

TURRIFF

MEDICAL PRACTICE

**BALMELLIE ROAD
TURRIFF, ABERDEENSHIRE AB53 4DQ**



TELEPHONE: 0845 337 6320

FAX: 01888 564010

Email: turriff.administrator@nhs.net

www.turriffmedicalpractice.co.uk

WELCOME TO THE TURRIFF MEDICAL PRACTICE

This booklet has been produced to give you information about the staff and services offered here. If there is any other information you require, any member of staff will be happy to help.

PRACTICE CHARTER

Our Commitment To You

The practice is dedicated to delivering a quality of service which meets the needs of our patients.

You will be treated as an individual and will be treated with courtesy and respect at all times irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.

Following discussion you will be given the most appropriate care, given by suitably qualified people. No care or treatment will be given without your consent.

You have the right to see your medical records, subject to any limitations in law, which will be kept confidential.

We will give you full information about the services we offer. Every effort will be made to ensure that you receive any information which directly affects your health and the care being offered.

When attending the surgery you can expect to be informed of any excessive delays. Some consultations are unexpectedly long and may lead to emergency admissions to hospital. This can cause clinics to run behind time; you will be informed of the delay and we ask that you are tolerant.

Your Responsibility to Us

Come to the surgery whenever possible. If an appointment has been made you are responsible for keeping it. If you are unable to come please inform us. That time will then be available for somebody else.

If several family members are ill, make separate appointments for everyone.

The doctor can see many more patients at surgery than by going to visit at home. Most children can be brought to the surgery and this will enable a more prompt consultation than waiting for a home visit.

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

The NHS has made it clear that where a patient is violent or abusive to a doctor, his staff or other people on the premises, that patient can then be removed from the practice list without further notice. Turriff Medical Practice adheres to this principle.

GPs

DR ROBERT W LIDDELL	MBChB FRCGP DRCOG (Glasgow 1979) full-time
DR KATRINA E S DUTHIE	MBChB Dip Obs (NZ) (Aberdeen 1982) part-time
DR PATRICIA N GUTHRIE	MBChB DRCOG (Glasgow 1979) part-time
DR STEVEN C HENDERSON	MBChB MRCGP DRCOG (Aberdeen 1992) full-time
DR KAREN L McLUCKIE	MBChB MRCGP DPD (Aberdeen 1997) part-time
DR CATRIONA LAWSON	MBChB MRCGP DRCOG (Aberdeen 1998) part-time
DR CLAIRE NICKFORD	MBChB MRCGP BSc (Med Sci) (Aberdeen 1998) full-time
DR FIONA M JACKSON (Associate)	MBChB MRCGP DGM (Dundee 1997) part-time

PRACTICE MANAGER

Mrs Linda Barron IHM

ADMIN TEAM

Mrs Karen Lobban	Mrs Muriel McGregor	Miss Caroline Prise
Mrs Moyra Crawford	Mrs Valerie Shewan	Mrs Lorna Ali
Mrs Karen Wiseman	Mrs Lois Murray	Ms Petula Barclay
Mrs Diane Findlay		

NURSING TEAM

Mrs Jill McCaw	(RGN, RSCN)	Mrs Nicola Rhind	(RGN)
Mrs Margaret Rennie	(RGN)	Mrs Gillian Duncan	(RGN)
Mrs Brenda Legge	Nursing Assistant	Mrs Edna Anderson	Nursing Assistant

DISTRICT NURSES

Mrs Sheila Thomson	Cuminestown/Turriff	Miss Kerry MacRae	Community Nurse
Mrs Julie Gall	District Nurse	Mrs Jennifer Johnston	Community Nurse
Mrs Elsie Anderson	Speciality Nurse for Elderly	Mrs Sheila McKinnon	Auxiliary Nurse
Mrs Sharlene Greig	Community Nurse	Mrs Lynn Ogg	Auxiliary Nurse
Mrs Jacqueline Soper	Community Nurse		

HEALTH VISITORS

Mrs Julie McDonald	Health Visitor	Mrs Jennifer Gerrard	Health Visitor
Mrs Alison Jenkins	Health Visitor	Mrs Dorothy Harper	Health Asst/School Nurse

OPENING TIMES

Reception	Monday – Friday	8.00am – 6.00pm
GP Surgeries	Monday – Friday	8.00am – 12.00pm 2.00pm – 5.30pm
Practice Nurses Clinics	Monday – Friday <i>Telephone Advice</i>	9.00am – 12.10pm 12.30pm – 1.00pm 2.00pm – 5.30pm
Nursing Assistants Clinics	Monday – Friday	9.00am – 12.10pm
District Nurses	Monday – Friday	8.30am – 5.00pm
Health Visitors	Monday – Friday	8.30am – 5.00pm
Midwives	Monday – Friday	9.00am – 5.00pm

