

WELCOME
TO
The Taynult Medical Practice

Partner GPs: Drs Davies, Lyon and Bennett

Salaried GPs: Drs Landon, Shaw and Swan

Associates: Drs MacGregor and Singh

We hold a General Medical Services Contract

With: NHS Highland
Assynt House
Beechwood Park
Inverness
IV2 3HG

01463 717123

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Introduction

Taynuilt Medical Practice is a large, rural, partially dispensing practice with surgeries in Connel, Taynuilt and Dalmally. It covers approximately 1000 square miles from the head of Loch Creran to the north side of Loch Etive and Lochawe side, Portsonachan and Glenorchy.

Connel Surgery opened in 1999, incorporating a café run by the WRVS and an online information centre.

Taynuilt Surgery premises were upgraded in 2002. The new Dalmally surgery opened in August 2003 and merged with the Taynuilt Medical Practice in 2004.

All three premises are accessible to disabled patients.

Any patient can consult at any site to suit geography, choice of Doctor, nurse or healthcare assistant and time of day.

The majority of clinical records are electronic so all three surgeries can access all patient records. We hope to be fully 'paper lite' within the next twelve months.

Registering With the Practice

If you wish to register with the Taynuilt Medical Practice, please complete a Registration Application Form available from any of our Surgeries and return it to the Surgery Reception.

It will be helpful if you bring along your previous medical card. Please keep your medical cards in a safe place. If your card is lost, please ask a member of staff for a form so that it can be replaced.

All new patients are requested to come along for a medical examination, usually with the Practice Nurse or Health Care Assistant.

You may be asked to make an appointment with one of the Doctors prior to registering if you have not changed address or if you live out with our normal practice area.

Should you be leaving the practice area, please contact the local Doctor in your new location and apply to join their Practice list.

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Surgery Contact Details and Opening Times

The Surgery, Connel, Argyll PA37 1PH

Tel: 01631 710229 Fax: 01631 710767

Opening Hours: 08:30 to 17:30 Monday to Friday

Consultation Times: 08:30 to 11:30 & 15:00 to 17:00
Monday to Friday

The Surgery, Taynuilt, Argyll PA35 1JE

Tel: 01866 822 684 Fax: 01866 822 363

Opening Hours: 09:00 to 12:30 & 13:30 to 17:30

Closed Wednesdays

Consultation Times: 09:00 to 11:00 & 14:00 to 16:30
Closed Wednesdays

The Surgery, Dalmally, Argyll PA33 1AX

Tel: 01838 200 204 Fax: 01838 200 376

Opening Hours: 09:00 to 13:00 & 14:00 to 17:00*

Monday, Tuesday & Friday

***2nd and 4th Mondays 09:00 to 13:00 & 16:00 to 19:00**

09:00 to 13:00 Wednesday and Thursday

Consultation Times: 09:15 to 11:30 Monday to Friday
15:00 to 16:30*

Monday, Tuesday and Friday

***2nd and 4th Mondays 09:00 to 13:00 & 16:00 to 19:00**

For 'Out of Hours' (18:00 to 08:00 Monday to Friday, weekends and public holidays) telephone NHS 24 on **08454 24 24 24**

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Consultations

Consultations are by appointment. Doctors and nurses set time aside to make and receive telephone calls. If you any reason you cannot keep an appointment that you have made, please contact the surgery.

Evening Surgeries

Evening consultations (18:00 to 20:30) are available at Connel Surgery on one evening per week (normally Monday or Tuesday). These appointments are particularly aimed at patients unable to visit the surgery during normal opening hours but can be booked by anyone. From May 2009, Dalmally Surgery will be open on the 2nd and 4th Monday of the month until 19:00. Appointments will be available until 18:15

If you require a Doctor urgently during working hours (08:00 to 18:00 Monday to Friday) telephone **01631 710229**

IN AN EMERGENCY

e.g. severe chest pain, obvious fracture to a lower limb when early admission to hospital is desirable

YOU SHOULD CALL 999 FOR AN AMBULANCE

Telephone Consultations

You do not always need to come into the surgery to speak with a Doctor or Nurse. Time is allocated at the

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end of normal morning surgery for patients to speak on the telephone with the Doctors and Nurses on duty at each site.

