevenar
At 12 months	Hib/MenC	Menitorix
At 13 months	MMR 1st dose + Pneumococcal Vaccine	Prevenar
At 18 months	MMR 2nd dose	
3 years 4 months - 5 years	DTaP/IPV	Pre-school Booster Repevax
girls 12-13 years (cervical cancer)	HPV (Human papillomavirus types 16+18)	one injection
14 - 18 years	Tetanus Diphtheria Polio	one injection

If your child has missed any of the above currently recommended immunisations, or started them late, don't worry. Your doctor will tell you how to fit them in so that your child is fully protected.

VACCINATION REACTIONS

These are normal reactions after receiving injections for immunisations against any illness and will occur in adults and children alike. They can take two forms:

1. Pain, redness and swelling at the site of the injection. This can be relieved by the application of an ice-pack (a half pound bag of frozen peas wrapped in a tea towel makes a convenient ice pack).
2. A cold-like illness which can occur up to 10 days after the vaccination is given and up to four weeks after MMR. Treat as for 'common cold' in the next section.

SELF TREATMENT OF MINOR ILLNESSES

Many illnesses can be safely managed at home with sound advice and simple remedies available over the counter at chemists or at most large supermarkets. Often these illnesses are caused by viruses and do not require antibiotics (which do not help these infections in any case).

SORE THROATS

These are, in the main, caused by viruses and do NOT require antibiotics. They often take a day or two to develop and are at their worst around the second and third day of the illness, after which they should begin to settle. If they are not showing signs of easing then consult the doctor. Treat by taking cold drinks, ice cream or sucking lollipops or ice. Older children (over 16 years of age) and adults should take soluble aspirin in preference to paracetamol. Dissolve two tablets in a small amount of water and gargle before swallowing. Repeat at four to six hourly intervals.

EARACHE

Earache is not always due to an infection in the ear and can occur as part of a sore throat or simple cold. Follow general advice and give the correct dose of paracetamol regularly for pain. Do not put drops in the ears. If earache persists AND the patient is unwell (high temperature, crying etc) then consult the doctor.

COMMON COLD

Even in this day and age there is no magic cure for the common cold, which can cause fever, sore throat, earache, catarrh, cough, etc. Any catarrh, while initially clear and watery, will become green/yellow after a few days. This is normal.

Remedies include:

- a) Steam inhalation: breathing steam from a bowl of hot water with a towel over your head. You do not have to add anything to the water. For young children, boil pans of water in the kitchen or run a hot bath to make the bathroom steamy (remember to close windows and doors).
- b) Decongestants: For children over three months of age, try Karvol, Snuffle Babe, Vick or similar products. Adults may prefer to use a nasal decongestant such as Otrivine which is available over the counter at the chemist. However, nasal decongestants should not be used for more than seven days.
- c) Cough mixtures: These are usually available either over the counter at the chemist, or can be made up at home using freshly squeezed lemon juice, warm water and a teaspoonful of honey to sweeten.

Remember coughs are usually caused by catarrh and do not necessarily mean that the patient has a chest infection; they are a protective reflex to keep the lungs clear. Coughs often persist after the cold is better and may last for an additional week or so, especially if the patient or his family are smokers. If the patient is generally well and the temperature is not persistently high then there is no need to see the doctor.

NB: children whose parents smoke are more prone to coughs, colds, earache etc than children of non-smokers. Parents should not allow smoking in the presence of their children, or in any rooms in the house used by children.

INFLUENZA

As for the common cold only the headaches, aches and pains, tiredness and lethargy are much, much worse. Follow the general advice given previously, with particular emphasis on rest and paracetamol. THERE IS NO MAGIC CURE FOR INFLUENZA.

Vulnerable patients, such as patients with chest and heart problems, diabetes or kidney problems can be protected against the more severe types of influenza by means of a single annual vaccination, offered free of charge at the surgery, every October. Interested patients should contact reception.

VOMITING

This may be due to gastroenteritis or simply to a high temperature caused by another illness. Follow general advice given previously, ensuring adequate fluid intake. Give small quantities of fluid at frequent (five - ten minutes) intervals. There is no point in taking medicines as these will simply be vomited up again. Control high temperature by other means described. Reintroduce food 12 hours after the last bout of sickness.