USEFUL TELEPHONE NUMBERS

Practice Number	0845 337 6320
Option 1 8.00am – 6.00pm	Medical Emergencies
Option 2 8.00am – 6.00pm	Appointments / Home Visits
Option 3 2.00pm – 6.00pm	Results
Option 4 9.00am – 4.00pm	Enquiries
Repeat Prescription Line	(Voicemail 24 hours) 01888 564024

Maddi's

Stockists of Babywear from
Premature - under 8 years
Nursery Goods, Toys and Gifts

Mamas & Papas

the gro
company

baby
GUND
chicco



**STOCKISTS OF CLOTHING BY LEADING
NAMES INCLUDING BEN SHERMAN,
SUGAR PINK, ZIP ZAP and MANY MORE.**

Nursery Club and Gift Vouchers Available
Open: Monday to Saturday 9.30m-5.00pm

23 High Street, Turriff
Telephone 01888 560699

Email:- maddis.turriff@btinternet.com

District Nurse
01888 564114

Midwifery Service
(24 hours) 01261 819129

Turriff Community Hospital
01888 563293

Health Visitors
01888 564113

Aberdeen Royal Infirmary
0845 456 6000

NHS 24 (24 hours)
08454 242424

Practitioner Services
01224 358400

John Strachan Pharmacy
01888 562403

Boots Pharmacy
01888 562413

APPOINTMENTS

You are free to request an appointment with any of the doctors or nurses, not just the doctor you are registered with.

ADVANCED ACCESS

We operate a system of appointments which is called advanced access, the aim being to offer appointments to all who need one within one working day, and to continue to allow the chance to pre-book appointments up to four weeks in advance. In order to achieve this we have created extra appointments at busy times of the week, and made more use of consulting by telephone when this is appropriate.

TYPE OF REQUESTS

- Doctors Surgery Appointment
- Doctors Telephone Appointment
- Nurses Surgery Appointment
- Nurses Telephone Appointment
- Assistance from Receptionist
- Home Visits

DOCTOR SURGERY APPOINTMENT

If you request an appointment with a doctor you will be asked if you have a new problem or an on-going problem. You will also be asked which doctor you have been seeing or which doctor you usually see. This is to aid continuity and to try as far as possible to ensure you see the same doctor for an episode of care.

TELEPHONE CONSULTATION DOCTORS AND NURSES

If you request a telephone consultation, you will be asked if it is something you require to be examined for, if so a telephone consultation will not be appropriate and a surgery consultation will be necessary. If it is established that a telephone consultation is suitable you will be asked for a contact number and a doctor or nurse will telephone you at approximately the time you have been allocated.

NURSES SURGERY APPOINTMENT

If you request an appointment with a nurse you will be asked what it is for by the Receptionist, this is to ensure you are given the correct length of appointment and to enable the nurse to spend the required time with you to carry out the consultation. You do not have to be specific and in-depth in your response but the reason for asking is to provide you with the best care we can.

HOME VISITS

There is a doctor available each day to undertake requests for home visits. Those who are housebound or too ill to attend the surgery can request a home visit by phoning 0845 337 6320, before 11.00am. Only emergencies will be visited after this time.

It is important that requests are made as early in the day as possible to enable the doctors to plan their day and to ensure as far as possible surgeries are not disrupted due to late requests. A doctor, or if appropriate a nurse, will visit or may telephone to assess the need for a home visit. If you feel that you cannot wait, the receptionist will get a doctor to speak to you, to assess the urgency of the call and, if necessary, to attend sooner.

RECEPTIONISTS

The Reception staff can assist with a number of things for example requests for repeat sick lines, requests for repeat prescriptions etc. so please use their expertise to allow us to provide as responsive a service as we can to our patients.

NON-NHS EXAMINATIONS

Medical examinations and certificates for special purposes eg pre-employment, HGV, elderly drivers, fitness to undertake sport or travel, insurance examinations are performed at special times. Please inform the receptionist when making an appointment, A fee will be payable. A list of fees are displayed at reception.

MEDICAL CERTIFICATES

A self-certificate is required for absence of less than seven days duration. Your employer will be able to provide this certificate. If you are off for seven or more days, you will need to contact your doctor to get the appropriate certificate.

OUT OF HOURS

If you feel you require urgent medical assistance outside normal surgery working hours then proceed as follows:



Boots Turriff **free**

Repeat Prescription Service

A simple and convenient way to get your regular medication.

Mon-Fri.
8.45-5.30pm
Sat 8.45-5pm

Just ask in store

tel. 01888562413 participating surgeries only

The advertisement features a white Boots pharmacy bag, a blister pack of orange capsules, and a green cross icon on a light green background.

- Phone NHS24 – 08454 24 24 24
- Listen to the message carefully
- You will be answered by an operator who will take your details
- You will then speak to a nurse about your problem

Please do not present directly to Turriff Hospital

Always phone NHS 24 first.

Patients who do present directly may be asked to phone NHS 24 from the Hospital waiting room.