You can request a telephone consultation yourself or your Doctor or Nurse may suggest this method for follow-up or to discuss the results of tests.

All you need to do is give 'reception' the telephone number where you can be contacted and you will be given an approximate time when you will be called.

Home Visits

For acute illness and **EMERGENCIES**, home visits will always be offered on the same day.

If there is no Doctor immediately available in the Surgery, the Practice Staff on duty will arrange for the Doctor most available to call as soon as possible.

You are asked to help us by requesting a home visit before 10:00 and only if there is a **MEDICAL** reason that stops you from coming to the Surgery or when it is appropriate for the Doctor to manage your condition at home.

Due to the large Practice Area, where possible, we try to arrange home visits that are not immediately urgent, to particular areas on regular days.

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Nursing Services

Consultations with the Practice Nurse can be booked in the usual manner by telephoning any surgery. The Practice Nurse can provide information and advice on health promotion, routine immunisations, travel health and management of chronic conditions such as asthma, diabetes and heart disease and also on minor ailments and wound care. New patients who register with the practice are requested to have a health check with a Practice Nurse or Health Care Assistant.

We work closely with our attached team of Community Nursing Staff. This team is led by Anne Hodge. They can be contacted on 01866 822 027.

Health Visiting services are provided by Andrea Lines. Her contact number is 01866 822 521 or through the normal surgery numbers.

Well Woman Clinic

The clinic is no longer being held at Lorn and Islands District General Hospital. Please contact Connel Surgery for more information about the services offered.

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Out of Hours

Between the hours of 18:00 and 08:00 on weekdays and weekends and public holidays, telephone:

NHS 24
08454 24 24 24
www.nhs24.com

When the GP Practice is closed and you need urgent medical advice, one of the NHS 24 Nurses will assess your symptoms.

If you need to see a Doctor, the Nurse will arrange this for you.

It is important to always make sure that you have sufficient supplies of any medicines you take regularly.

If you think you need a medicine when the surgery is closed, an NHS 24 Nurse advisor will assess how urgently you need the medicine and, if necessary, will arrange for your GP out of hours service to contact you.

IN AN EMERGENCY

e.g. severe chest pain, obvious fracture to a lower limb when early admission to hospital is desirable

YOU SHOULD CALL 999 FOR AN AMBULANCE

Out of hours cover is the responsibility of NHS Highland.

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Services Available

All GP practices are contracted to provide essential service; that is, basic treatment of ill people. We also provide the following additional services:

- ❖ Child health surveillance and routine immunisation of children together with the Health Visitor
- ❖ Contraceptive services
- ❖ Maternity services in the antenatal and postnatal period, together with the Midwives from the Lorn and Islands Hospital.
- ❖ Immunisation for adults in relation to travel. Note that not all travel vaccinations are available on the NHS. Please ask our Practice Nurse for details
- ❖ Cervical smears
- ❖ Freezing of warts and other small skin lesions

We also hold contracts with NHS Highland for the following additional services:

- ❖ Annual flu immunisation programme for the elderly and those at risk
- ❖ Regular monitoring, by blood and urine tests, of patients on a range of drugs for arthritis and bowel problems
- ❖ Annual comprehensive reviews for patients with drug abuse problems
- ❖ IUCD insertion
- ❖ Minor surgery
 - Injections (muscles/tendons/joints)
 - Invasive procedures (incisions/excisions)

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The management of long term conditions (i.e. diabetes, high blood pressure etc) is led and provided by the nursing team, with the support of the GPs and the Pharmacist. Generally, a nurse should be your first point of contact if you have this sort of condition. A GP will be involved if the nurse has any concerns about you or if your condition is particularly complicated.

Outreach clinics for:

- ❖ Physiotherapy
- ❖ Chiropody
- ❖ Pain management
- ❖ Mental health services

.....are held in the Practice although not in all surgeries. Referrals to the above are made following consultation with your GP, although self referral to Chiropody is available in some circumstances.

Got an embarrassing Problem?

If you would prefer to see a male or female Doctor, just ask!



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Information Sharing

The Practice complies with the Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- ❖ To provide further medical treatment for you e.g. to and from district nurses and hospital services
- ❖ To help you benefit from other services e.g. from the social work department. This requires your consent
- ❖ When we have a duty to others e.g. in child protection cases

Emergency Care Summaries

Emergency care summaries (ECS) are copied from your GP's computer system and stored electronically. This allows NHS staff to look at pertinent information when your GP surgery is closed. They must ask you if you agree to this BEFORE they look at your information.

