

Dr Rabie and Partners

**Kidsgrove Medical Centre
Mount Road, Kidsgrove, ST7 4AY**

Telephone 0844 477 3325

All calls are automatically answered in sequence

EMERGENCIES

To contact the Doctor on duty for urgent conditions only
Ring 0844 477 3325

When the Medical Centre is closed your call will be transferred automatically



Accredited Keele University Medical School Teaching Practice

The Doctors

Dr Sabah Rabie MB ChB LMSSA DRCOG FPC FRCS (Alexandria 1972) Male
Dr Claire Harbidge MB ChB DRCOG DFFP (Birmingham 1994) Female
Dr Ashok Rathi MB BS (India 1974) Male
Dr Benoy Bhaskar MB BS (India 1992) MRCP (UK) MRCGP (UK) Male

The practice also employs up to four male and/or female locum GPs to work alongside the Partners

The Practice Nurse Team

Sheryl Buckley RGN Nurse Practitioner Bsc (Hons)
Janet Massey RGN
Cynthia Berks RGN
Jocelyn Cooper RGN
Pamela Shah RGN Bsc SPQ

The Management Team

Patricia Russell
Carol Tabinor

The Practice Secretary

Eleanor Panther

The Practice Team

The reception staff are fully trained for medical reception duties. Please allow them to assist you efficiently by giving them all of the information that they may require.

Attached Staff

District Nurses	Chiropodist	Psychiatric Nurses	Dietician
Health Visitors	Midwives	Physiotherapists	

These services are normally available by referral from your own doctor or by the hospital

Confidentiality

All staff are bound by the strict rules of medical confidentiality. Please do not request information about another patient (including family members) without their written consent

Medical Centre Opening Times

Monday-Wednesday	7:00 am-6:00 pm
Thursday	8:00 am-1:00 pm
Friday	8:00 am-6:00 pm
Saturday	8:00 am-10:30 am

Surgery Times—by appointment

Monday-Wednesday	7:00 am-11:00 am and 3:30-5:50 pm
Thursday	8:40-11:00 am
Friday	8:00 am-11:00 am and 3:30-5:50 pm
Saturday	8:00 am-10:30 am

Extra surgery hours are arranged as necessary.

Urgent problems are dealt with during and after surgery.

APPOINTMENTS ARE REQUIRED TO SEE THE PRACTICE NURSES.

Please inform the receptionist as to why you need to see the nurse so that they can allocate an appropriate appointment.

The Doctors and Nursing team provide the following

Asthma Management
Cervical Cytology (smear)
Child Development including immunisations
Diabetes Management
Family Planning
Influenza Vaccination
Stress Management
Stopping Smoking
Travel Immunisations
Well Person Screening

Antenatal and Postnatal Care

Antenatal care is provided by Community Midwives.

Cervical smears

Routine checks are carried out every three to five years depending on age. Please inform the receptionist if you are making an appointment for a smear test.

Minor Surgery

Make an appointment to discuss this with your doctor first. The doctor will instruct you regarding booking a suitable appointment with the receptionist.

Counselling

Please see your doctor regarding an appointment to see a counsellor.

Home Visits - Telephone 0844 477 3325

Excellent facilities for examination, investigation and treatment are provided in the Medical Centre. Please make every effort to attend as it is your own best interests. Housebound patients need to make a request for a visit **before 10:00am**. Requests for urgent visits are assessed by the doctor on call so please give as much information as possible.

Prescription Requests—these must be made in writing

Please do not put yourself at risk by telephoning to make prescription requests as many medicines have similar sounding names. Your doctor must authorise your prescription. If you are taking regular medication please use the computerised counterfoil attached to your prescription and tick the box to indicate the medication needed. Alternatively submit a note with the medication details together with your name, address, telephone number and date of birth. You must allow **TWO working days (48 hours)** for your prescription to be processed. Prescriptions can be posted back to you if you enclose a stamped addressed envelope. Prescriptions can also be ordered via the EMIS access website (see reception for details)

New Patients

You will be asked to make an appointment for a health check with a member of the nursing staff. On registration please inform the receptionist if you are taking any regular medication as you will also be required to see a doctor.

Blood Tests

Please ask at reception for details regarding the booking of blood test appointments.

Telephone Advice

If you need to speak to a doctor or nurse this can usually be done after the end of morning surgery or before the start of afternoon surgery.

Forms and Work or Insurance Related Medicals

These are not available on the NHS. Please ask about fees at reception.

Prams

In the interest of safety, please leave prams in the shelter provided.

Car Parking and Wheelchairs

Free car parking is provided at the Medical Centre. Disabled driver spaces are situated by the main entrance to the building; these should be reserved for those patients with a blue badge. A wheelchair can be borrowed from reception.

Teaching and Research

You may be asked to fill in questionnaires or help with the assessment of treatment. Student doctors and nurses from the hospital may be present to learn about general practice. You will be notified if this is the case. If you do not wish to be involved you can always say no without this affecting the quality of care you receive.

Comments and Complaints

We are always pleased to receive constructive comments. A separate leaflet is available to explain how to make a complaint if you are not happy about the way you have been treated. Please ask at reception.

Mobile Phones

Please turn off your phone whilst in the building.

Smoking Policy

To comply with government guidelines this practice operates a non smoking policy inside the building and also the surrounding grounds.

Violent patients – Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

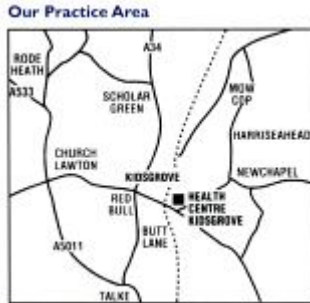
Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. The PCT is then responsible for providing the allocation of further medical care for such patients.