ROLE OF STAFF

ADMIN STAFF

Admin staff are here to help everyone - doctors and patients. Sometimes they may ask questions which you could consider inappropriate, but they are doing so on the instructions of the doctors, in order to help doctors and nurses to plan their work and to make sure you get the care you need and the most appropriate appointment. All information given is confidential. They have a difficult job to do - please be courteous to them at all times.

NURSING STAFF

Practice Nurses hold their own clinics and can advise on a wide variety of health problems. Patients are seen by appointment or on referral from the doctor. The nurses are trained to do an extensive number of procedures, tests and clinics including: blood tests, ECGs, ear syringing, cryotherapy, cervical smears, health promotion, holiday advice and vaccinations, injections, diabetic, asthma and coronary and other chronic disease management clinics, dressings and suture removal. Nursing Assistants complement the trained nursing staff and undertake blood tests, new patient medicals, ECGs and weight management.

DISTRICT NURSES

District nurses provide high quality nursing and health care in the community 8.30am – 5.00pm weekdays. They provide a wide variety of services, mainly in the home. These include:

- * Nursing care for the acutely or terminally ill
- * Health promotion and screening for the elderly, disabled and handicapped and their carers
- * Home nursing care to aid recovery from illness
- * Teaching patients, families, students and professionals
- * Clinical procedures for patients who cannot attend the surgery
- * Over 75s with chronic disease for check ups for cardiac problems, diabetes, asthma, hypertension and strokes.

HEALTH VISITORS

These are qualified nurses with special training and experience in child health, health promotion and education. They offer practical support and advice in a host of diverse situations, aim to promote the health of the whole community and liaise closely with other professional and voluntary agencies within that community. They also undertake childhood immunisations.

For a Fast,
Friendly &
Efficient Service



TURRIFF COACHES & CABS

Private & Contract Hire
Airport Runs & Local Service

Taxis & 7-seater
Minibuses -
8, 14 & 16-seaters



01888
563000

2 months old	Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib) Pneumococcal	one injection one injection
3 months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Meningitis C (Men C)	one injection one injection
4 months old	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib)	one injection
	Meningitis C (Men C)	one injection
	Pneumococcal	one injection
Around 12 months	Haemophilus influenza type b (Hib) and Meningitis C	one injection
Around 13 months	Measles, mumps, rubella (German measles) (MMR) Pneumococcal	one injection one injection
3 years and 4 months to 5 years old	Diphtheria, tetanus, pertussis (whooping cough) and polio	one injection
	Measles, mumps and rubella (MMR)	one injection
12-13 (Females only)	HPV	3 Doses
13 to 18 years	Diphtheria, tetanus, polio	one injection

MIDWIVES

Qualified midwives with a special training in antenatal and postnatal care of patients. They offer antenatal care by appointment.

SPECIALIST ELDERLY CARE NURSE

Patients aged 75 and over are invited to attend an annual health check with our Elderly Care Specialist Nurse. If patients also have medical conditions such as Diabetes, Heart Disease, High Blood Pressure, Kidney Disease or Respiratory Disease they will have their conditions reviewed at this appointment.

PRIMARY CARE MENTAL HEALTH WORKER

The service is available to patients 16 years of age and over who have anxiety or mild depression and their GP feels they would benefit from discussion sessions. The initial appointment is for one hour followed by up to eight sessions of half an hour duration. GPs can refer patients to the service.

COMMUNITY CARE

The social work community care team is located at Turriff Community Hospital and comprises home care supervisors, an occupational therapist and care managers. The team works closely with the community nurses to support older people and adults with chronic illness or disabilities, who need assistance in their own homes to help them maintain their independence. An initial assessment is carried out to determine the level of help that is needed.

Home carers can assist with personal care. This generally includes help with getting in and out of bed, dressing and undressing, grooming, eating and personal hygiene such as washing and bathing. Help is also available for meal preparation, shopping, medication and some household tasks. If someone requires a high level of care or has complex care needs, a care manager will be involved in assessing, planning and overseeing the care arrangements. The occupational therapist carries out home assessments to determine whether any aids are required to assist daily activities.

Personal care is provided free of charge to those over 65, but there may be a charge for other services. The aim of community care is to enable people to continue living in their own homes as long as possible, but not everyone's needs can be met in this way. Sometimes a move to a care home has to be considered.

CLINICS

SERVICES

As defined by the Section 17c Contract we offer core services, additional services (maternity care, child health surveillance, vaccinations, cervical smears) and enhanced services (minor surgery, anticoagulant monitoring, near patient testing, IUCD and Implanon insertion and substance misuse). We can also offer acupuncture and homeopathic services, ultrasound scanning, sigmoidoscopy and cardiac assessment.