The ECS contains the following:

- ❖ Your name
- ❖ Your date of birth
- ❖ The name of your GP surgery
- ❖ An identifying number (known as a CHI number)
- ❖ Information about medicines prescribed for you by your GP
- ❖ Any bad reactions you have had to medicines

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As a patient, you are automatically enrolled in ECS unless you specifically ask not to be. Should you wish to opt out, please contact the Practice Manager.

Anonymous patient information will also be used at local and national level to enable the Health Board and Government plan services e.g. for diabetic care. If you do NOT wish anonymous information about you to be used in such a way, please let us know.

Patient Confidentiality

Information on all our patients is held on computer by the practice. Under the Data Protection Act 1984 you may have access to this information.

Your medical records are confidential and are only seen by members of the Primary Health Care team involved in your care.

However, as a **teaching and training Practice**, there will be times when other professionals have access to your records.

These include:

- **Medical students** - to support their learning
- **Audit assistants or medical visitors** – to ensure high standards of care are being maintained by the Practice
- **Research assistants** – as part of approved research projects.

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Everyone who has access to your records is bound by the same rules of confidentiality as the Primary Health Care Team.

You have the right to object in writing to such access and your objections will be respected except where access is essential to protect you or someone else from risk of serious harm or death.

No identifiable information will leave the Practice premises except during home visits by a GP or when records are in transit between surgeries.

As this practice is involved in training medical students you may find from time to time that the doctor you are seeing is consulting with a student present who will be either an undergraduate or postgraduate (i.e. newly qualified doctor).

You may be asked for your consent to record your consultation either on audio or video tape.



As part of their assessment for their final year in general practice fully qualified doctors are required to submit videos of some of their consultations.

You will always be asked prior to any consultation and you will be at no disadvantage should you decline. You

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may also withdraw your consent after the consultation if you so wish and the recording will be erased.

Videos are treated with the same level of confidentiality as your medical records

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Prescriptions

There is a pharmacy within Connel Surgery, offering all normal pharmaceutical services. Taynult Surgery continues to be a dispensing surgery and in Dalmally, the pharmacy is adjacent to the Surgery.

If you are on a repeat prescription, details are kept on the computer and you will be recalled at regular intervals for a medication review.

Normal prescription charges and exemptions apply (currently £4.00 per prescription). If you don't qualify for exemption but are on regular medication, you can pre-pay for prescriptions at a cost of £13.00 for a four month period or £38.00 for twelve months. If you require more information, please enquire at the Surgery or Pharmacy.

Please use the dedicated telephone number **01631 710906** to order medicines on a repeat prescription. An answering machine will take your message. Please state your name, date of birth and your requirements, clearly.

Taynult and Dalmally patients can also call this number and ask for prescriptions to be made up at Taynult or sent to Dalmally.

Dispensing requires skill and care. Please assist staff by allowing them time to complete your prescription. Try to give at least one and a half working days notice when ordering repeat prescriptions.

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Pharmaceutical Services

Connel Pharmacy

Pharmacist: Neil Robinson M.R.Pharm.S., B.Sc.Pharm.

The Surgery, Connel. PA37 1PH Tel: 01631 710 905

Opening Hours:

Monday to Friday 09:00 to 17:30 (closed 12:45 to 13:45)

Dalmally Pharmacy

Pharmacist: Malcolm Bruce M.R.Pharm.S., B.Sc.Pharm.

Main Road, Dalmally PA33 1AX Tel: 01838 200 465

Opening Hours:

Monday, Tuesday, Thursday and Friday 09:00 to 17:30
(closed 13:00 to 14:00)

Wednesday 09:00 to 13:00

Saturday 09:00 to 12:30

A Pharmacist is available during these hours for the dispensing of NHS and private prescriptions, supplies and delivery of oxygen equipment and can also advise and supply certain medicines.

Each Pharmacist has access to a consulting room where you can, generally without an appointment, have a confidential meeting to discuss medicines or medical conditions, have your blood pressure checked or assist the Health Board by taking part in medicine audits.

