

ST LUKE'S SURGERY

DR CHAUHAN, DR GHOSH & DR PILLAI

Practice Manager : Miss Debbie Walker



Surgery website:
www.stlukesurgerywalsall.co.uk

PINFOLD HEALTH CENTRE
 FIELD ROAD
 BLOXWICH
 WALSALL
 WS3 3JP

TELEPHONE: 01922 775136

EMAIL: clinicalinfo.m91647@nhs.net

NHS ENGLAND
 JUBILEE HOUSE BLOXWICH LANE WALSALL WS2 7JL
 01922 618388
 WALSALL



Disabled access and facilities available



**when it's less
 urgent than 999**

Surgery Opening Hours

Appointments are now available during the evenings on weekdays & Saturdays.

Reception	Telephone Available
Mon	08:00 to 18.30
Tue	08:00 to 18:30
Wed	08:00 to 18.30
Thu	08:00 to 18.30
Fri	08:00 to 13:00 For appointments or home visits between 13:00 -18:30 contact OurNet Health Services on 01922 501999.

OUT OF HOURS

If you need medical assistance when the Practice is closed, please phone the practice on 01922 775136 and follow the instructions on our answerphone message.

Alternative Services – OurNet 01922 501999 (appointment needed)

Urgent Care Centre, Manor Hospital (walk in available)

NHS 111 – call for advice

IF YOU ARE EXPERIENCING LIFE THREATENING SYMPTOMS SUCH AS CHEST PAIN, BLEEDING THAT WILL NOT STOP, CHOKING, FEELING SUICIDAL ETC THEN PLEASE CALL FOR AN AMBULANCE BY DIALLING 999.

IF YOU ARE FEELING SUICIDAL, YOU ARE NOT ALONE. WE ARE HERE TO SUPPORT YOU. PLEASE CALL 999 IF YOU EXPERIENCING SUICIDAL IDEAS NOW OR NHS 111 IF YOU WOULD LIKE SOME ADVICE.

Confidentiality for the young: According to current laws and protocols we provide full confidentiality to under 16 year olds about their conditions and their treatment. Parents or Guardians cannot be given information without the child's consent, if the child is regarded by the doctor as able to understand their condition and able to make informed choice about their treatment or non treatment.

Even if you bring the child or teenager, the doctor may ask you to go out of the room to speak to the person without the parent or carer present. Please do not be offended.

The doctor has a mandatory duty to report any suspicion of child maltreatment to the child protection team. In this scenario, the doctor will usually discuss with you the concerns and the fact that he/she is going to inform the local team.

Further Information

If, after your consultation with Doctor or Nurse, you are unsure about anything or would like more information, please go to a receptionist and inform them. They will do their best to put your mind at rest and find out any information you require.

Department of Health and Law Courts

The department of Health requires notification of certain diseases (e.g.. Meningitis, measles but not AIDS) for public health reasons. Law courts can insist on disclosure and doctors cannot refuse to co-operate.

Complaints, Comments and Suggestions

We try our best to deliver a good service to our patients however, we understand sometimes errors can be made. In the first instance please speak to the Practice Manager who will try to resolve your concerns.

You can contact the Practice Manager by:

Email: clinicalinfo.m91647@nhs.net

Phone: 01922 775136

Post: St Luke's Surgery, Pinfold Health Centre, Field Road, Walsall, WS3 3JP

If you are not happy with the practices reply you can contact Time to Talk by:

Post: Time2Talk, NHS Black Country Integrated Care Board (ICB) Civic Centre, St Peter's Square, Wolverhampton, WV1 1SH

Telephone: 0300 0120 281 **Email:** bcicb.time2talk@nhs.net

If you are not happy with the practice's or Time to Talks response you can also approach the Ombudsman:

Post: The Parliamentary and Health Service Ombudsman, Millbank Tower,
Millbank, London, SW1P 4QP **Tel:** 0345 0154033
Website: www.ombudsman.org.uk

Commissioner Details

NHS Black Country Integrated Care Board is responsible for buying and monitoring healthcare services on behalf of all patients in Dudley, Sandwell, Walsall and Wolverhampton.