CHRONIC DISEASE MANAGEMENT

- Diabetes
- COPD
- Peripheral Vascular Disease
- Coronary Heart Disease
- Asthma
- Atrial Fibrillation
- Hypertension
- Chronic Kidney Disease
- Heart Failure

TRAVEL ADVICE VACCINATIONS

This practice is a registered yellow fever centre. A charge will be made for this and other holiday vaccines not covered by the NHS. Please allow at least eight weeks before travelling to contact the practice nurse regarding your vaccinations. Before making your appointment with the practice nurse please complete a travel immunisation form which is available at reception.

HEALTH VISITORS

- Parenting Programme
- New Beginnings - health promotion programme for new parents
- Primary and Pre-school Immunisations

MIDWIFERY

- Parentcraft
- Breast Feeding
- Postnatal Care

TEST RESULTS

Patients will be advised by the clinician to contact the practice for results of tests undertaken and the timeframe for these.

Results are received by the practice daily from the Laboratory in Aberdeen and to ensure the Doctors are able to review these following their morning surgeries the reception staff will be in a position to inform patients of results after 2.00pm.

In the interest of confidentiality results are only given out to the patient they apply to unless prior consent has been obtained from the patient. Consent forms are available from reception to allow access by a third party if sanctioned by the patient.

TURRIFF & DISTRICT CAB

MASONIC BUILDING
GLADSTONE TERRACE
TURRIFF AB53 4AT

Problems with . . . family & personal matters, housing, employer/employee, goods & services, benefits, debts, etc?

We can Help!
A Confidential & Impartial Service

Opening Hours:
Mon. - 10am-12noon
Tues. & Thurs. - 10am-12noon,
1.30-3.30pm
Fri. - 10am-12noon

Also at TURRIFF LIBRARY
by appointment Fri 5-6pm

Tel: 01888 562495
Fax: 01888 560070

Email: manager@turriffcab.casonline.org.uk

This organisation is
a registered charity.

Registered in Scotland SC07159



REGISTRATIONS

You can register with Turriff Medical Practice if you live within the Practice Boundary. If you move outwith this boundary you will be asked to register at another Practice. A map of the practice area is available at reception for you to view if required.

REGISTRATION TIMES

Monday – Friday 12.30pm – 2.30pm
 5.30pm – 6.00pm

DOCUMENTATION

You will be issued with a registration pack which includes:-

- General Practice Registration Form (GPR)
- New Patient Medical Form
- Practice Booklet
- Consent to Allow Third Party to Access Information on Your Behalf
- Consent to Allow the Practice to leave Answer Machine Messages / Send Text Messages
- Out of Hours Information

REGISTRATION PROCESS

- You will be asked for your address and a map checked to ensure you live within the Practice boundary.
- You will be required to complete a General Practice Registration form (GPR).
(If you are registering a new baby you will be asked for a GP58 White Baby Card obtained from the Registrar and will not be required to complete a GPR in this instance)
- You will be required to complete a New Patient Questionnaire Form.
- Consent forms are optional and patients do not have to complete them if they do not wish to.
- When you present at the Practice to Register the Receptionist will enter your details on computer and ensure that all the mandatory fields are completed and you have signed and dated the forms.
- You will be asked to make an appointment for a new patient medical with our Nursing Assistant.

REPEAT PRESCRIPTIONS

Requests by Telephone or by Re-Order Form

48 hours' notice is required and collections should be made after 2.00pm (ie prescriptions ordered on Wednesday morning may be collected on Friday after 2.00pm).

Telephone

- Telephone 01888 564024.
- An answering machine will take your message.
- Be ready to give your name, address, date of birth and the medication you require with dosage.

Re-Order Form

- Complete your repeat prescription re-order form or "tick list"
- A post box is situated in reception

Once you have requested your medication your prescription can be sent directly to one of the Turriff pharmacies. Please let us know if you would like this to happen.

PERSONAL DETAILS

PATIENT DETAILS

It is extremely important that you advise us of a change in your personal circumstances to ensure that the information we hold is accurate and up to date. Doing this will ensure we will be able to contact you via letter or telephone with regard to your medical care.

There are consent forms available at reception for completion to allow us to leave messages on your answering machine or send you text messages if we are unable to contact you in person.

DATA PROTECTION / CONFIDENTIALITY

In order to provide care for you we are obliged to keep records. This is increasingly done using computers. We are obliged to comply with the Data Protection Act 1998 and other guidance on privacy and data confidentiality and we take this very seriously. In order to manage services and improve the quality of care we provide we share some information on practice activity e.g. with CHPs, Health Boards and Primary Care Organisations, Scottish Office and Common Services Agency. Whenever possible this information is anonymised i.e. names and other identifying details are removed.

Information is NOT shared with any third party outside the Health Service (e.g. Insurance, Employer, Solicitor) without your explicit consent and agreement. We are obliged by law to provide certain information e.g. notification of certain infectious diseases.

Confidentiality is a professional obligation on all Clinicians. All non-clinical staff are made aware of the practice confidentiality policy during the induction process along with details of disciplinary procedures in the event of a breach of confidentiality.

