

# Clackmannan and Kincardine Medical Practice

## Information for Patients

Dr Neil Duthie  
Dr Ryan Ewbank  
Dr Nadine McCool  
Dr Glenda Carruthers  
Dr Annabel Shepherd  
Dr Rachel J Mooney

<b>Clackmannan Health Centre</b> Main Street Clackmannan FK10 4JA 01259 723725	<b>Kincardine Health Centre</b> 19 Kilbagie Street Kincardine FK10 4QX 01259 730302
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Out of hours: NHS 24 on 111  
Email: [FV-UHB.gp25135clackcli@nhs.net](mailto:FV-UHB.gp25135clackcli@nhs.net)  
Web: [www.clackmannanandkincardine.scot.nhs.uk](http://www.clackmannanandkincardine.scot.nhs.uk)

### Our mission statement:

We are a dynamic, caring team striving to provide top quality care and promote health within our communities in Clackmannan & Kincardine. We embrace change and work together positively to rise to the ever evolving challenges within the NHS.

## General Information

### Opening Times

Monday - Friday	8.00am to 5.30pm.
Saturday	closed
Sunday	closed
Kincardine Half Day	Tuesday from 12.30pm
Clackmannan Half Day	Wednesday from 12.30pm

The practice offers early morning appointments from 7.00am until 8.30am on Wednesday mornings and 6.00pm until 7.00pm on Monday evenings for patients who cannot attend during the day. These appointments are offered by Drs McCool, Carruthers and Shepherd.

The practice is closed on agreed public and/or bank holidays which are advertised in the practice.

### Protected Learning Time

The practice closes for up to 7 afternoons per year to participate in a protected learning programme for staff training and continuing professional education and development. Dates of the closures are advertised within the health centre and on our website. During this time the out of hours service is operational and can be contacted on 111.

In addition to surgeries the doctors have other duties to undertake, for example, specialist clinics and home visits. The times of surgeries may vary due to other commitments and to address patient needs and therefore cannot be guaranteed at times shown above.

### Services for disabled patients

A large print or an audio cassette version of this leaflet can be requested.

The Health Centre premises are suitable for disabled patients. All patient areas including the waiting room, consulting rooms and toilets are suitable for wheelchairs. We have double automatic entrance doors which open on arrival. A hearing loop is in place at the front reception desk. A wheelchair is available on request.

We ask that any patient with special requirements make us aware of these.

### Services for Patients with Communication Problems

The language spoken by all members of the practice team is English. We can arrange interpreter services for patients whose do not speak or have limited English language skills.

We can also arrange for sign language interpreters for those with speech difficulties.

If you wish to make use of any of these services please let a member of the team know in advance and we can arrange for the interpreters to be available at your appointment.

### **Equality Statement – Fair for all**

The practice expects staff to treat all patients, and anyone who comes into contact with the practice, who may or may not wish to make use of the services available with dignity and respect on an equitable basis. No-one should receive less favourable treatment on any grounds and all contacts should be free from any discrimination on account of sex or sexual reassignment, sexual orientation, marital status, race, colour, creed, disability, age, religion or beliefs, ethnic or national origin or health conditions.

Should you have any concerns or comments please speak to our manager, Mrs Esther Leckie.

We will work in partnership with you. This involves commitment and responsibilities on both parties and a summary is given below:

### **Our Commitment to You**

- ▶ We will ensure you have 24-hour access to medical advice.
- ▶ We will aim for you to have access to a suitably qualified medical professional with 48 hours of your initial contact during surgery hours, or in an urgent case, the same day.
- ▶ We will work in partnership with you to achieve the best medical care possible.
- ▶ We will involve you and listen to your opinions and views in all aspects of your medical care.
- ▶ The prevention of disease, illness and injury and the promotion of a healthy lifestyle are primary concerns. The medical and nursing staff will advise you on what you can do to stay in good health and to maintain a healthy lifestyle.
- ▶ If you do have an ongoing condition we will work in partnership with you to achieve the best care possible.

## **Your responsibilities**

With your rights come responsibilities ensuring that you obtain the absolute best from the service. As patients you are responsible for your own health and it is important that you listen to and action information and advice given and co-operate in keeping yourself and those you are responsible for in the best of health possible.

We would respectfully ask you also to be aware of the following:

- ▶ You are responsible for keeping appointments with us. Please cancel appointments that you will not be able to make or no longer need.
- ▶ Treat staff with courtesy and respect. Reception staff may have to ask some personal questions. This is not because they want to, but because they have been asked to do so by the partners in order to assist us in providing you with the best and most appropriate service as quickly as possible.
- ▶ Please inform the practice of any alterations in your circumstances such as change of name, address or telephone number. This includes your mobile telephone number. Please ensure we have your correct telephone number including mobile telephone number even if it is ex-directory.