NHS Black Country Integrated Care Board, Civic Centre, St Peters Square, Wolverhampton, WV1 1SH, <https://blackcountry.icb.nhs.uk/contact-us>

HOW WE USE YOUR INFORMATION

You have a right to privacy under the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act. The Practice needs your personal, sensitive and confidential data in

order perform our statutory health duties, in the public interest or in the exercise of official authority vested in the controller in compliance with Article 6 (e) of the GDPR and for the pur-

poses of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the in compliance with Article 9, (h) of the GDPR.

The Practice will ensure that the patient confidentiality is maintained at all times by all staff and any information we release will be on a 'need to know' basis.

Some information will be held centrally to be used for statistical purposes. In these instances, we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally confidential information for essential NHS purposes such as research and auditing. If you would prefer not to share your medical information for research purposes please visit:

National Data Opt Out: <https://www.nhs.uk/your-nhs-data-matters/>

Summary Care Record

SCR is created automatically, unless you have opted out—this means that your medical record can be seen and used by authorised staff in other areas of the health and care system involved in your care. For example—if you were admitted to hospital in a different area, the staff would be able to see your current medical problems and medications from their computer.

At a minimum, the SCR holds important information about;

- current medication
- allergies and details of any previous bad reactions to medicines
- the name, address, date of birth and NHS number of the patient

You can also choose to include additional information in the SCR, such as details of long-term conditions, significant medical history, or specific communications needs. If you would like to

Freedom of information

You have the right to obtain copies of your medical records. Please speak to a member of our team if you would like this.

WE ARE ACCEPTING NEW PATIENTS

If you would like to join St Luke's Surgery and you live in the WS3 postcode area (see below) please speak to a receptionist for a new patient questionnaire or you can register online

<https://stlukesurgerywalsall.co.uk/new-patients/> You will be allocated a named GP, however you can book an appointment with any of our Clinicians. If you live outside the WS3 postcode we may still be able to register you but we cannot provide home visits.

It would be beneficial if you could provide the following:

- Some form of ID to prove who you are (Driving Licence, Passport, Utility Bill or Rent Agreement are acceptable)

- To complete a 'New Patient Questionnaire'
- To request a 'Brief Summary' from your previous GP, this will inform us what your current medications and health problems are
- To have a 'New Patient Health Check' with our Nursing Team



ZERO TOLERANCE

The Practice will not tolerate any form of verbal or physical abuse towards the staff or clinicians. Any person doing so will be removed from the list with immediate effect.

SERVICES WE OFFER

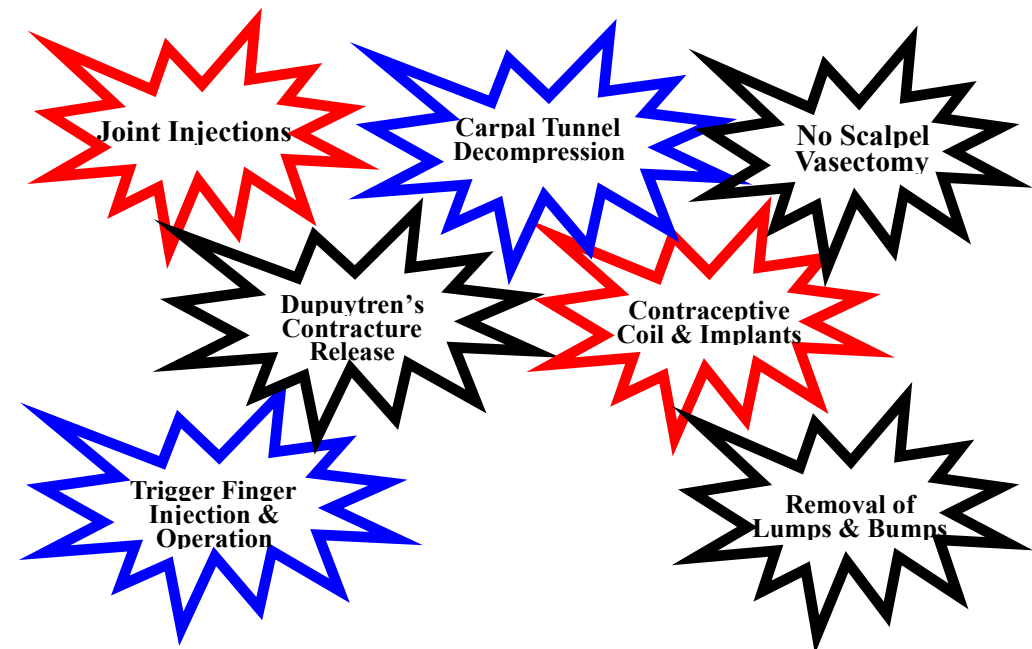
We are a General Practice Surgery that specialises including Extended Community Surgical Operations.