If you have any questions or wish to know more please contact the Practice Manager.

TRAINING

MEDICAL TRAINING

We are a training practice which means that we support medical students and postgraduate students to fulfil their training requirements whilst progressing towards completion of their studies. You will always be advised of the fact that your appointment is with a trainee and asked if you are happy with this before the appointment is confirmed. All trainees are supervised by a principal GP. Part of the training includes video consultations and patient satisfaction questionnaires. You will be asked if you wish to participate in these and are under no obligation to do so.

STAFF TRAINING

Turriff Medical Practice participate in Protected Learning Time and close for eight half days per year. This allow dedicated time for the GPs, nurses and admin staff to undertake training and education to enhance their skills and keep up to date with developments which will ultimately lead to improvements to the care of our patients.

COMMENTS, COMPLIMENTS, COMPLAINTS

While we constantly strive to provide a friendly and efficient service, we do realise that occasionally things do not go as smoothly as we would like. If you think this has happened to you please let us know.

If you have any ideas which you feel would improve the service we provide, please complete a form and post in the box located on the reception desk.

Should you have any comments, compliments or complaints regarding the service you receive please direct them to :-

Mrs Linda Barron **Practice Manager**

In Writing: **Turriff Medical Practice**
Balmellie Road
Turriff
AB53 4DQ

By Telephone: **0845 337 6320**

By Email: **turriff.administrator@nhs.net**

TURRIFF COMMUNITY HOSPITAL

Turriff Community Hospital is a 19 bed GP community hospital, staffed by your own doctors.

Costcutter

John Stewart (Turriff) Ltd
35 High Street, Turriff
Tel. 01888 563229 Fax 01888 568631

**Large selection of Bakery,
Delicatessen, Beers, Wines & Spirits
at great costcutting prices**

**Ask about
our *FREE*
delivery service**

**For high quality and good service -
Get down to your local **Costcutter****

Store now open Mon-Sat 7.30am-9pm

Check our leaflet for special offers

It currently offers:-

- Inpatient medical beds
- Physiotherapy
- Speech and language therapy
- Chiropody
- X-ray (Monday – Friday am)
- Occupational therapy services
- Ultrasound scanning
- Cardiac Assessment Clinics (echocardiography, Exercise ECG Testing and Ambulatory ECG Monitoring)
- Psychiatry
- Audiology
- ENT
- Oncology
- Endoscopy

The medical and nursing staff are grateful to the community for its financial support for the hospital, If you wish to help further, please consider joining the Friends of Turriff Hospital (details from reception staff).

Doctors do not permanently staff the casualty department. The hospital nurses are trained in casualty work but if the nurse on duty needs advice she will call the duty doctor, who will give advice or attend.

Please attend casualty only for accidents and emergencies, avoid such times as lunch time and evenings unless the matter is urgent.

Turriff Hospital no longer has long-stay geriatric beds. Instead we have been able to increase our capacity to rehabilitate patients after significant illness, injury or operations.

CARE HOMES

Care homes are generally owned and run by private individuals or companies. Most of them employ qualified nurses as well as carers to allow them to look after people with a wide range of health and personal care needs. The residents are also assisted to access social activities if they wish. Not all care homes employ nurses, including those run by the local authority. These homes would not be suitable for everyone, particularly if regular nursing input is needed.

Most homes provide single and some double rooms for their residents and many of them have ensuite toilet facilities. The Care Commission sets standards regarding the level of care provision and the facilities that all care homes have to meet and there are regular inspections to ensure that these standards are met and maintained. All homes have to be registered with the Care Commission.

If someone is considering a move to a care home a care manager must be contacted. They will assess the person's specific individual needs and help them through the process of moving to their chosen home. They will also check that the person is receiving their full state benefit entitlement and help them to apply to the council for financial assistance towards their care home. The care manager will also carry out regular care reviews to ensure that the person's needs continue to be met in the best way possible.

Care homes are generally welcoming and pleasant places and a move to a care home need not be a painful experience.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and are worth keeping at home in case of minor illness. Keep them out of reach of children, and always read the instructions carefully.

Every household should have the following:-

- Paracetamol Tablets For headaches, colds, sore throats, backache and injuries
- Paracetamol Mixture For the relief of pain or fever in young children (e.g. calpol)
- Ibuprofen Syrup Also useful for pain or fever in children
- Elastoplast For minor cuts
- 3" wide crepe bandage For sprains
- Antacid For dyspepsia / heartburn (e.g. Rennie's)

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common minor ailments can be simply treated at home without the need to consult a doctor or nurse.

CHILDHOOD ILLNESSES AND FEVER

In their early years most children will have temperatures on many occasions. This is a normal part of growing up, as children meet many viruses to which they will develop immunity. Most childhood illnesses are due to viruses, which get better by themselves and are not helped by antibiotics. Usually as part of these infections, children get temperatures. Reducing the temperature helps the child to feel better and will not hide any serious illnesses. Children with a fever will feel rotten and may develop a headache. In the first 48 hours it is sensible to let them rest and do what you can to relieve their symptoms (see following).