## **Registering as a Patient**

Anyone living within the agreed practice boundaries may register with this practice. Details of our practice area are given at the end of this booklet. When registering please ensure that you complete the relevant application forms and return them to the practice. Forms can be collected from reception.

You will be asked to complete a new patient questionnaire allowing us to provide medical care in the interim period until your medical records are transferred from your old practice. When registering, we will require proof of identification for all people registering. Photographic identification is preferred however acceptable forms are passport, driving licence, birth certificate or similar confirming your personal details.

## **Moving out of the practice area**

The practice works within geographical boundaries agreed with NHS Forth Valley. Details of this area can be found at the end of the leaflet. If you move out of the practice area you will be required to register with a new practice as soon as you move. We can provide information about how to find a new practice.

## **Who is Your Doctor? Expressing Preferences...**

Patients are registered with the practice, not an individual GP. Your medical card will be issued in the name of one of the doctors who will supervise your care however you can at any time express a preference for a particular doctor, for all of your medical needs or on a case by case basis. This preference will be recorded in your medical notes and whilst we will always try to comply with your requests, it may not always be possible.

The Partnership of Drs Duthie, Ewbank, McCool, Carruthers and Shepherd is a partnership with no restriction or limitations. The partnership is contracted to NHS Forth Valley to provide general medical services to patients registered with our practice and temporary residents within our practice boundary as agreed with NHS Forth Valley. We also provide immediately necessary treatment for any person not registered with the practice who has a medical emergency within our practice boundary.

## **Your doctors and availability**

### **GP Partners**

Dr Neil Duthie - Qualifications: Dundee 1991 MBChB

Dr Ryan Ewbank - Qualifications: Edinburgh 2005 MBChB

Dr Nadine McCool – Qualifications: Glasgow 1999 MBChB

Dr Glenda Carruthers – Qualifications: Glasgow 2001 MBChB, RCGP, DCH, DERM, DRCOG

Dr Annabel Shepherd – Qualifications: Glasgow 2003 MBChB, MRCGP, DRCOG, DFSRH

Dr Rachel Mooney – Qualifications: Aberdeen 2001 MBChB

### **Training Practice**

We are an accredited GP training practice and, as such, we benefit from the attachment of GP Trainees (sometimes known as GP Registrars). GP Trainees are fully qualified doctors who are now specialising in General Practice. GP Trainees are attached to the practice for a period of 6 or 12 months depending on the stage of their training.

### **5<sup>th</sup> Year Medical Students**

Clackmannan and Kincardine Medical Practice is accredited by the Tayside Centre for General Practice and, as such, benefits from the attachment 5<sup>th</sup> Year (Final Year) Medical Students from the University of Dundee.

### **Nursing Teams**

#### **Practice Nursing Team**

Rachel Maclean – Practice Nurse

Michelle Lochrie – Practice Nurse

The practice nurses run clinics for the treatment and review of patients with asthma, COPD, diabetes, stroke, hypertension, renal and ischaemic heart disease amongst others.

Routine appointments are also available for weight management, health checks, smoking cessation, allergies, smears, coil checks and travel vaccinations and advice.

#### **District Nursing Team – Clackmannan Health Centre**

Ms Lorraine Flood

Mrs Angela Hall

Direct Telephone number - (01259) 222315

The district nurses run a treatment room on a Monday, Wednesday and Friday mornings usually between 9:00am – 10:30am. Appointments can be made for ear syringing, wound dressing, cuts and treatment of minor wounds.

## **District Nursing Team – Kincardine Health Centre**

Joan McLean  
Hazel Corbett

Direct Telephone Number – 01259 732921

The district nurses work predominantly in the community screening housebound patients, carrying out intense nursing care and providing support to the terminally ill, undertaking incontinence assessments and supporting patients and their carers.

### **Health Visiting Team**

Tracy-Ann Baird – Clackmannan. Direct Dial number – (01259) 222316

Jane Main – Kincardine. Telephone number – (01259) 730302 option 7

The primary role of the health visitor is to promote health and well being in individuals and families, however they also cover a wide range of other range of social and welfare issues.

### **Management Team**

#### **Practice Manager – Mrs Esther Leckie**

Our practice manager leads our healthcare team and is more than happy to help you with any administrative or non-medical aspects of your health care. She is also available to discuss any suggestions, queries or concerns which you may have with a view to helping us improve our services to you.