We are also a Teaching Practice and have Trainee Doctors and Medical Students from Birmingham University .

- General Medical Services
- Child Health Checks & Immunisations
- Ante Natal and Post Natal care
- Cervical Smear Screening
- Chronic Disease Management
- Contraception and Sexual Health Services
- Travel Immunisations

We also offer the following additional services:

- Health Promotion
- Influenza, Pneumonia & Shingles Vaccinations
- Lifestyle Advice in Alcohol, Smoking, Weight & Exercise
- Well Person Checks NHS and Private
- Shared Care—support in Drug Recovery
- Extended Minor Surgery:



Patients Rights and Responsibilities

At the practice your health is our utmost priority and in partnership with you we will do our best to look after your health.

Patients have a right to:

- Be registered and allocated an named General Practitioner
- Change doctor if desired
- Be offered a health check on joining the Practice
- Receive appropriate drugs and medicines
- Be referred to a specialist or second opinion if they and the GP agrees
- Be treated courteously by all staff at the practice
- Be given sufficient information about their condition to make an informed choice about investigation and treatment.
- Be referred to the hospital/professional of their choice
- Have a health check appointment if not been seen at the surgery for three years if over 16 (or one year if over 75) □ Have a home visit appointment for a health check if 75 or over, if not been seen for three years and not well enough to attend surgery.
- Have the right to review their medical records; subject to the relevant Acts.
- Confidentiality—You can withhold consent for your records to be seen by others. Please ask for 'How we use your information Leaflet for more information. □
Be treated without discrimination.

Patients responsibilities are:

- To know that appointments are for one person only.
- Normal appointment duration is ten minutes
- To give a brief reason for your appointment so we can book you with the most appropriate clinician.
- To purchase over the counter medication from your local chemist or supermarket.

- To use NHS services appropriately - Minor ailments can be treated at the Pharmacy. If this has not worked we can book you an appointment at the practice. The Accident & Emergency Department should only be used in medical emergencies □
To treat staff with the same respect that you expect to receive from the practice.
We operate a Zero Tolerance Policy against abusive behavior and you will be removed from the practice list if you act inappropriately.
- Letting us know when you change your address or telephone number
- Only requesting a home visit when it is truly necessary for medical reasons— when a patient is too ill or immobile to come to surgery.
- Use the out of hours service responsibly i.e. in a genuine emergency.
- Observing the no smoking policy □ To keep to booked appointments

14

OTHER SERVICES WE PROVIDE

Minor Surgery Operations

Our GPs provide a minor surgery service at St Luke's Surgery. Patients can be referred into us from other practices to have a procedure completed.

- NO SCALPEL VASECTOMY
- CARPAL TUNNEL OPERATION
- TRIGGER FINGER OPERATION
- DUPUYTREN'S CONTRACTURE RELEASE □ ULNAR NERVE DECOMPRESSION.
- BUNION OPERATIONS
- REMOVAL OF SKIN TAGS, MOLES, LUMPS AND BUMPS
- JOINT INJECTIONS FOR ARTHRITIS
- EPIDURAL INJECTIONS For Back Pain / Sciatica

Travel Prescriptions and Medicines

If you are travelling abroad please complete an online triage form <https://florey accurx.com/p/M91647>; or contact the practice 01922 775136

The Nurse will look at the form and check to see if you need any vaccinations.

Some vaccines are not available on the NHS so this may incur a charge but you will be informed of this prior to your appointment.

Please inform us of your holiday 6 weeks prior to travelling. This is to get the best benefit from your vaccines

Temporary Patients

If you need medical assistance and you can't get to your registered practice; we may be able to see you as a temporary patient. We would need to take some details from you and we would forward documentation onto your registered Doctor.