DIARRHOEA

This is usually caused by viruses. Patients do not necessarily feel unwell and it is quite alright for them to eat if they so wish (there is no need to starve the patient). Ensure the patient drinks plenty of fluids. If symptoms persist for more than 24-36 hours consider taking either kaolin and morphine or Imodium, both of which are available over the counter at your local chemist. Kaolin mixture is a suitable alternative for children. **Breast feeding should be continued for babies with diarrhoea but bottle-fed babies should have their bottle milk stopped and be given water or dilute juice until 12 hours after the diarrhoea has settled.**

Tummy pains often accompany diarrhoea, usually occurring in bouts, particularly immediately before or after a trip to the toilet! This is normal and will settle after the diarrhoea has settled.

NOSEBLEEDS

These are common in children especially if they have a cold. If possible sit the patient in a chair leaning forward with the mouth open and squeeze the nostrils for approximately 10 minutes, by which time the bleeding should have stopped. Avoid picking or blowing the nose for the next 24 hours. If symptoms persist seek medical advice.

CHILDHOOD ILLNESSES

The following diseases can be more serious than many people think. Some, in certain cases, can be potentially fatal. Your child can, however, be protected by immunisation.

ILLNESS	INCUBATION PERIOD	SYMPTOMS AND SIGNS	TREATMENT	INFECTIOUS PERIOD
Rubella (German measles)	14-21 days	Mild illness. Fever, faint pink rash on the body and arms. Glands at the back of the neck enlarged.	No need to see doctor. Paracetamol for fever. Keep away from pregnant women.	Infectious for five days after the rash appears.
Measles	10-14 days	Catarrh, red eyes and fever. Bright red rash spreading from behind the ears down the body.	Child will need to see the doctor. Paracetamol for fever. Isolate from other children.	Infectious for five days after the rash appears.
Mumps	14-21 days	Malaise, fever, swelling of the parotid glands (the salivary glands in front of the ears).	No need to see the doctor. Bed rest. Paracetamol for fever and pain.	Infectious for nine days after the parotid glands swell.
Chickenpox	11-21 days	Fever, crops of red spots with a central blister, mainly over the trunk of the body.	Paracetamol for fever. Calamine lotion and warm baths for itching. Only need to see a doctor if the spots become infected or signs of a chest infection. Keep away from pregnant women.	Infectious until the last spot has scabbed over.

MENINGITIS

In recent years there has been a lot of concern about meningitis in children. Despite the publicity, meningitis is still a rare illness.

All children should routinely be immunised against the common form of meningitis (Hib). However, this vaccine does not protect against all forms of meningitis.

In children (over one year) and adults, look for:

- Worsening or generalised headache with any of the following:
 - Fever
 - Vomiting
 - Drowsiness/confusion
 - A dislike of bright light
 - Neck stiffness (painful and difficulty moving the chin to the chest)
 - Red or purple spots that do not fade when pressed - do the 'glass test' (see below)
 - In the later stages, bruises can form

In babies (under one year) look for:

- A high pitched, moaning cry
- Difficulty in waking
- Pale or blotchy skin
- Red or purple spots that do not fade under pressure - do the 'glass test'
- In the later stages, bruises can form
- Vomiting all the time
- If the soft spot on top of your baby's head (fontanelle) is tight or bulging
- If your baby moans when you lift their legs

If you are still worried after getting advice, trust your instincts - go to the nearest accident and emergency department.

THE GLASS TEST

Press the side of a glass gently but firmly against the rash - you will be able to see if the rash fades and loses colour under the pressure. If the rash loses colour when pressed and comes back when the glass is removed, it is unlikely to be serious. If the rash does not fade when pressed it may be a sign of septicaemia. Contact your doctor immediately or go to accident and emergency.

Contact doctor immediately if:

- **your child seems to have meningitis**
- **your child has a rash which does not fade on the 'glass test'**

HOMOEOPATHY

Derived from the Greek word "Homoios" meaning like, homoeopathy is the medical practice of treating like with like. That is, treating all illness with a substance which when taken by a healthy person produces symptoms similar to those displayed by the person who is ill. It is essentially a natural healing process, providing remedies to assist the patient regain health by stimulating the body's natural forces of recovery. Homoeopathy is recognised as an effective and safe form of medical treatment but it is emphasised that where symptoms persist beyond a reasonable period you must consult your general practitioner.

OSTEOPATHY

Osteopathy is a system of diagnosis followed by manual treatment, often with a hands-on approach, for the many excessive demands put on the body today such as joint and soft tissue strains due to sport, occupational pastimes or long-standing postural problems. Osteopaths use gentle techniques on joints, muscles and ligaments to ease pain, reduce swelling and improve the mobility and range of joint movement. Remedial advice and exercise may also be given to maintain the beneficial effect.