### **Reception and Administration Team**

- Alana Chalmers
- Haley Connell
- Alison Kinnear
- Lynn Marshall
- Zelda O’Connell
- Deborah Pentecost
- Emma Richmond
- Hannah Ross
- Irene Sloan
- Valerie Strachan
- Claire Ramage

All of our staff work across our sites in Clackmannan and Kincardine and are there to help you and are pleased to do so. They are your link with the rest of the practice and may need to ask you medical details in order to work effectively. All of the administration staff are working under the instructions of the doctors at all times. All information given to them by you is treated in confidence and they are bound by the same codes of conduct as the doctors and nurses. The more information you are able to give them the better placed they will be to assist you.

### **Allied Health Professionals**

A number of other services are provided from the health centre including podiatry and midwifery. Referral to these services can be made following an appointment with your GP.

### **Non-NHS Services**

Certain services provided by the doctors are not covered by the NHS and you may be asked to pay a fee in line with BMA recommendations. For example:

PRE-EMPLOYMENT MEDICALS, PRIVATE MEDICALS, INSURANCE CLAIMS, PRIVATE CERTIFICATES, FITNESS TO DRIVE MEDICALS, FITNESS TO TRAVEL MEDICALS.

Fees for non-NHS services are advertised in the practice. If you have any queries about fees or any other private medical services please discuss them with the reception team or the practice manager.

We also have the resources to provide local employers with occupational health advice and assistance, for example coping with stress in the workplace and managing change.

### **Visiting Medical and Nursing Students**

Medical students from Dundee University Medical School and on occasion from further afield are attached to the practice for an introduction to general practice as part of their degree course. If at any time you do not wish a medical student to be present during a particular consultation the doctor would of course respect your wishes.

We also have nursing and health visiting students attached to the Community staff within the practice.

### **Smear Tests**

Smear tests happen every three years unless the cytologist recommends repeating the smear more often or if you have had a hysterectomy. You will receive an invitation by letter. However you need not wait for the invitation before making your appointment.

Recall for smear tests and results is done centrally by the national system. It can take up to six weeks for results to be issued to patients. Please bear this in mind if you haven't had your result as quickly as you might have hoped for.

### **IUCD Insertions and Checks**

The practice offers a contraceptive coil fitting and review service. Please make an initial appointment with a GP to discuss whether or not this may be a suitable contraceptive for you. Details of administering doctors are available from reception.

### **Nexplanon**

There are certain GP's within the practice who offer insertion, removal and replacement of Nexplanon (which has replaced Implanon) contraceptive 'rods'.

### **Cervical Smear Tests**

We prefer to do these tests ourselves and a doctor or practice nurse of your choice can carry these out. Please inform the receptionist when you are making your appointment that you will be having a smear test. We follow the local policy of performing

### **Home visits**

Home visit requests should be made before 11.00am. Please ensure that you give the receptionist a brief indication for the nature of your home visit request to allow the doctors to organise and prioritise their visits.

Doctors do not have to visit at home unless there is a medical need. A doctor will visit you if they agree that it is necessary. If the doctor decides that you could attend the surgery you will only be seen if you come to surgery.

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 health centre.

### **Medication Advice**

This can also be given by your local pharmacist. Clackmannan Pharmacy in Clackmannan can be contacted on 01259 722635 and Well Pharmacy in Kincardine on 01259 730445 or by visiting the pharmacy in person.

### **Emergencies – please telephone reception or dial 999**

If there is not a doctor in the building the receptionist will contact the duty doctor and ask them to return to the health centre or to phone you straight away.

### **Out of hours - Tel: 111**

Monday to Friday – 6pm to 8am

Friday 6pm – Monday 8am

During bank and/or public holidays and protected learning sessions when the practice is closed NHS Forth Valley and NHS 24 will provide emergency medical cover.

**IN AN EMERGENCY DIAL 999 FOR AN AMBULANCE**

## **Repeat prescriptions**

You are able to request repeat prescriptions:

- ▶ using the counterfoil with details of your medication - this can be handed in or posted to the practice at any time
- ▶ Using our online prescription system – please ask at Reception for more details
- ▶ handing in a written request for your medication to the surgery you normally attend

Unfortunately we are unable to accept prescription requests via telephone.

Prescriptions will automatically be sent to the Clackmannan Pharmacy for Clackmannan patients and the Coop Pharmacy for Kincardine patients unless you advise us otherwise. Prescriptions take 48 hours to process. Please bear this in mind when requesting repeat medication.