Out of Hours

If you need Pharmacy advice or medicines out of hours, call NHS 24 on **08454 24 24 24**

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NHS Minor Ailments Service at your Pharmacy

What is it?

This is an NHS service for people, including children, who do not pay prescription charges. It allows you to receive treatment from a Community Pharmacist without seeing a GP.

How does it work?

The NHS minor ailments service is available from all community Pharmacies in Scotland. You register for the service with the Community Pharmacy of your choice. You do not have to make an appointment; just go along at a time that suits you. Your consultation will always be with a qualified Pharmacist. If it is thought that you need a medicine or a product to treat your symptoms, they will give it to you free of charge.

You will still have to see your GP if your Pharmacist suggests you should or you need a medicine that you can only get with a prescription from your GP.

What does the service offer?

You will be able to get advice and free treatment (if you need it) for minor ailments and complaints such as:

Acne	Athlete's foot	Backache
Cold sores	Constipation	Cough
Diarrhoea	Earache	Hay fever
Haemorrhoids (piles)	Headache	Mouth ulcers
Head lice	Indigestion	Nasal congestion
Pain	Sore throat	Threadworms
Warts and verrucae	Eczema and allergies	

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Health Point System

A touch screen Healthcare Information Service is available in Connel Surgery, free of charge. This system contains information on over 3000 health related topics, including comprehensive, up to date explanations of various medical conditions and their treatments. Also included are instructional videos that explain medical conditions and procedures. The information is accessed through an easy to use, touch screen computer.

All the information can be printed for you to take away. If you need any assistance operating the system, please ask at the Pharmacy or Reception.

Hairdresser Style 907

Diane M^cPhee opened her hairdressing salon within Connel Surgery in March 2009. She is open Monday to Friday from 09:00 to 17:30. Call 710907 for an appointment.

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The Practice Team

Clinical Staff

GP Partners	Dr Allison Davies MRCGP, DRCOG Dr John Lyon MRCGP, DRCOG, D.OccMed Dr Neil Bennett MRCGP, MRCP, DRCOG
Salaried GPs	Dr Jo Landon DFFP Dr Fiona Shaw MRCGP (by exam) Dr Adrienne Swan MRCGP, DRCOG
GP Registrar	Dr Jastinder Singh DRCOG, DFFP
GP Returner	Dr Kate MacGregor DRCOG
Practice Nurses	Libby Dodson RGN, RSCN Wendy Robertson B.Sc, Dip.N, RGN, NATC/RCGP, Dip Asthma Islay MacNab RGN
Health Care Assistant	Catriona MacLennan
Community Team Nurses	Anne Hodge RGN, BSc Kay Stewart RGN, BSc Judy Campbell RGN Lorna Wallace BN Lottie Holloway EN
Health Care Assistant	Ann Ward
Health Visitor	Andrea Lines RN, BA Community Nursing www.taynuiltmedical.co.uk high-uhb.tmp@nhs.net

Practice
Manager Gail MacGregor

Office
Co-ordinator Janice McGhee

Senior
Dispenser Katrina Campbell

Receptionists/
Dispensers Iona Ferguson
Carla Fagervold

Receptionists Ann Gunn
Lyndsay Anderson
Sheonaid Watson
Linda Gibson

Typist Mary Drummond

Patients' Rights and Responsibilities

In March 1993 the Department of Health and the Central Office of Information published the "Patient Charter and the family doctor services". It stated that every person in the country has the **right**:

- ❖ To be registered with a family doctor
- ❖ To change doctor quickly and easily
- ❖ To be offered a health check when joining a doctor's list for the first time or annually at home if 75 years or over
- ❖ To receive emergency care at any time through a family doctor
- ❖ To have appropriate drugs and medicine prescribed
- ❖ To be referred to an acceptable consultant when the family doctor thinks it necessary, and to be referred for a second opinion if the patient and family doctor thinks it desirable
- ❖ To have access to personal medical records, subject to any limitations by law
- ❖ To know that those working for the NHS are under a legal duty to keep the contents of health records confidential
- ❖ To choose whether or not to take part in medical research or student training
- ❖ To be given detailed information about local family doctor services through the local FHSA's directory

- ❖ To receive a copy of the doctor's practice leaflet, setting out the services he or she provides to receive a full and prompt reply to any complaint made about NHS services.