OUR CLINICAL STAFF

Dr Rashmi Chauhan (F), (MBBS, PLAB, MRCGP, Dip GP Ms)

Dr Ajaya Ghosh (M), (MBBS, MD, DNB, MRCGP, DRCPG, PG Dip) GP

Dr Nanda Pillai MBBS, (M) (MBBS, (FRCS) MS Specialises in Minor Surgery (ORTH) Diploma in Sports Medicine)

Angela Tranter (F) RGN, BSc (Hons) Nurse Practitioner

Kathryn Day (F) RGN Practice Nurse

Laura Melvin (F) (BSC, HONS RGN) Practice Nurse

Claire Keane (F) (NVQ H&S Level 3) Health Care Assistant

Sarah Barnard (F) (Qualified Phlebotomist) Phlebotomist / Minor Surgery Assistant

NON CLINICAL STAFF

Debbie Walker (F) Practice Manager

Michelle Colbourne (F), Kelly Rickard (F) Receptionists

Chanelle Bradford (F),

Kelly Allport (F), Lucie Reynolds (F),

Courtney Carpenter-Wilkinson (F) Jenna Smith (F)

Rachael Brettell (F), Anisha Vadukul (F)

Beverley Hayes (F) Administrator

ASSOCIATED STAFF (ARRS)

Ron Bains, (M), (MRPharmS, Clinical Diploma, Senior Pharmacist Independent Prescriber)

Fawziah Hussain, (F) (M.Pharm) Pharmacist

Sunday Itiola, (M) (B.Pharm, PgClinDip (Pharm), IP, MMPharmAsc) Pharmacy Assistant

Charlene Reece (F) & Ellen Holloway (F) Social Prescribers

Kelly Davies (F) Mental Health Worker

Dr Karmveer Dhillon (M) ARRS GP

Dr Inderjit Blagan (M) GP

Trainee Doctors Registrar & Foundation Doctors

THE CLINICAL TEAM AT ST LUKE'S

Our Receptionist's have been trained to navigate patient's to the most appropriate clinician or service. In order to do this they will ask for a brief description of your symptoms. Please do not be offended by this, if you do not wish to discuss your symptoms with a Receptionist you can say that it is "personal", but bear in mind that you may be asked to re-book if you have an appointment with the incorrect clinician.

Some queries/problems do not require a face to face appointment as they can be dealt with over the phone or online. If this is the case, the Receptionist will take your contact details and a Clinician will phone you back.

Some queries/problems do not need appointments with a Doctor. Our clinical team have been trained in many areas and patients can often be seen sooner than if they had waited for a Doctor appointment.

Our Clinical Team consists of:

A Nurse Practitioner

A Practice Nurse

An Assistant Practitioner

Health Care Assistants

A Senior Pharmacist

Pharmacists

Social Prescribers

Physiotherapists

Mental Health Workers

If any of the team feel you need to see a Doctor then an appointment will be arranged.

13

Online Patient Triage

You can now have an online consultation. You complete a simple form which gets sent to the practice and a member of staff will respond either by email or phone. To submit an patient triage visit: <https://flory accurx.com/p/M91647>

Home Visits- Home visits are done at the discretion of the doctor and should be requested before 11 AM. Please speak to a Receptionist and explain your symptoms. A Clinician will phone you before visiting.

Repeat Prescriptions—Repeat prescriptions can be ordered in **person, by post, via the internet or by your nominated chemist.**

If you are ordering at the Practice please tick the repeat medicines on the right hand side of your previous script and put it in the red POSTBOX.

EPS (Electronic Prescription Service)-We are moving towards a paperless service . You can request your repeat prescriptions through the NHS app or Patient Access website <https://www.patientaccess.com>
We can send your prescription electronically to the chemist of your choice. You can then ask the Chemist to deliver your medication to your home.

“Repeat prescriptions are never urgent”

Please allow 2 working days for us to prepare your REPEAT prescription.

Prescription ordered on a Friday will not be ready until Tuesday afternoon.

Please do not request repeat prescriptions by phone or from the Doctor—Telephone requests can lead to mistakes (Telephone requests are only available for housebound patients). Booking an appointment with the doctor to obtain a prescription quickly is inappropriate.

Prescription advised by the Hospital—We cannot issue prescriptions without written advice from the hospital. The Hospital should provide you with at least 7 days medication, giving the practice enough time to receive any hospital letters. Medications will only be prescribed if the GP feels it is relevant, we may prescribe alternate medicines.