## **Chronic Medication Service – Repeat Medications**

For patients who take a regular dose of medication on a regular basis an automatic prescription service is available. This service is called the Chronic Medication Service (or CMS for short). The CMS service issues regular repeat medication on prescriptions that last for 6 months. They are dispensed by the pharmacy at two monthly intervals. You simply need to go to the pharmacy to collect your prescription. They will order it for you automatically.

If you would like to take advantage of this service please speak to the pharmacy. They must register you for this service so that the surgery can issue you with 6 monthly prescriptions.

## **Test Results**

The practice has a strict policy regarding confidentiality and data protection. We will only give test results to the patient the results relate to. The results will only be released to someone other than the patient if the patient has given prior permission in writing to the practice unless the patient would not understand or be able to comprehend the results for themselves.

If you would like to check the results of your investigations, please contact the surgery you normally attend after 10.00am when the phones are generally quieter. If your results are unavailable the receptionist will try, where possible, to advise when would be best to call back. Please allow approximately 7 days before you contact us to get your results.

## **Freedom of Information**

The Freedom of Information (Scotland) Act 2002 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how decisions are made. Under the act, General Practice is defined as a public body. To comply with Section 23 of the Act, we have adopted the British Medical Association model publication scheme which sets out the information routinely made publicly available.

Our commitment to publish information excludes any information which can legitimately be withheld under the exemptions set out in the Freedom of Information (Scotland) Act 2002.

### **Capacity and Informed Consent**

A patient is deemed to have the capacity to make informed consent if they can

- ▶ understand the advice and/or treatment provided or proposed
- ▶ understand the potential consequences
- ▶ make an informed choice

Capacity is task specific meaning that the health professionals at the health centre will assess it at every proposed treatment and/or intervention.

### **Consent to Treatment and Care**

You have the right to give or withhold consent to all or any part of proposed treatment or care. We will respect your right of choice.

### **Data Protection Registration**

The practice is registered with the Information Commissioner who holds a description of the data collected and retained by the practice.

All information is held, retained and destroyed in accordance with NHS guidelines.

### **Access to your medical records**

Under the Data Protection Act you are also entitled to access your clinical records or any other personal information held about you. If you require access your request in writing should be sent to our practice manager, Mrs Esther Leckie. The relevant access forms can be collected from reception.

### **Confidentiality**

The relationship between the patient and the team providing medical care is based on trust. We have a professional duty to keep information related to you confidential.

Disclosure cannot be made to a third person without your consent regardless of whether or not the requested treatment is given, unless there is a risk of serious potential harm.

We will respect confidentiality **regardless of age** as long as the doctor or nurses feels that the patient is capable of understanding and of making an informed choice about the treatment given and/or advice offered.

### **Complaints and feedback**

Although everyone at Clackmannan and Kincardine Medical Practice strives to provide a high quality service, we do acknowledge that circumstances may arise when a patient, carer or a patients' representative feels let down by the service they have received and we would actively encourage you to bring the matter to our attention.

The practice has adopted and participates in the NHS complaints system. Complaints may be raised with the practice manager, Mr Esther Leckie or with another member of staff or a doctor. Further information is available in our patient information leaflet entitled Complaints.

## **Breaking Confidentiality**

Confidentiality may only be broken in situations when the health, safety or welfare of the patient or others would be at grave risk or serious harm and if disclosure to an appropriate person would prevent this.

The decision whether to break confidentiality depends on the current or potential harm and not on the age of the patient.

The amount of information released will be the minimum required to aid care and prevent harm or danger.

**For further information please read our leaflet – “How we use information”**

## **Support**

Making a formal complaint can be stressful for the people involved – for those making the complaint and for the staff involved.

The practice offers support in making a complaint however if you prefer independent advice and support, we have listed support organisations telephone numbers at the end of the complaints leaflet.

## **Suggestions**

We are continually striving to improve our service. Any helpful suggestions would be welcome and suggestions should be left in the repeat prescription box located in the entrance foyer.

## **Particular services offered by the practice**

**If it is difficult for you to attend the practice and the clinics at stated times we will do our best to make suitable alternative arrangements.**

### **New Patient Medicals**

Unless there is a medical need only patients over the age of 16 need request a new patient appointment with a practice nurse. There is no specific requirement to have this done. The practice nurse will review your new patient questionnaire once completed and if a new patient medical is deemed appropriate, arrangements will be made to contact you.

### **Health Checks**

During a routine health check the nurses will monitor your blood pressure, test your urine, measure your height and weight and give general lifestyle advice. If you are over 45 and haven't consulted with a medical professional in the last 3 years, we recommend that you make a health check appointment. For those patients over 75 years, we recommend an annual appointment.