Responsibilities

- ❖ To inform the Surgery if you have to cancel or arrive late for an appointment
- ❖ To treat all staff with courtesy
- ❖ To inform the Practice of changes in your personal details

In the rare event of a patient being violent or threateningly abusive towards staff or other people in the Surgery, we will call the Police and we will ask the Health Board to remove you from our list.

Complaints

We operate an informal in-house procedure to deal with any complaint you may have.

If you are not happy with any aspect of your treatment from any member of the Practice Team, you should ask to speak to, or write to Gail MacGregor, our Practice Manager, or to one of the Doctors who will ensure that your problem is dealt with.

If you are still unhappy, you may contact:

The Complaints Department
NHS Highland
PO Box 5713
Inverness
IV1 9AQ
Tel: 01463 706583

complaints.mailbox@haht.scot.nhs.uk

Our aim is to provide an effective service to all our Practice patients.

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Patient Library

The Practice has an extensive patient library on a wide variety of subjects that are available on loan to any patient registered with the Practice.

Subjects include:

- ❖ Alcohol
- ❖ Allergies
- ❖ Baby care
- ❖ Diabetes
- ❖ Bereavement
- ❖ Cancer
- ❖ Nutrition
- ❖ Women's health
- ❖ Men's health
- ❖ Teenage issues

.....plus many more.

We also have a selection of videos and CD roms.

Books are displayed at all three sites. Please ask at the Reception if you would like to borrow one.

If you have any suggestion that you think would be suitable for our library, please let one of our Reception staff know.

WRVS Coffee Shop

Over the last few years the WRVS Coffee Shop, situated next to the reception area in Connel Surgery, has developed into a friendly, welcoming social centre and meeting place for locals and visitors. It also acts as a mini tourist information centre supplying maps, bus times and local knowledge. The motto of the eighteen WRVS volunteers is “We aim to please!”

The Coffee Shop is open during weekdays from 9.30am to 4.30pm.

A selection of sandwiches, hot and cold drinks and Rosie’s world famous scones from Connel shop are available all day! All the volunteers give their time and services absolutely free, helping to keep the prices low whilst making a substantial profit.



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Approximately £2,000 a year has been donated to the surgery for new equipment such as pulse oximeters, defibrillator, wheel chairs, spirometer, blood pressure monitors, ear syringes and toys for the waiting area. A contribution has also been made to the Patient Library.

A visitors' book shows records of visitors from Australia, China, Lands End and John O'Groats. Travelling sales people use it as a welcome rest stop and locals use it for regular group meetings or a friendly natter.

Next time you are passing or visiting the surgery why not stop off for a cuppa and a chat?



Patient Participation in the Practice

Our first Practice Newsletter came out in December 1993 and we have produced these at regular intervals since then. We are happy to receive any suggestions for future topics.

In 2002 we set up a Connel and Taynuilt Surgery Patient's Participation Group (CATS), a committee of volunteers including patients, doctors and support staff working together to help improve the service offered by Taynuilt Medical Practice.

At the AGM in 2005, the group changed its name to **MeDCATS** and increased its membership to 14. This was to allow new members from Dalmally to be included and to take into account the increase in Practice size.

Activities of the group include hosting public meetings on various health topics, providing representation on health forum and community councils, offering comments on patient surveys and involvement with the volunteer transport scheme.

If you are interested in joining the group or finding out more about what the group does please contact Janice at Connel Surgery or Steve Eccles on 01631 720438 email (www.medcats@googlemail.com).

There are Suggestion Boxes at the reception of both Taynuilt and Connel surgeries and we would welcome

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any helpful comments you would like to make. These will be treated as confidential material.

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Taynuilt Consulting and Pharmacy Ltd.

TCP Ltd is a separate company which owns and operates Connel Pharmacy. It also offers an occupational health consulting service. Our current clients include both limited companies and public sector bodies. If you require further information regarding these services, please contact:

Gail MacGregor

gail.macgregor@taynuiltmedical.co.uk

We offer the following statutory medicals:

LGV/PSV

ENG medicals for the Marine and Coastguard Agency

UKOOA medicals -UK offshore oil and gas industry

Norwegian offshore medicals

Sports diving medicals

Private Pilot medicals

Please contact Iona Ferguson at

Connel/Taynuilt surgery to make an appointment.