Sometimes it may take longer than 2 working days to prepare your prescription. This may be because the Doctor needs to look at the reasons for the request and may need to communicate with other NHS Services.

Ordering too Early

Your prescription may be refused if you order too early. This is because the computer will not allow us to issue if it looks like you may be overusing your medications.

Please order 1 week prior to running out of medication. This will give us enough time to get your prescription ready.

12

Appointments

Appointments are offered face to face, by video call, over the telephone or online.

Our reception staff are fully trained in signposting patients to the most appropriate Clinician or service. Please do not be offended when you are asked for a brief reason of your appointment. This is so we can choose the most appropriate service or clinician for your health needs.

You have the right to request a preference on which Practitioner you would like to see however; please bear in mind that you may have to wait longer for this appointment if that Clinician is fully booked.

Advance Booking :It is possible to book appointments in advance for up to 4 weeks. However some slots are reserved for urgent same day appointments.

Same day appointments and Triage. During busy periods we offer a triage service. Your name will be added to the triage list and a trained nurse or doctor will phone you. If the issue can be sorted over the phone, you will not need an appointment but if you need to be seen, you will be offered an appointment. If urgent you will be seen on the same day but if not, a routine appointment will be offered. This helps us to manage the demand for appointments. If you prefer to discuss/see the doctor in person or have difficulty with hearing/language barriers you can state this and we will book an appointment and interpreter for you.

We will make every effort to see children under 1 year on the same day.

If appointments are not available on the day the receptionist will offer you a 'Telephone consultation'.

Telephone Consultations

You can talk to the doctor or nurse on most days through a telephone appointment.

The receptionist will take down your name and number and the doctor will ring you.

- This can be used to address queries about medication, hospital advice or health concerns that you are not sure if you need to see a doctor about it.
- Patients unable to get a same day appointment can discuss with the doctor and then decide whether they need to be seen.
- The doctor **will** see you, if you need to be seen.

Blood Test Other Investigation results—It is the patient's responsibility to enquire about test results. Please ring 01922 775136 between 3pm and 5pm, Tuesday, Wednesday and Thursday. The test results will be given out to patient/ parent of a child only. Some sensitive results like pregnancy test/Chlamydia/HIV results may not be given over telephone

Reliable Contact number or email- It is your responsibility to provide us with a confidential and up-to-date email or telephone number. The Practice

does use Text Messages & Emails to communicate with Patients. We strive to reduce printing/posting to save the environment and costs.

WOMEN'S HEALTH

CONTRACEPTION

There are a number of contraception methods available; pills, injections, condoms, implants and coils. There are also long acting reversible contraception which are convenient, effective and safe.

Please book an appointment with one of our Nurses to discuss which option is best for you. If you would like free condoms please ask at Reception or speak to a member of staff.

EMERGENCY CONTRACEPTION

Please call the surgery as soon as possible after the event. A doctor or nurse will make contact via telephone and advice what to do. You do not have to wait for a routine appointment as every delay counts. The emergency methods include both pill and coil.

You can also get the Morning after pill from Chemists without having to see a doctor.

CERVICAL SMEAR SCREENING

The aim of the NHS Cervical Screening Programme is to reduce the number of women who develop cervical cancer. It is offered to:

Women aged 25 to 49 – every 3 years

Women aged 50 to 64 – every 5 years

Women over 65 – only women who haven't been screened since age 50 or those who have recently had abnormal tests

Some women may have them more often than this if they have received an abnormal result.

MAMMOGRAM

Women who are aged 50-70 are automatically invited for screening every three years.

MENS HEALTH

Men over 40 years: Are recommended to have regular health checks to monitor blood pressure, body mass index, blood sugar and cholesterol levels. This can be done by our Health Care Assistants at the Practice.

Men Over 60: In addition to the above, prostate, and sexual health can be discussed. We have a male Doctor to discuss sexual health issues with.

ALL PATIENTS AGED OVER 40

Everyone over the age of 40 should have an assessment of their 'Cardiovascular Risk'. We calculate the risk of you having a stroke or Heart attack in the future & if you have a high risk we can prescribe medication to reduce the risk.

If you smoke, have a family history of early heart attacks, are diabetic or have high cholesterol in the family this may increase the risk.

