

# THE PUZEY FAMILY PRACTICE



## **Windows 2 and 3**

**Southwell House, Back Lane  
ROCHFORD, Essex SS4 1AY**

**Telephone: 0845 408 1277 (Local Rate)**

**or 01702 533740**

**Fax: 01702 533747**

**[www.puzeyfamilypractice.co.uk](http://www.puzeyfamilypractice.co.uk)**

# Welcome to The Puzey Family Practice

## ABOUT THE PRACTICE

The Puzey Family Practice was formed on 1st May 2005 and named so in recognition of the long dedicated service given to the residents of Rochford by Dr Angela Puzey MBE who, along with Drs Bone, Edwards, Fisher and Timmins, commissioned the building of the premises in 1984.

Southwell House is named in memory of Dr Ben Southwell. It houses two completely separate practices.

Our patients should **only attend Windows 2 and 3**.

We provide full access and facilities for disabled patients.

## OUR DOCTORS

**Dr Angela Puzey MBE** (F) MBChB (Bristol 1965)

Dr Puzey has worked in Rochford for 38 years and has an interest in diabetes care. She was a magistrate for 10 years. Married with one daughter and two grandchildren, she has been involved in village life in Paglesham for many years and is a long time member of the WI.

**Dr Chandra Kothari** (M) MD (DSM 1978) DA DRCOG DFFP

Dr Kothari has lived and worked in Rochford/Canewdon since 1981. An Obstetrics/Gynae Registrar before joining General Practice, he was Coronary Heart Disease lead for the former Castle Point and Rochford PCT. He is interested in skin conditions/minor ops. In his spare time he is often seen splashing around in Clements Hall pool.

**Dr Deepak Nanda** (M) MB BS (London 1987) DA MRCGP

Dr Nanda has been a GP since 1995 in Rochford. Currently an appraiser of GPs, he also has an interest in acupuncture. He enjoys playing cricket (albeit at a slow pace!) for Rankins Cricket Club in Stambridge.

**Dr Andreas Brezina** (M) State Exam (Wuerzburg 1993)

Dr Brezina has extensive experience in orthopaedics/rehab, including A & E. He has an interest in joint injections and palliative care and is involved in IT development for the surgery. He qualified in Germany in 1993 and has been working in the UK since 1997.

**Dr Beverley Hart** (F) MB BS (London 1987)

Dr Hart grew up in Westcliff and attended Westcliff High School for Girls before completing her medical training at Bart's Hospital. She is married with two teenage children. She has a specialist interest in gynaecology and infertility.

**Dr Mark Metcalfe** (M) MB BS (London 2004) BSc MRCGP MB BS DRCOG

**Dr Kamilla Porter** (F) MB BS (London 1996) BSc MRCP MRCGP DCH DFSRH

## THE STAFF

### Practice Manager

Tim Curtis is responsible for the organisation of the practice. He will be happy to hear your comments.

### Practice Nurses

Meg McDonald, Nicki Sutton, Tracy Mead, Jean Abbott, Ann Butcher and Linda Mitchell together with phlebotomists Linda Williams and Jean Amner make up an experienced team of nurses who provide a comprehensive care package for our patients.

Diane Croft runs a weekly Family Planning Clinic including contraceptive implants.

### Receptionists

Melanie Hall, Linda Barwick, Lynn Clift, Janet Craven, Cheryl Davies, Debbie Neighbour, Sally Ross and Lynn Sloan.

Our receptionists are fully trained and try to do a very difficult job well. They may have to ask you some necessary questions, concerning your registration or the urgency of your request for medical assistance in order to help the practice run smoothly and safely. All our receptionists are bound by the same rules of confidentiality as the doctors and nurses.

### Administration Staff

Julie Chandler, Pauline Gillman and Karen Collins.

We are supported by medical secretaries and IT staff.

## APPOINTMENTS

We run a computerised appointment system in order to spread the workload through the day and avoid patients having to wait too long to see a doctor or a nurse. Wherever possible, patients will be seen within 24-48 hours. A few early morning and evening appointments are available for commuters.