Botox Therapy

Dr John Lyon offers cosmetic treatment for facial line and wrinkles using Botulinum toxin (commonly referred to as Botox). The treatment is outwith his normal work and unconnected with the Practice. For details, please contact Iona Ferguson or on 01866 822 684

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Emergency Treatments

Summary of Resuscitation Procedure for Adults

- ❖ Look for danger – approach with care
- ❖ Assess responsiveness, shout and shake casualty gently
- ❖ Check for breathing

Responsive and Breathing

- ❖ Leave them in the position you found them (unless it is dangerous)
- ❖ Get help
- ❖ Keep checking breathing and circulation

Unconscious but breathing

- ❖ Put casualty in the recovery position
- ❖ Dial 999
- ❖ Check for continued breathing

Unconscious but not breathing

- ❖ Send someone to dial 999 or if no one available, go yourself
- ❖ Give 30 chest compressions followed by 2 effective breaths - continue in 2 to 30 cycles
- ❖ Stop only if the casualty starts breathing normally
- ❖ If breathing restarts, place casualty in the recovery position and keep checking.

Choking

An attack occurs while eating and the victim may clutch his/her neck.

Signs of mild airway obstruction:

- ❖ Victim is able to speak, cough and breath

Signs of severe airway obstruction:

- ❖ Victim is unable to speak and may respond by nodding
- ❖ Victim is unable to breath or breathing sounds wheezy
- ❖ Attempts at coughing are silent
- ❖ Victim may rapidly become unconscious

Treatment

Mild airway obstruction – encourage to continue coughing.

Severe airway obstruction and conscious – give up to 5 blows to the back between the shoulder blades with the heel of your hand.

Check to see if the obstruction has been relieved after each blow.

If you fail to relieve the obstruction give up to 5 abdominal thrusts.

- ❖ Stand behind the victim and put both arms around the upper part of the abdomen.
- ❖ Lean the victim forward
- ❖ Clench your fist and place it between the navel and the bottom end of the breast bone

- ❖ Grasp this hand with your other hand and pull sharply inwards and upwards

If the obstruction still is not relieved, alternate 5 back blows with 5 abdominal thrusts.

If the victim becomes unconscious:

- ❖ Support the victim to the ground
- ❖ Immediately call an ambulance
- ❖ Begin CPR (see page 32)

Bleeding

Using disposable gloves if available, remove clothing to expose the wound. Press down on to the wound to apply pressure, using your hand together with a dressing or pad. If the pad soaks through, simply place another on top. Do not remove the old one.

If the injured part can be raised above the level of the heart, this will slow down the blood flow to the wound.

Do not remove any foreign body sticking out of the wound. This may increase the bleeding. Lay the casualty down and do not give them anything to drink.

Further information on life support or for training contact: Libby Dodson at Connel Surgery.

Self Help for Minor Ailments

Antibiotics

First a note on these commonly-prescribed and powerful medicines: Antibiotics only work on bacteria and have no effect on viruses. This means that common infections like coughs, colds and flu will not be helped by them at all. The correct treatment is to follow the simple remedies outlined below. We only use antibiotics when these remedies fail and we suspect there is a secondary bacterial infection. Overuse of antibiotics may lead to their not working in the future and may cause thrush, skin rashes and stomach upsets.

Colds and Sinus Pains

Take plenty of fluids, paracetamol or, if over 16 years old, aspirin. Inhalations with steam, and Karvol/menthol crystals/Olbas Oil etc. can help clear the passages. You could use a decongestant such as Sudafed (available from chemists) or Vicks Sinex etc. You should be on the mend after seven to ten days and usually better after two weeks. If you are not getting better by then, make an appointment to be seen.

Coughs

These can be soothed with a drink made from honey and freshly squeezed lemon juice (full of vitamins) in hot water. If particularly irritating, steam inhalations can be worthwhile. Cough medicines may provide some relief. If you bring up coloured phlegm, we may need to check your chest.

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Flu

If you have a temperature and are aching a lot, paracetamol or aspirin, fluids and rest are the answer. Aspirin should not be given to children under 16. In susceptible patients, complications of flu can occur. If you are particularly unwell, especially with symptoms of a chest infection, please contact the Surgery for advice.

Sore Throats

If over 16 years of age, gargle with soluble aspirin, otherwise paracetamol, drink plenty and use lozenges or boiled sweets if they help. Most sore throats will settle with this treatment in three to five days.