Assess the temperature by feeling the child's forehead. If hot to the touch the child probably has a fever. You can if you wish use a thermometer. The actual measured temperature is not important - you are just using the thermometer to see if the child has a fever.

1. Give your child paracetamol (Calpol, Disprol) syrup. Give the maximum dose for the child's age. Always keep a supply in the house.

Celebrations
- OF TURRIFF -

- FURNITURE • BEDS •
- FLOORING • CURTAINS •
- GIFTWARE • KITCHENWARE •
- LADIESWEAR • MENSWEAR •
- RESTAURANT AND COFFEE PARLOUR

Shop on-line at
www.celebrationsofturriff.co.uk

**MAIN STREET,
TURRIFF
Tel. 01888 563361**



2. Dress your child in cool clothes and make sure the room is not too hot.

3. Give the child plenty of cool drinks, as fluid is lost with fever. If they are reluctant to drink encourage frequent sips, if necessary from a spoon.

4. Sponging your child down, all over the head and body, with a cloth in tepid water will help bring down the temperature and make them feel better. This can be repeated as often as necessary.

5. Repeat the paracetamol up to four times a day.

6. A child with a fever is likely to be restless at night. Offer cool drinks and sponge the child down.

WHEN SHOULD THE CHILD BE SEEN BY A DOCTOR?

Doctors are happy to see any child who is not improving, on the third or fourth day, and will see them much earlier if the child seems, to the parents, to be unwell or has worrying symptoms such as not being able to stand light or noise (such as TV). It is not necessary for a doctor to visit every child with a fever (nor is it possible for practices to provide such a service). If you are really worried the quickest way to get a child seen is to phone the surgery and state that you are worried and will bring the child straight down to the surgery. Please avoid asking for a home visit. You will not make your child worse by taking them to the surgery or hospital. Sometimes, in fact, the cool, fresh air makes feverish children feel better.

COULD IT BE MENINGITIS?

Recent scares about meningitis have worried us all, until we remember two important facts.

- Meningitis is a rare condition.
- Children are now immunised against HIB - the commonest cause of meningitis - although there are other important bacteria which can cause illness.

This means that very few feverish children develop meningitis. However, if they do it is important to get medical help as quickly as possible. Here are some tips to help you decide if this is the case. Meningitis makes children very poorly, so they cannot stand light, noise or movement. If they can bear to watch television (noise and light) and are helped by paracetamol, meningitis is very unlikely. On the other hand if they are still and groan with every sound or movement, it could be more than just a simple viral illness. The other signs to look for are a rapidly spreading rash (usually starting on the legs or buttocks) and stiffness of the neck and back. Try the “tumbler test” - press the base of a clear tumbler on the skin. If the rash does not disappear on pressure of the glass, contact the doctor. Also, try the “hedgehog test”. If they can curl up and put their chin on their knees, meningitis is unlikely.

CROUP

Croup is a viral illness, which occurs in outbreaks. It consists of a loud barking cough, often with noisy breathing. It is usually worse at night. If fevered give paracetamol. The best treatment for relieving the cough is steam - run a shower or bath, and fill the bathroom with steam and repeat as often as necessary. It usually lasts for three to four days on and off. If severe or if the child is unwell it is worth asking a doctor to check the child over, but this would rarely be urgent.

EARACHE

This is very common, especially in three to seven year olds. Fortunately it rarely leaves any long-term problems. The mainstay of treatment is paracetamol (Calpol, Disprol, etc) which should be given four times a day, at four to six hourly intervals until the pain subsides.

Antibiotics are often used for earache which does not settle in 12 to 24 hours, but make little difference to the initial pain.

Thus, if your child develops earache give paracetamol and make an appointment the next day if not settled.

SORE THROATS

Most sore throats are due to the viruses which cause the common cold. Treat with paracetamol, plenty of fluids and throat lozenges. If the pain and fever get worse over a period of two days or so then make an appointment with the doctor, who will check for signs of tonsillitis.

COLDS AND COUGHS

Colds are caused by viruses and are not helped by antibiotics (which kill bacteria). The symptoms are usually a runny nose, sore throat, fever and cough. Take paracetamol, hot drinks, and, if desired, try a cough linctus (these will often make you sleepy and are therefore useful at night if you have a cough). Steam inhalations (with menthol crystals or Vick) will help blocked up sinuses and will slacken a cough. Congestion of the nose can often be relieved with Sudafed and Otrivine spray, or similar decongestants. Your pharmacist can advise you. Most colds will clear up after seven to ten days. Antibiotics are sometimes used if secondary infection occurs with bacteria, for example in the chest, sinuses or ears. However, don't be surprised if your doctor does not prescribe antibiotics as they will not wish to increase the risk of bacteria becoming resistant to these drugs.