Sometimes the doctor of your choice is fully booked and the reception staff may have to suggest an alternative doctor. Please try to be patient and our staff will do their best to see to your needs.

If you cannot attend a GP, nurse or consultant appointment please let us know well in advance so that we can offer this appointment to another patient.

## JOINING THE PRACTICE

Please note there are two completely separate practices working in these premises. To join The Puzey Family Practice please go to Windows 2 or 3 to complete the necessary forms. The receptionist will help you and will arrange a convenient time for your introductory medical examination. You will receive your new medical card through the post from Essex Health Authority after a few weeks but you will be entitled to medical care from the day you register with us. If you have any questions to ask about our practice or its services, feel free to ring us on 0845 408 1277 or 01702 533740 and speak to one of our receptionists or the practice manager.



## BIRTHS

Please inform the surgery following the birth of your child. If you have had a home birth or domino delivery, your baby will need to be seen by your doctor for a neonatal check.

## CHILDREN'S IMMUNISATION SCHEDULE

2 months	Diphtheria, tetanus, pertussis (whooping cough), polio and HIB (DTap/IPV/Hib), pneumococcal
3 months	Diphtheria, tetanus, pertussis (whooping cough), polio and HIB (DTap/IPV/Hib), MenC
4 months	Diphtheria, tetanus, pertussis (whooping cough), polio and HIB (DTap/IPV/Hib), MenC, pneumococcal
12 months	Hib, MenC
Around 13 months	Measles, mumps and rubella (MMR), pneumococcal
3 years and 4 months to 5 years old	Diphtheria, tetanus, pertussis (whooping cough) and polio (DTap/IPV or dTap/IPV), measles, mumps and rubella (MMR)
13 to 18 years old	Diphtheria, tetanus, polio (Td/IPV)

Note: The Department of Health will, in the near future, introduce a new vaccine to protect against pneumococcal infection and so there may be changes to the above schedule.

Details of primary medical services in the area may be obtained from the PCT:

South East Essex Primary Care Trust, Harcourt House, Harcourt Avenue

Southend-on-Sea SS2 6HE, tel: 01702 224600

Patient Advice and Liaison (PALS) 01702 226668

## SOME USEFUL TELEPHONE NUMBERS

Southend Hospital .....	435555
Social Services .....	0845 603 7630
Health Visitor/Midwife (Raphael House).....	543404
(The Midwife can also be contacted via the Maternity Unit at Southend Hospital.)	
District Nurses.....	578700
District Nurse Liaison .....	507170
X-ray Department .....	221020
CoombeWood Centre (mental health).....	01268 774850
The Taylor Centre (substance abuse).....	440550
CRUSE (bereavement) .....	710683
AA (alcoholism).....	01245 256147
Samaritans.....	611911
RELATE (marital problems).....	342901
Co-op Chemist .....	544162
Golden Cross Pharmacy .....	544104
Nutans Chemist .....	548452
For blood test appointments, please ring: .....	422555

**For the latest information click to: [www.puzeyfamilypractice.co.uk](http://www.puzeyfamilypractice.co.uk)**

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## Don't Move - Improve!

Due to the financial market some home-owners have been unable to sell their homes.

If you had hoped to sell because you need more room, there may be another solution. Extensions, loft and garage conversions are an obvious way of adding more living space to your home.

Alternatively look at using your existing floor space more productively. The basic layout of a house rarely changes, yet the way we live in and use our homes has changed.

A house constructed in the 60's rarely meets the needs of a modern family without some re-organisation.

By changing the way rooms are accessed, moving thoroughfares and even windows, furniture can be re-distributed and new areas of light and space become accessible.

Dividing large bedrooms may be the answer to siblings currently having to share.

If making these changes to your home is something you would like to consider, ensure you turn to a reputable local builder to discuss your ideas. It could be that you require planning permission or building regulations, a reputable builder should be able to offer advice on this.

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## ***SOME SUGGESTIONS FROM YOUR DOCTORS***

### ***Common Illnesses***

Many common illnesses, aches and pains can be simply treated at home without the need to consult a doctor.