NHS Information

Information regarding the NHS in England is available at www.NHS.uk
This website includes information on local hospitals, dentists, pharmacists and opticians.

Our Practice Area



OUR GUARANTEE TO YOU ON HANDLING YOUR PERSONAL INFORMATION In accordance with the Data Protection Act 1998

We need to handle personal information about you so that we can provide the necessary health services you may require.

This is how we look after that information

- ◆ We hold computer and paper records helping us to deal with your health
- ◆ The practice is responsible for the accuracy and safe keeping of your health records
- ◆ When we ask for personal information, we will undertake to:
 - ✓ Make sure you know why we need it
 - ✓ To only ask for what we need, and not collect irrelevant information
 - ✓ To protect it and make sure nobody has access to it who shouldn't
 - ✓ To only share it with other organisations as and when the law allows
 - ✓ Not to make your personal information available for commercial use.
- ◆ Anyone at the practice who handles your personal information has been trained in confidentiality issues and is working under legal and contractual obligations to keep your information private and secure.

We ask that you help us to keep your personal information up to date by:

- ◆ Giving us accurate information
- ◆ Telling us as soon as possible if there are any changes, such as a new address or telephone number including mobile numbers.

Please ask at reception for further details.

Freedom of Information Act

The right under the Freedom of Information Act (the Act) and the Environmental Information Regulations (EIR) to request information held by public authorities, known as the right to know, came into force on January 2005. The Act and the EIR allow you to access recorded information (such as e-mails, meeting minutes, research or reports) held by public authorities in England, Northern Ireland and Wales. Under the Act, a public authority includes:

- ◆ Central government and government departments
- ◆ Local authorities
- ◆ Hospitals, doctors' surgeries, dentists, pharmacists and opticians
- ◆ State schools, colleges and universities
- ◆ Police forces and prison services

Therefore this act allows you to request information about our GP practice. We may be able to refuse your request for information as some information is exempt from disclosure. Please ask at reception for our Freedom of Information fact sheet for further details on this act and how to make a request to the practice for information. You may be able to find the information you require in our practice publication. Please ask at reception if you wish view this document.

Self Treatment of Common Illnesses and Accidents

Many common illnesses, accidents, aches and pains can be treated at home without the need to consult a doctor. For advice regarding minor problems, injuries or ailments such try contacting your local pharmacist, The Haywood Walk in Centre, NHS Direct on 0845 4647 or NHS Direct Online at www.nhsdirect.nhs.uk

Looking after a child with a temperature

Children run a high temperature very quickly. This is a normal response to an infection. Most childhood infections are caused by viruses and do not respond to antibiotics. Whatever the cause make your child more comfortable by bringing down the temperature. If the temperature does not settle ask for advice.

Take off most of the clothes so that heat can be lost through the skin. Do not wrap the child up in blankets any clothing should be loose.

Use a fan if you have one, or create a draught by opening windows or doors. Sponge with tepid water and give cool drinks frequently.

Give paracetamol suspension or child nurofen according to the dose on the bottle or ask a pharmacist's advice.

Taking a child with a temperature outside often helps to cool them so they can attend the Medical Centre for an appointment if necessary.

Diarrhoea and Vomiting

Most diarrhoea and vomiting is caused by viral illness. In adults and older children regular small amounts of water based fluids should be taken to replace lost fluids in conjunction with a light diet. It is helpful to avoid or reduce dairy produce intake.

Babies tend to loose body fluids very quickly and should be brought to the medical centre if they are ill for more than 6 hours.

Colds

Colds have no magic cure. Antibiotics are useful only for secondary infections such as bronchitis. Rest and fluids taken with paracetamol or aspirin (for adults) for temperature or headache will help to make you more comfortable while you body defences get to work.

Mumps

The virus causes swelling in front of one or both ears. Other glands can also be infected and it can cause problems after puberty. Immunisation (MMR) can prevent it.

Measles

Measles produces a widespread blotchy rash which appears after two to three days of a severe illness. Immunisation with MMR can prevent it.

Back pain

It is common to get back pain are unaccustomed exercise such as digging the garden or moving furniture. Gentle frequent exercise and pain relief with aspirin, ibuprofen or paracetamol are usually all that is needed. If the pain persist, or worsens, or if you have numbness in the leg or difficulty passing urine, please contact your doctor.

Stomach pain

Most attacks are caused by wind or indigestion and are not serious. The pain can often be relieved by antacids. Please consult your doctor if the pain is not relieved and is severe or is increasing.

Burns and Scalds

The skin should be cooled with cold water as soon as possible, switching off any electrical appliances involved, keep cool until the pain subsides. If the damage is large, or the patient is shocked or shivery, emergency treatment at the accident unit/walk in centre may be required.

Sunburn

Treat as for any other burns by cooling the skin. Witch Hazel, after sun or calamine all assist in maintaining the cooling effect.

Insect Bites

Bee stings should be scraped out. The sting is not left in by most other insects. Hydrocortisone cream and antihistamine tablets usually give relief and can be obtained, without prescription from pharmacy. Stings in the mouth or throat, or shortness of breath may require emergency treatment. Secondary infection, which shows as a red swollen area spreading from the original bite, may occasionally require antibiotic treatment.

Nose Bleeds

Sit in a chair, leaning forward and breathe through the mouth. Pinch the nose just below the bone for about 10 minutes. If the bleeding does not stop consult the doctor. Avoid blowing your nose and taking hot drinks for 24 hours.

Strains and Sprains

Treat with a cold compress, containing, ice if possible, for 15-30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling a longer recovery period.

Should you need this leaflet in any other format please ask at reception