See the doctor if pain occurs over the sinuses, if green or yellow spit persists more than a few days, if short of breathe or if you suffer from a chronic chest condition. Laryngitis causes hoarseness, loss of voice. Treatment involves painkillers and resting your voice. Antibiotics are generally not required.

TOOTHACHE

Aspirin, paracetamol or other painkillers will help until you can arrange to see your dentist. Please contact your dentist, not your doctor - toothache is his field of expertise, not ours.

BACK PAIN

Most of us suffer back pain at one time or another. If you suddenly strain on your back, the best thing to do is rest initially and take painkillers regularly (start with aspirin or paracetamol, work up to Nurofen or Solpadeine or similar if necessary). Thereafter try to keep active and regain normal activity as soon as possible. When it is bad apply ice packs for 10 minutes, three times a day. Take hot baths twice a day. After pain settles, be careful when you lift, as it's likely to happen again. Consult your doctor if pain goes on for more than a week or, if pain goes down the leg (when a disc problem may be suspected). A qualified chiropractor may be able to help back pain. X-rays are not very useful and your doctor will probably not wish to arrange one.

BURNS

Run lots of cold water over the affected part until the pain goes - this is important first aid as it prevents further tissue damage. Go to Turriff Hospital Casualty for all but the smallest burn.

SPRAINS

The commonest sprain is caused by twisting the ankle. Immediately apply ice packs (crushed ice in a bag or a frozen bag of peas - wrapped in a damp cloth). Apply a firm crepe bandage and try to rest the ankle until better. If the ankle is very swollen or if you cannot bear weight on the ankle, attend Turriff Hospital Casualty to be checked. In most cases you can wait until the next morning before attending.

SEVERE BLEEDING FROM CUTS

This can always be stopped by applying a pad, eg a handkerchief, and pressing firmly. Keep the pressure on if necessary and go to Turriff Hospital Casualty.

MINOR CUTS AND GRAZES

Clean with water and a little soap. Apply a clean dry dressing.

NOSE BLEEDS

Sit on a chair, leaning forwards. Pinch the soft part of the nose below the bone (not the bone itself) for at least 10-15 minutes. Most often the bleeding will then have stopped. If not, go to Turriff Hospital Casualty for further treatment.

SUNBURN

This could be prevented if possible - we don't get much sun in Turriff, so don't go crazy when you see it! Always use sunscreens at first, and be careful to keep young children in the shade. If you do get burned, use a moisturising lotion such as E45 and take paracetamol and extra fluids - and learn your lesson.

INSECT BITES AND STINGS

These will cause local swelling and itch or pain. They can be helped by antihistamine creams or tablets - ask your pharmacist. Occasionally more severe reactions occur, when you should attend Turriff Hospital Casualty.

**WHITE LODGE
GARDEN CENTRE**
Burnside • Turriff
Tel. 01888 562924 • Fax 01888 562974
Mobile 077111 80178
e-mail white.lodge.gardencentre@hotmail.co.uk
Website www.white.lodge.gardencentre.com

SUPPLIERS & GROWERS OF:-
**HEATHERS, ALPINES, PERENNIALS,
SHRUBS, CLIMBERS, ROSES, CONIFERS,
TREES, FRUIT TREES, FRUIT & VEG.**

**AQUATICS:- FISH, FISH FOOD, CHEMS, PUMPS, LINER,
PONDS, PLANTS, ETC,ETC.**

FURNITURE:- BENCHES, TABLES, BBQs, ETC, ETC.

**COMPOSTS, FEEDS, HOSES, FITTINGS,
GRASS SEED, PAINTS**

**EVERYTHING FOR
THE GARDEN!!!**

OPEN 7 DAYS

Growers and Suppliers of Annual/Perennial Plants, Trees, Shrubs, Conifers, Roses, Alpines, Heathers etc. Pond and Waterfall Components, Aquatic Supplies, Pumps, Ponds, Fish etc. Fencing Solutions, Fountains and Garden Statuary.

FAINTS

Many people faint on occasion, especially in hot, stuffy conditions, particularly if standing for a long time and overdressed. The symptoms are faintness/light headedness, nausea and sweating. You should lie down as soon as possible and elevate your legs. never try to stay standing up or sitting, as you may then pass out completely or collapse. Have a drink, and sit for a while after recovery. If you are with someone who faints lie them down and elevate their legs. They should recover quickly.

DIZZY TURNS

Elderly people often suffer from dizzy spells - these are a nuisance, but not serious. Sit the patient down, give them a drink if they feel they need it and wait for it to pass off. Don't panic! Medical attention is not necessary in most cases, as the dizziness will usually pass off in 10 minutes or so.

DIARRHOEA AND VOMITING

This is unpleasant but rarely serious. Its most usual cause is a viral infection, although sometimes it is caused by a bacterial infection such as salmonella. Diarrhoea is often accompanied by a colicky (cramp-like) pain in the abdomen. There may also be vomiting. Most attacks begin to improve after 48 hours. Miss the next three or four meals and take medicines such as loperamide (Arret or Imodium) but these should not be taken by children. Both adults and children should increase fluid intake.