### ***Antibiotics***

Firstly, a note on these commonly prescribed and powerful medicines. Antibiotics only work on bacteria, and are without effect on viruses. Unfortunately, this means that common infections like coughs, colds and flu, will not be helped by them at all. The correct treatment is often only the simple remedies outlined below. We only use antibiotics when we suspect that there is a secondary bacterial infection. Overuse of antibiotics may lead to their not working in the future and may lead to complications such as thrush and skin rashes.

### ***Colds And Flu-like Illnesses***

Take plenty of fluids, the recommended dosage of paracetamol or, if over 16 years old, aspirin. Inhalations with steam and Karvol can help clear the nasal passages. If they are very blocked, decongestants (available from the chemist) may help. You should be on the mend after five days or so and usually better within two weeks. There is usually no need to see the doctor.

### ***Coughs***

A cough is one of the most common symptoms presented to a doctor. A cough can be soothed by a drink made from honey and freshly squeezed lemon juice in hot water. The best treatment is steam inhalation. To do this, add a teaspoon of vapour rub (or one or two menthol crystals) to a pint of steaming water in a bowl. Trap the steam with a towel over the patient's head and the bowl. Inhale for 10 minutes, two or three times a day. If a cough is dry, a linctus bought from the chemist may be helpful.

### **When To See The Doctor**

If coughing continues for more than a week or two after a common cold has cleared up, or if coughing produces yellow or green sputum, it may mean that the lower air passages are infected. If your breathing is accompanied by a pain in the chest, or shortness of breath, or if the coughing produces blood or if the patient or parent is unduly anxious, then a doctor would be happy to see you.

### ***Sore Throats***

Drink plenty of fluids and take an appropriate dose of paracetamol. Most sore throats will settle in three to five days, and there is usually no need to see the doctor. Nowadays, antibiotics are rarely used in the treatment of a simple sore throat.

### ***What To Do If Your Child Has A Temperature***

Give an appropriate dose of paracetamol, in the form of Calpol or Disprol, as instructed on the bottle.

#### **DO NOT EXCEED THE RECOMMENDED DOSE**

Give the child plenty of fluids. If the child is vomiting, give sips of water every few minutes. Large amounts irregularly are more likely to be vomited.

Special sachets of salt and glucose are available from the chemist if the child has diarrhoea and vomiting. Repeatedly sponge the child with tepid (lukewarm) water for about two minutes. Allow the water to remain on the child's body to dry naturally. As the water evaporates, it helps the temperature to be lowered. If the child shivers, the water may be too cold or the child has been exposed to this management for too long. Wrap the child in a lightweight sheet or towel until the shivering stops. If the child is still hot, repeat the sponging process. Alternatively, if you have a fan use this to help lower the temperature. The temperature should respond well within an hour of treatment. If it continues to rise, contact the surgery. A prolonged high fever without respite can be serious. If it comes down between doses of paracetamol, it is responding to treatment. Put only light clothing on the child or even keep the child naked apart from a nappy or underwear which is quite sufficient clothing for a warm room.

### ***The Stuffy Running Nose***

The common cold usually starts with a burning sensation in the back of the nose and sometimes a dry throat. The patient aches and feels generally unwell. After a day or two, the nose starts running with a clear liquid - and after three or four days with a thick yellow discharge. There may be a slight temperature of 37.5 - 38°C or 99 - 100°F and the whole illness lasts seven to ten days. In summer, hay fever caused by pollen in the air may create similar symptoms with the addition of sneezing and sore, itchy eyes. There is no need to go and see the doctor. There is no magic cure for the common cold, but simple household remedies can relieve the discomfort.

### **Treatment For Adults**

Aspirin or paracetamol every four hours. If the throat is sore, dissolve the aspirin in warm water and gargle before swallowing. Drink plenty if there is a temperature. As long as plenty of fluid is taken it does not matter if the patient has no appetite for a day or two. The thick yellow discharge from the nose can be relieved by inhaling steam. Add a teaspoon of vapour rub or a few menthol crystals to a pint of steaming water in a bowl. Trap the steam with a towel over the patient's head and the bowl. Inhale for 10 minutes, three times a day.