SEXUAL HEALTH

If you have any concerns about sexual infections, contraception or pregnancy, please book an appointment with one of our Nurses.

All advice is completely confidential even for teenagers under the age of 16.

Information will not be divulged to parents without your consent.

We will only disclose information if we feel a patient is being harmed or is at risk of harm.

CONDOMS ARE THE BEST METHOD TO PROTECT FROM SEXUAL INFECTIONS

Lifestyle Advice

If you would like to stop smoking, exercise more or receive diet advice you can call 'One You' on 01922 440444

Drug & Alcohol Support

If you would like support with Drug or Alcohol Abuse please call 'The Beacon' on 01922 669840

Mental Health Services

You can self-refer to this service with Anxiety, Depression, Stress, Eating Disorders etc. by calling 01922 608400

Social Services

If you are having difficulties around the home with general housework, shopping, cooking etc. you can call social services to check if support is available please call: 0300 555 2922

11

'slips and squeezes' a nerve, the pain goes all the way to the foot/toes. This disturbing nerve pain which may be associated with pins and needles, numbness, or even weakness is called sciatica.

In the vast majority of people sciatica resolves itself in 6 to 18 months. This is because, in a simplistic explanation, the disc loses its water and shrivels, thus reducing the pressure and chemical irritation on the nerve. While natural cure takes place, you may function better with pain killers, epidural injection, or physiotherapy. **If you develop loss of feeling in the areas between the legs and buttock (saddle area), or lose bladder sensation or control you must contact a doctor immediately**

Childhood Rashes—Most rashes are due to viral illnesses, the hallmarks of which are its transient nature and the fact that it disappears/blanches under pressure. The rash of meningitis is a tiny bleed in the bottom layers of skin and it does not blanch or disappear under pressure, i.e. the **Glass test**. If your child is well with a rash, but fails to settle within 48 hours, then seek medical advice. If your child is ill with a rash, you should seek medical advice as soon as possible. If you warn the receptionist that your child has a rash and may be infectious, we can arrange for you to be isolated away from others to prevent vulnerable people coming into contact with them.

Stomach Ache—Most attacks are not serious and are caused by indigestion and wind. Usually a hot water bottle and antacid such as milk of magnesia will help.

If the pain is severe or lasts more than 8 hours or is getting worse you should consult your doctor.

Chicken Pox- The rash appears as small red spots often near the hairline on the forehead or on the trunk. The spots become larger, yellowish and fill with fluid

and is itchy. The blisters may rupture or dry up to form a scab or crust which finally falls off leaving a slight dimple, this normally takes about 4 days. Crops of new spots appear each day and go through the same process until the body's immunity overpowers the virus and prevents any more spots from developing. Virus particles are present in the crusts and are safe from attack by the body's immunity. Thus the child is infectious until the last crusts have dropped off. Calamine lotion and cool baths help with the itchiness.

If your immunity is reduced by medicines such as steroid, anticancer medicines, operations such as spleen removal and general debility in old age the infection can get out of control. Antiviral drugs are required, please contact the Doctor.

Should I send my child to school?

Exclusion for five days :

- from rash onset - Chickenpox, German measles (rubella), Measles
- from Starting antibiotics - Whooping cough (pertussis), Scarlet fever
- from onset of swollen glands - Mumps
- COVID 19

Exclusion until condition has settled for 24 hours Diarrhoea and or Vomiting

Exclusion until lesions crusted or healed- Impetigo

For more information on self care guides: www.nhs.uk/conditions/

TREATMENT OF MINOR ILLNESSES

Coughs and Colds inc COVID—These are commonly caused by viruses and unfortunately, there is no quick cure. **Antibiotics will not help** and treatment usually consists of taking recommended doses of Paracetamol (Calpol) and drinking fluids. The illness will last around 7—10 days but if you feel like you are not getting any better or feel that you are getting worse please book an appointment with our Nurse Practitioner.

The dry cough may persist for 2 to 3 weeks especially in smokers. Cough syrups don't generally shorten the duration of the cough. If the cough persists and you are coughing phlegm, become breathless or feel unwell you should see the doctor.