PHYSIOTHERAPY

Many illnesses involve physiotherapy at some stage, for example, back and neck pain, sports injuries, strokes and other physically disabling problems. Physiotherapists aim not only to get the patient better but to help the patient get themselves better. Physiotherapists give the patient a thorough assessment before confirming a diagnosis and discussing possible treatments. They won't give patients drugs or injections, but use a wide range of treatment techniques including manipulation, mobilisation, massage and electrotherapy. They may use a lot of high-tech equipment but their basic tool is their hands.

A HEALTHY DIET

You are what you eat...

If your diet is lacking, your body has ways of letting you know. For example, you may be overweight or underweight or you may have a spotty complexion or constipation. Ultimately, a bad diet can lead to serious problems such as heart disease. A good diet helps fight off disease and makes you look and feel good.

EIGHT STEPS TO A HEALTHIER DIET

1. Reduce your consumption of refined carbohydrates such as white flour and white sugar. Your daily consumption of sugar shouldn't exceed two ounces - and that includes all the sugar already present in food, particularly processed food!
2. Eat plenty of fresh fruit and vegetables. Aim to make them over 80% of your daily intake of food.
3. Cut down on your fat intake. Choose lean meats or trim off fat. Use low fat spreads and cooking oil which is low in saturates.
4. Choose wholemeal bread in preference to white.
5. Try nuts and dried fruit as a treat instead of sweets and chocolates.
6. Drink at least two pints of water every day.
7. Avoid the habit of overcooking vegetables. It causes a massive loss of minerals and vitamins. Steaming or microwaving is a much better way of cooking vegetables than boiling them.
8. Cut down on your salt intake. Never, for example, add salt to your food before tasting to see whether it is needed.

WHAT TO DO IN TIME OF BEREAVEMENT

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

These are things that you will have to do:

If someone dies at home

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

If someone dies in hospital

1. Contact a funeral director to let them know that their services will be required.
2. Collect the doctor's death certificate from the hospital.

In all cases of death

1. Make an appointment to take the death certificate to the registrar's office for the area in which the death took place. Also take the deceased's medical card, if available, and also details of the birth certificate. The registrar will then issue you with a green form.
2. Take this green form to the funeral director who will take over responsibility for arranging the funeral and allow you to grieve in peace.

USEFUL TELEPHONE NUMBERS

Hospitals:

St George's020 8672 1255
Queen Mary's020 8487 6000
Kingston.....020 8546 7711
Chelsea and Westminster.....020 8746 8000

Chemists:

Westbury (Late Night Chemist).....020 8769 1919
Revelstoke020 8704 0582
Wellbeing Pharmacy (Formerly Blaze).....020 8874 9635
Cooks020 8874 7196
Parry's020 8946 0414
Fazal020 8870 1377
James.....020 8946 0740
Boots (Wandsworth High Street).....020 8870 3177
Boots (Southfields).....020 8874 7819
DSS Benefits Agency Freeline.....0800 666 555
Citizens Advice Bureau.....020 8666 655

Are things getting you down?

Whatever bad things might be happening in your life, be it bereavement, anxiety, depression, or perhaps a marital or relationship problem, Melinda Meigs, a registered counsellor and psychotherapist, can help.



How? By offering an open door and helping you to find new ways of thinking and putting things into perspective.

So why not take the weight off your shoulders today. Melinda offers an opportunity to share your worries and concerns and find a way through them.

Sessions offered to adult individuals and couples.

Don't suffer in silence! Contact Melinda now on 020 8870 1355 to make an appointment.

Listening and guidance

MELINDA MEIGS, MSc has been a qualified consultant, counsellor and psychotherapist for over 20 years.

"I have built up a wealth of experience in helping adults of all ages," Melinda said. "I offer a general counselling and psychotherapy service, working with both individuals and couples."

Melinda provides both short- and long-term work to her clients. "Whether it's a problem that we can resolve together in a few visits or a more in-depth problem that takes a while to resolve, I'm happy to help," she said.

Helping people is the very reason Melinda became a counsellor in the first place. "Counselling and psychotherapy was always something I was interested in, and I've always been happiest in a role where I can help other people," she said.

Melinda gained her MSc through the University of London and the British Association for Psychotherapists. "I have also done some training at the Westminster Pastoral Foundation, which gave me wonderful experience to draw on," she said.

The problems Melinda can help deal with are numerous, and she has particular experience with depression, bereavement and trauma. "Relationship problems are also something I've helped people through, as well as quite intense inner conflicts. These can be especially difficult to resolve as people often feel torn in two," she explained.

Working from her own consulting room, where full confidentiality is assured, Melinda gently guides her clients to find the right answers and make the right decisions. "It's about listening and learning to have a mind of one's own," she said.

For more information contact Melinda Meigs on 020 8870 1355.

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