### **Pre-conceptual Counselling and Family Planning**

If you are thinking of starting a family and wish to talk to someone about keeping fit and well for baby's sake, please see your doctor in routine surgery or your health visitor.

A full range of family planning services including emergency contraception is available. You may ask your doctor or nurse for advice at any surgery.

### **Antenatal and Maternity Care**

An antenatal clinic is held every Friday morning for Kincardine patients and every second Wednesday morning for Clackmannan patients. This is run by the midwives from the maternity department at NHS Fife and NHS Forth Valley.

### **Baby (Child Health) Clinic**

This is held every Tuesday afternoon for residents in Clackmannan and every 2<sup>nd</sup> and 4<sup>th</sup> Wednesday for patients resident in Kincardine. Members of the health visiting team will be present to give advice and to perform development checks. Details of timings are available from reception.

### **Childhood Vaccinations**

It is important that your child is fully immunised against all childhood diseases. Recall of children for immunisation are routinely done by the health visiting team with vaccinations administered by the practice nurses. Development checks will be made by the health visitors. Those who are overdue may be sent reminders.

## **Nuts and bolts! How the practice works:**

### **Making an Appointment**

You may consult with any of the clinicians available by appointment only. Appointments can be made by phone or in person at reception. You will be offered the earliest appointment available or at a time suitable for you when there are available appointments.

If you wish to consult with one particular doctor or nurse you may have to wait slightly longer for an appointment. We would ask that you give about 7 days notice for a routine appointment.

Should you feel that you are unable to wait for the next routine appointment please advise the receptionist of this when you call. Please contact the surgery as soon as possible after 8.00am if this is the case.

It is not advisable to simply 'drop in' to the surgery and ask to be seen. We may not have a doctor available and you may have quite a considerable wait. If you have an urgent request to see a doctor, please telephone for an appointment first.

### **Holiday and Foreign Travel Vaccinations and Advice**

To help protect against diseases contracted abroad please fill in a travel form and return it to reception with as much information as you can about your destination. Travel forms can be collected from reception. We can then check the latest information about your destination and advise you about any immunisations you may need. Some immunisations are required to be given many months before travel so please plan early. As a minimum, we require 8 weeks' notice of your intention to travel. Failure to allow us this time may result in us directing you to a travel clinic, details of which can be found on our website.

### **Chronic Disease Management**

The practice nurses run clinics for the management and review of patients' diabetes, vascular, chest, renal and other conditions. Unless clinically indicated most reviews happen on an annual basis (with the exception of diabetes reviews) and this review will happen around about your birthday.

If you suffer from any of these conditions you will receive an invitation to attend a clinic. We will send you a text message to invite you to attend. It is very important that reception has a note of your mobile telephone number. If you do not have a mobile telephone please advise reception of your home telephone number and we will contact you via phonecall to invite you to attend. Clinics run at various times throughout the week however you don't need to wait until your invitation to come to the clinic. You can simply book an appointment by contacting reception.

Some of the annual reviews will require you to attend for a blood test prior to being seen in the clinic. The reception team will advise you of the appropriate appointments to make when you contact us.

If you are invited and do not wish to attend for your review, please let reception know, preferably in writing. We will not invite you again for 12 months but you will be invited annually for checks.

### **Health Promotion**

We are pleased to offer our patients a variety of health promotion clinics to encourage and educate them towards a healthier lifestyle. Please ask for a “lifestyle appointment” with a practice nurse.

### **Treatment Room**

Clackmannan – Monday, Wednesday and Friday – 9am – 11.30am  
Kincardine – Monday to Friday – times vary

A district nurse can be consulted for wound management, dressings, injections and ear syringing.

### **Medical Certificates**

Absence from work due to illness for up to one week does not require a medical certificate from the doctor. You should obtain a self-certificate from your employer, or download a self certificate (Form SC2) from the HMRC website – [www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2](http://www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2) . Any absence over one week from work will need a medical certificate.

### **Communication and Translator Services**

We can provide translator services for patients who do not have English as a first language. Communicator assistance for deaf and blind patients can be provided. Please contact a member of staff who would be happy to organise the appropriate assistance.

### **Chaperone and Patient Advocates**

You can have a relative or friend to attend an appointment with you. The Forth Valley Patient Advocacy Service is also available to act on your behalf. They can be contacted on 01324 574311.

It is practice policy to offer a chaperone. Please do not be offended should we do so. The decision to have a chaperone present is entirely yours and you may request a chaperone at any time.

### **Carers**

Many patients have carers who help them with daily living. This can be for a short period, during an illness or after an operation or longer term if the patient is frail, or has longer term needs.