See the doctor if things do not settle within 48 hours: if the pain is severe; if the sufferer is aged less than one year; if the attack starts on return from a trip abroad; if there are repeated attacks or if there is blood in the diarrhoea. If vomiting is troublesome take frequent sips of fluid, omit food completely until the vomiting settles. See the doctor if vomiting persists for more than 24 hours, if there is any blood in the vomit if the patient seems particularly unwell.

INDIGESTION

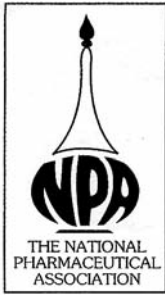
A burning discomfort in the upper abdomen or heartburn. This can be relieved by taking a spoonful of bicarbonate of soda in water or antacids such as Rennies. Consult your doctor if you get repeated episodes.



SP Strachan Pharmacy
"Hand in hand with the community"
29 MAIN STREET • TURRIFF • TEL. 01888 562403

- MINOR AILMENT SERVICE
- FLU VACCINATIONS
- SMOKING CESSATION SERVICE
- VITAMINS AND SUPPLEMENTS
- COUNSELLING AREA & PRIVATE CONSULTATION ROOM
- EMERGENCY CONTRACEPTION SERVICE
- DISABLED LIVING PRODUCTS
- LARGE BABY DEPARTMENT
- PASSPORT PHOTOGRAPHS

PRESCRIPTION COLLECTION SERVICE
- SUPPORTING THE COMMUNITY -
TURRIFF'S **ONLY** LOCAL AND INDEPENDENT PHARMACY



YOUR LOCAL PHARMACY - AT THE HEART OF LOCAL HEALTHCARE

Make the most of your local pharmacist

..... For dispensed medicines

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people get the best out of their medicines. Your local pharmacist will be able to tell you all you need to know about your prescription medicines because he - or just as likely she, as half of all pharmacists are women - has spent years at University studying the composition and actions of drugs. So they know exactly what's in your medicine, and will be happy to answer any questions. They understand that it's only too easy to come away from the doctor's surgery uncertain about when and even how to take your medicines . . . *Should you take the tablets before or after meals? . . . Are you using your inhaler properly?* You can be sure that your pharmacist will see that you get your medicine at the right strength and in the right dose and will check that you know how to take or use it properly.

..... For minor ailments

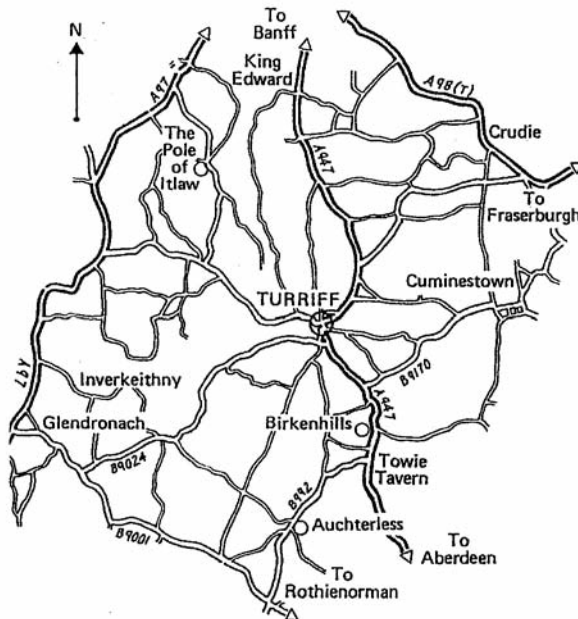
If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments for yourself and all the family - anything from headaches and coughs and colds, to cold sores, thrush or dermatitis. Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it.

Often, however, an over-the-counter remedy will be all you need. It's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. When you ask for a medicine, your pharmacist will need to ask you a few simple questions before recommending appropriate treatment. Do remember that they are not trying to pry. Their only concern is that you get the best possible advice for your problem and that the medicines you receive are suitable for you to take.

And remember, too, that you can talk to your pharmacist in confidence - even about the most personal symptoms. Like doctors, pharmacists have a professional code that means all personal information you give them will be treated in the strictest confidence. Most pharmacies now have a private consultation area, out of earshot of other customers where you can speak to the pharmacist more privately. Tell the pharmacist if you want to have a private chat.

Information Courtesy of the National Pharmaceutical Association

A MAP OF OUR PRACTICE AREA



Practice Boundaries:

King Edward Church to Crudie.

Crudie to Cuminestown.

Cuminestown to Birkenhills (via South Redbriggs).

Towie Tavern to Thorneybank (via South Redbriggs).

Thorneybank to Glendronach Distillery.

Inverkeithny to Pole of Itlaw.

Pole of Itlaw to King Edward Church.