Fever—A raised temperature is natural with most illnesses and is generally harmless. The bug does not make the body feverish, the body sets its thermostat higher to make it uncomfortable for the bug. Simple measures can help to make you more comfortable; keep the room cool at about 18 deg and wear less layers of clothing. Give regular cool drinks, little and often, to keep hydrated. Ibuprofen (Neurofen) can be taken but Paracetamol is safer. If a child has a fever and if their temperature does not come down following Paracetamol, please book an appointment.

Warts and Verrucas—Warts and molluscum are caused by viruses making the surface cells of the skin multiply and form a bump. Usually warts or verrucas will go away in 6 to 24 months as the body develops immunity and destroys the virus infested cells. Natural cure also ensures best cosmetic result. Treatment involves destroying the excess cells forming the bump by chemicals (creams) or freezing (liquid nitrogen – cryotherapy) Research has shown that topical applications (Bazooka/Cuplex/Salactol/phenol) are more effective than cryotherapy if applied for sufficient length of time, usually 4 to 6 weeks. Topical applications have to be carefully applied to the top of the wart while protecting the surrounding normal skin with Vaseline/paraffin. If the application spreads to the normal skin it will damage a layer of skin cells and cause an inflammation (as it usually happens on the sole if one starts walking after applying the cream, it is squeezed on to the normal skin) Please ask for further advice and buy these topical treatments over the counter at a pharmacy.

Vomiting & Diarrhoea—This again is mostly caused by viruses and is self limiting. The body is trying to 'flush the bug out through both top and bottom.' It is important to keep hydrated by drinking plenty, little and often. You can take tablets to stop the vomiting or control loose motion, but the illness then takes longer to cure as the body's immune system grapples with the bugs and finally destroys them.

In adults and older children, diarrhoea and vomiting will, usually get better on its own within 36 hours. Treatment consists of replacing the fluid you have lost and resting the digestive system by having no solid food for 24 hours. You can purchase Dioralyte Sachets from the chemist which will help with hydration. Fluid should be taken regardless of 'throwing up as soon as a sip is taken in'. Research suggests body retains 30% of the fluid even if you vomit as soon as you drink.

If the diarrhoea contains blood or there is severe pain or high fever you should inform your doctor. In this case, a sample of stool brought in before noon would be helpful as it can be sent to the lab. Diarrhoea and vomiting in babies should be treated with caution and the doctor will be happy to advise you over the phone and arrange to see the child if necessary.

Back Pain and Sciatica—Sudden onset back pain is usually due to lifting and straining which causes a sprain (partial tear) of the ligament or disc in the back. (Remember when lifting to bend your knees and keep your back straight) The sprain almost always heals naturally in 4 to 8 weeks and there is nothing we can do to make it heal any faster. You may take Over the counter pain killers to help control the pain. There is no evidence that bed rest makes healing any quicker. It would be reasonable to avoid heavy work or anything that hurts. When a disc

SELF REFERRALS

There are a few services in Walsall where patients can self-refer to. If you think you would benefit from any of these services please give them a call :

Carer's Support 0300 555 2922
 Citizens Advice (Benefits Support) 01922 700600
 CPN'S Community Mental Health Team 01922 608400
 Dementia Support 01922 707898
 Dentist (Emergency) 01922 443750
 Drug & Alcohol Support 01922 669840
 Financial Support 01922 700600
 Lifestyle Advice, Smoking, Weight etc 01922 440444
 Making Connections, Feeling Isolated, Loneliness 0121 380 6690
 Mental Health Team 01922 608400
 Physiotherapy 0121 568 4311
 Physical Activity 01922 440444
 Smoking Support 01922 440444
 Social Services 0300 555 2922
 Weight Management 01922 440444

OTHER USEFUL NUMBERS

- **District Nursing Service**—01922 605750

You can ring the DN and leave a message stating clearly your contact number, name, address and reason for the request.

- **Chiropody**— 0121 568 4385 (This service is only available for patients with medical conditions that may need support with their feet/nails) . Please inform a Receptionist if you would like to be referred to this service.

OTHER SERVICES AVAILABLE via REFERRAL

- **Walking aid** – walking stick. Frames etc—ask for a physiotherapy referral
- **Wheel chairs**—loan of wheelchair, ask for referral (Tel 01922 650781)
- Splints , hand knee ankle splints for support in painful arthritis—ask for **Occupational Therapy** referral