The practice supports carers in the vital role that they undertake. Caring for someone can be rewarding and satisfying. It can also be exhausting and stressful at times and it is important that the carer keeps healthy and gets the support they require to allow them to continue caring.

If you are a carer, or take on a carer role (either for a short time or longer term) please let us know. The practice offers a carer health review appointment with the doctor of your choice.

We work closely with the Princess Royal Trust for Carers who can offer a range of support services and with Clackmannanshire Council who offer independent carers reviews.

### **Zero Tolerance Policy**

The practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

Raising your voice to a member of staff, cursing and/or swearing, or any form of physical contact or gestures will not be tolerated under any circumstances and the practice will request the removal of any patient from the practice list found doing so.

Should this happen you will be notified in writing by the health authority and they will allocate you to another practice who will provide general medical services for you. This will take 7 days from the date of our request to remove you from our list.

If any patient commits an act of physical violence we will request that the patient is removed from our list with immediate effect.

In addition, all instances of actual physical abuse on any doctor or member of staff by a patient or their relatives will be reported to the police as an assault.

### **How to protect your child**

The National Childhood Immunisation Programme is strongly supported by the doctors and health visitors at Clackmannan and Kincardine Medical Practice. If you have any concerns about the immunisations please make an appointment to discuss them.

### **The importance of early immunisation**

Although babies have some natural immunity, whether bottle or breast-fed, it only lasts a short time and diseases like whooping cough are most dangerous in the very youngest children. There are more deaths in the younger ones from this disease than all other age groups combined, so early protection is important.

Our Health Visitors will contact any families with children under 5 to discuss immunisations and are there to support parents and those caring for children.

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

### **Family first aid kit**

This is a list of inexpensive but useful medicines for minor illnesses. Keep them in a locked box or cupboard out of the reach of children:

**Soluble Aspirin, Paracetamol, Eucalyptus Drops, Vapour Rub, Ibuprofen, Antiseptic Solution, Calamine Lotion, Dressing Strips, Tubigrip Stocking, Thermometer, Cotton Wool.**

### **SELF TREATMENT OF COMMON ILLNESSES & ACCIDENTS**

Many common illnesses and accidents can be treated at home without a requirement to see the doctor. We hope that you will find the following advice helpful. If you are uncertain as to what to do or are worried, please ask us for advice or visit NHS 24's website – [www.nhsinform.scot/self-help-guides](http://www.nhsinform.scot/self-help-guides)

### **BACK PAIN**

Twisting or lifting injuries or bad posture causes most episodes of back pain. Take two Paracetamol (up to a maximum of 8 in any 24 hours) and try to keep mobile, avoiding exertion or lifting. Avoid sitting or prolonged periods lying in bed as this is liable to make things worse. If the pain is particularly severe or persists for more than a few days contact your doctor. A back pain leaflet is available from the local chemist.

### **BURNS AND SCALDS**

Apply large quantities of cold water to the affected area immediately and continue until the pain eases and the skin cools. Any blisters that are present should not be burst and may be covered by a loose, dry dressing. Take paracetamol for the pain. If the skin is broken or a large area is affected, consult the nearest Minor Injuries Unit at Stirling Community Hospital

### **CHICKENPOX**

Is caused by a virus. Over a few days a rash develops with tiny blisters scattered all over the skin. The spots, which are very itchy, turn 'crusty'. Oily Calamine lotion may be applied to soothe the skin. Dressing in light clothing and taking cool baths may help. Children may return to school as soon as the last of the 'crusts' have dropped off.

### **COLDS AND RUNNY NOSES**

Colds are caused by viruses and cannot be cured by antibiotics. Various treatments can be of benefit though. Adults should take 2 paracetamol or soluble aspirin tablets every 4 hours (to a maximum of 8 in 24 hours) to help lower temperatures and ease aching muscles. If a sore throat is present, gargling with the soluble aspirin will help. Take plenty of drinks. Children under 12 should not take aspirin and the appropriate dose of paracetamol mixture can be given every 4 hours. Steam inhalations are helpful. Vicks, Menthol and Karvol can be used, but not for babies less than 3 months old. The illness can last 7 to 10 days. Children have repeated colds and these build up a resistance to infection. **Your Pharmacy can offer simple self care advice and are a valuable resource.**

### **CONSTIPATION**

This is a common problem as we get older since we do not eat so much nor do we take as much exercise. Often drugs prescribed by the doctor (e.g. water tablets) lead to constipation. It doesn't matter if you don't go to the toilet every day or even only once or twice a week. It is more important that the motions are not hard. By drinking plenty of fluids and eating fibre, eg. brown bread, bran, vegetables and fruit, most people manage all right. Do not take laxatives such as Senna on a regular basis.