Laryngitis

As for sore throats, try steam inhalations, rest your voice and avoid smoke.

Temperatures

Children often have fever with no other symptoms. They need to be cooled down and then they will feel much better. Remove their clothes down their vest and pants and keep the room temperature down. Use Calpol/Disprol etc. and, if necessary, sponge them with luke warm, not cold, water or blow them with a fan or hairdryer on its coolest setting.

If they are unwell with symptoms of listlessness or not taking adequate fluid, please seek further advice with delay. Similarly, if there is no improvement after 48 hours we will need to see them.

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Diarrhoea and Vomiting

This usually settles in one to three days and we recommend that you avoid all foods for 12 to 24 hours, but drink plenty of fluids in small amounts. If the vomiting is very frequent, special re-hydration drinks such as Dioralyte are useful and are available from Chemists.

Avoid milk, dairy produce, and fatty/spicy food when appetite returns. Instead try dry bread, toast, thin soups, potato, chicken etc. If the diarrhoea does not settle, try natural yoghurt (you can flavour it if you like).

Tummy colic can be eased with paracetamol and will settle in a few days.

Childhood Rashes

If a child is basically well but has a rash, this is usually because of a virus and this will settle untreated in only a few days.

We would want to see the child if they are unwell with the rash.

Chicken Pox

This can be soothed by calamine lotion or, if it is extremely itchy, by antihistamines like Phenergan/Piriton (which are available from Chemists).

It is infectious for five days after the last batch of spots has appeared.

Doctors Area of Clinical Interest

Dr Allison Davies	Family planning Vascular disease
Dr John Lyon	Dermatology Minor surgery Occupational medicine
Dr Neil Bennett	Diabetes Minor surgery
Dr Adrienne Swan	Ophthalmology Vascular disease
Dr Fiona Shaw	Respiratory medicine Psychiatry Geriatric medicine
Dr Jo Landon	Children and mothers to be.

Useful Telephone Numbers

Out of Hours	NHS 24	08454 242424
Medical	Lorn and Islands DGH	01631 567500
	NHS Helpline	0800 224488
Police	Oban	01631 510500
	Connel	01631 710222
	Taynuilt	01866 822222
	Dalmally	
Dentists	Shore Street	01631 563006
	Argyll Square	01631 562791
Opticians	J Wallace	01631 563170
	Carol Lekalake	01631 569924
	SpecSavers	01631 567770
Chemists	Gordons, George St	01631 562063
	Moss, Soroba Road	01631 564560
	Boots, George St	01631 562517
	Bruce, Dalmally	01838 200465
	Connel Pharmacy	01631 710905
Undertakers	Hamish Hoey	01631 562269
	D&A Munn	01631 562562
Taxis	Argyll Taxis	01631 565293
	Etive Taxis	01631 710100
	Oban Taxis	01631 123444
Nursing Home	Lynn of Lorn	01631 720278
Residential Home	Eader Glinn	01631 563219
	North Argyll House	01631 562168
Sheltered Housing	Dunmar Court	01631 564206
	Ford Spence Court	01631 720552
	McCallum Court	01631 564206

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General	Marriage Counselling	01631 563297
	Childline	0800 1111
	Argyll & Bute Council	0845 799 4433
	Lorn Counselling Service	01631 566666
	Parkinsons Helpline	0808 800 0303
	Dementia Helpline	0808 808 3000
	Cancer Backup	0808 800 1234
	Drugs Helpline	01631 564482
	Women's Aid	0131 4752372
	Women's Aid Argyll & Bute	01369 706036
	Lorn Home Start	01631 566749
	National Eczema Society	0870 2413604
	Teen Aid, Market Street	01631 570759
	Samaritans	0845 790 9090
	Alcoholics Anonymous	0845 769 7555
	Encompass	01631 566090
	Lorn Resource Centre	01631 562725
	Day Centre	01631 563012
	Carers & Family Support Group	0141 221 8100
	Aids Helpline	0800 567123
	Crossroads North Argyll	01631 562277
	Carers Centre	01631 564422
	Travel Advice	0141 300 1130
Shops	Connel Shop	01631 710 216
	Taynuilt Shop	01866 822 248
	Dalmally Shop	01838 200348

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