## **COUGHS**

Coughs are usually caused by virus infections. Inhaling steam from Vicks, menthol crystals or Karvol added to very hot water could ease them. A dry cough may be helped by a cough suppressant from a chemist. Soothing lozenges may help. Hot drinks can help a troublesome night time cough by preparing a thermos flask at bedtime. Cigarette smoke in the house will make a cough worse. If a cough persists or produces blood, or is associated with chest pain or shortness of breath, seek medical advice. **Your Pharmacy can offer simple self care advice and are a valuable resource.**

## **CUTS**

Wash the wound thoroughly. Apply a clean dressing and apply pressure until the bleeding stops. If the wound is gaping or you are worried, seek medical advice. Dirty cuts especially, may need to be seen and if tetanus immunisation is not up to date, a booster should be given within 24 hours. We recommend a tetanus booster every 10 years for full cover or until you have had 5 tetanus vaccinations in total. **Your Pharmacy can offer simple self care advice and are a valuable resource.**

## **CYSTITIS**

Is due to an inflammation of the bladder, which causes pains on passing urine and a feeling that you need to go again straight away. Drink at least 6 pints of water a day. Simple preparations from the chemist can help make the urine less acidic and ease the burning pains. Take paracetamol or aspirin for pain and physically rest. If the symptoms do not improve, or you are ill in yourself, develop backache or pass blood, contact your doctor. Take a urine sample in a sterilised bottle with you if asked to attend. **If you think you have a Urine Infection (UTI), contact the 'Pharmacy First' – the service designed to treat simple urine infections in women aged between 16 and 65. Contact your local pharmacy – they will treat you if UTI is suspected.**

## **DIARRHOEA AND/OR VOMITING**

It is important for the stomach and bowel to rest completely. Therefore rest as completely as possible (ideally in bed), and no food should be given (including milk) until there has been no vomiting or diarrhoea for 12 hours.

Give plenty of warm water, flavoured with cordial if preferred. If vomiting is a problem sip small amounts regularly, e.g. every quarter of an hour. Once there has been no vomiting or diarrhoea for 12 hours, then start giving lightly toasted bread or biscuits, e.g. Rich Tea biscuits.

Continue giving plenty of fluid. Normal food (including milk) should not be resumed until there has been no vomiting or diarrhoea for 24 hours. If there is no improvement in 2 days or if all or most of the water is being vomited back or if you are worried then please contact the surgery.

## **EARACHE**

Often occurs with a cold as a result of catarrh. Paracetamol or aspirin may be all that is required but if repeated doses are needed every 4 hours or the painkiller does not work, contact your doctor. Sudafed can be helpful for catarrh.

## **FEVER**

This is a feature of many infections such as a cold or the flu. Remove excess clothing and sponge the forehead and body with lukewarm water. Using a fan helps too. Let water evaporate from the body rather than drying with a towel. Take plenty of cool drinks. Take 2 paracetamol or aspirin regularly every 4 hours to a maximum of 8 in 24 hours. Children under 12 should not have Aspirin. If the fever persists after 24-48 hours, especially in the young, old or frail, this may indicate a complication so a doctor should be consulted.

### **HEAD INJURIES**

It is unlikely that serious injury will result if the person can remember what happened or in the case of a child he or she cries straight away. Consult the doctor though if loss of consciousness occurred or if there is vomiting, blurred or double vision, drowsiness, difficulty in walking or a severe headache.

### **INSECT BITES AND STINGS**

A cold compress is soothing. Calamine or antihistamine cream eases soreness and itching. Antihistamine tablets can be obtained from the chemist. Do not remove bee stings by squeezing the sting; try to 'scrape' it away. **The Pharmacy can offer you self care advice on insect bites and also treatment for infected bites.**

### **NOSE BLEEDS**

Sit in a chair leaning forward with your mouth open, and pinch the end of your nose for 15 – 20 minutes. If the bleeding has not stopped after 20 minutes, or if you feel faint or unwell, contact the doctor.

### **RASHES**

Most rashes in children are due to viruses and not a cause for concern. If, however, your child is unwell or has other symptoms especially headache, vomiting, discomfort with bright light or a high temperature, contact the doctor. Using the "glass test" can identify the most worrying rash associated with meningitis. Using a fat-bottomed glass, press the glass onto the skin over the rash. If the rash does not fade, contact a doctor immediately or go to the nearest medical centre.

### **SORE THROATS**

Most sore throats are caused by virus infections that do not respond to antibiotics. Sipping iced water regularly and soothing lozenges can help. Treat an associated fever as outlined above but gargling with soluble aspirin before swallowing can help a lot to ease a sore throat. **Contact your Pharmacy if your symptoms don't improve.**

### **SPRAINS AND STRAINS**

Immediately apply a cold compress, e.g. a pack of frozen peas or crushed ice wrapped in a towel or cloth to take down the swelling. A firm bandage will give support. Rest the affected area and if your leg is affected, raise it above the hip level to reduce swelling. If you can walk on the affected leg, there is not usually anything broken. **Contact your nearest Minor Injuries Unit if you are suffering with sprains and strains, or if a broken bone is suspected.**

### **SUNBURN**

Sunblock creams should be used to prevent sunburn. Treat with cold water as for other burns to remove the heat. Calamine lotion may help and paracetamol will ease discomfort. Children especially burn easily and care is needed to avoid over-exposure.

### **THRUSH**

Is a very common cause of an itchy vaginal discharge in women. It can be triggered by antibiotic treatment and sometimes the 'pill' or during pregnancy. The doctor may be able to leave you a prescription to treat it, but should it recur or fail to improve, you should make an appointment. **Contact your pharmacy if you think you have thrush. They will be able to treat you.**

www.nhs24.scot



- coughs and colds
- sore throat
- indigestion
- diarrhoea or constipation
- aches and pains
- help if you run out of your repeat prescription

**Pharmacist**  
(self care)



A range of clinicians, including doctors and nurses, to help you with both physical and mental health issues.

**GP Surgery**



- tooth pain
- swelling to your mouth
- painful or bleeding gums
- injury to your mouth
- advice on oral hygiene

**Dentist**



- Red and/or sticky eye
- Pain in or around your eye
- Sudden loss of vision
- Blurred or reduced vision
- Flashes and floaters

**Optometrist**



NHS 24's health information service includes self-help guides for a range of common conditions.  
[www.nhsinform.scot/self-help-guides](http://www.nhsinform.scot/self-help-guides)  
When your GP and local pharmacy are closed, and you are too ill to wait, call 111.

**NHS 24**



- Breathing Space  
0800 83 85 87  
[www.breathingspace.scot](http://www.breathingspace.scot)
- Choose Life  
[www.chooselife.net](http://www.chooselife.net)

**Mental well-being**



- cuts and minor burns
- sprains and strains
- suspected broken bones and fractures

**Minor Injuries Unit**



- suspected heart attack or stroke
- breathing difficulties
- severe bleeding

**999 or A&E**

## WHAT TO DO IN TIMES OF BEREAVEMENT

### IF DEATH OCCURS AT HOME

1. Telephone the doctor. They will visit as soon as possible.
2. Contact a funeral director.

### WHEN DEATH OCCURS IN HOSPITAL

1. Contact a funeral director to inform them that their services will be required.
2. Collect doctor's death certificate from the hospital.
3. Take this to the registrar's for the area in which death took place. Also take the deceased's medical card if available and birth certificate.
4. Take green form to funeral director who will take over complete responsibility for arranging the funeral.

### OTHER SOURCES OF INFORMATION

The websites listed below contain useful information on aspect of health and well being and have informative leaflets.

[www.patient.co.uk](http://www.patient.co.uk)

useful leaflets, self help groups and medicines information

[www.womanshealthlondon.org.uk](http://www.womanshealthlondon.org.uk)

women health issues and topics

[www.centralexualhealth.org](http://www.centralexualhealth.org)

information on sexual health

[www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

mens health information

[www.nhs24.com](http://www.nhs24.com)

general health information

### USEFUL TELEPHONE NUMBERS

Clackmannan Health Centre	(01259) 723725
Kincardine Health Centre	(01259) 730302
District Nurse Clackmannan	(01259) 222315
Health Visitor Clackmannan	(01259) 222316
District Nurse Kincardine	(01259) 732921
Health Visitor Kincardine	(01259) 730302 option 7
Social Services Clackmannanshire	(01259) 450000
Forth Valley Royal Hospital	(01324) 566000
King's Park Hospital	(01786) 451669
Clackmannanshire Community Healthcare Centre	(01259) 215333
Samaritans	116 123
Citizen's Advice Bureau	(01259) 723880
Clackmannan Pharmacy	(01259) 722635
Well Pharmacy Kincardine	(01259) 730446
NHS 24	111

### NHS Organisations

NHS Forth Valley, Carseview House, Castle Business Park, Stirling, FK9 4SW. 01786 463031

NHS Fife, Hayfield House, Kirkcaldy, KY2 5AH. 01592 643355