### **Treatment For Children**

Children often have repeated colds and there is no need to go and see the doctor every time! With each cold, the child gradually builds up resistance to infection which will stand it in good stead in later life. Children and babies with colds may be troubled by coughing when they are laid down at night. This cough is caused by the discharge from the nose running down the back of the throat. It should not be suppressed by cough mixtures as the cough helps to keep the discharge off the chest. A baby should be laid on its side. An older child may be more comfortable if sat upright with an extra pillow. If the cough is very bad, rub a little vapour rub on the chest. For children over one year old, two drops of half-strength Ephedrine nasal drops in each nostril before the child goes to bed sometimes helps. Drops should never be used for more than four days in succession.

## ***Flu***

Flu is characterised by a high temperature, headache and generalised aches and pains in the limbs. There are many causes of these symptoms but the vast majority are caused by viruses. Antibiotics are of no value whatsoever in such viral infections. The treatment of these symptoms is best started at home. Aspirin is a lot better than paracetamol and two soluble aspirin given every four to six hours with fluids to drink and nothing to eat and bed rest are the best answer. If you have symptoms over and above those described, or you have been unwell for more than five days, please ring the surgery and either yourself or a relative can speak to the doctor who will investigate the matter further.

## ***Diarrhoea And Vomiting***

Acute diarrhoea and vomiting in adults is usually a self-limiting condition. Often it is associated with abdominal pain which comes and goes in spasms, a "colic". By fasting and taking frequent sips of clear fluids, the problem will usually resolve the vomiting within 24 hours and the diarrhoea not long after.

A light diet, free of fruit and vegetables and fatty or fancy food, can be introduced as the patient improves. Some continuing diarrhoea can be treated with kaolin and morphine mixture or Imodium. The doctor should be consulted if vomiting persists after 24 hours.

Diarrhoea and vomiting in babies and toddlers requires closer observation. It is, however, quite common for young babies to have frequent loose stools and not be unwell. This is not a sign of illness. Babies with vomiting and diarrhoea should be taken off their milk and given a fluid replacement diet. Your chemist will be able to advise you in this respect.

Fluids should be given in small volumes and frequently. Consult your doctor if your baby continues to vomit for more than 18 hours or is becoming generally weaker. There is little place these days for anti-diarrhoea remedies in young children and you are better to consult the doctor if you are worried.

## ***Nose Bleeds***

Sit in a chair, lean forward with your mouth open and pinch your nostrils together for approximately 10 minutes while breathing through your mouth. At the end of this time, the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If the bleeding persists, consult your doctor or take the patient to the Accident and Emergency Department at your local hospital.

## ***Sprains***

First apply a cold compress (containing ice if possible) for 15 to 30 minutes to reduce the swelling. After this, apply a crepe bandage firmly and give the limb plenty of rest until the discomfort has subsided. Remember, when the joint concerned feels comfortable, further stress may put you back to square one.

## ***Minor Cuts And Grazes***

Wash the wound thoroughly with a diluted antiseptic solution. To stop the bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

## ***Burns***

Apply large quantities of cold water to the affected area immediately and maintain this until the pain subsides. This may take as long as 15 to 20 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is large, or the skin is broken, consult your doctor or the Accident and Emergency Department of your local hospital. In severe burns, the best temporary dressing is cling-film but, of course, seek medical assistance quickly.

## ***Sunburn***

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun. Use a sun cream with a suitable filter factor.

## ***Insect Bites***

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than "plucked" in order to avoid squeezing the contents of the venom sac into the wound.

## ***IN CASE OF BEREAVEMENT***

If a death occurs in the family at home, please inform immediately the patient's doctor who will need to confirm the death. You may also inform a funeral director of your choice, who will be able to help with practical details.

If death occurs in hospital, please notify your doctor as sometimes communications between the doctor and the hospital can be slow. We do not wish to cause unnecessary grief to relatives. The patient's doctor will usually be able to issue a death certificate for the Registrar of Births and Deaths, and a cremation form if required. In certain cases of sudden death, the doctor will be required to inform the Coroner's office at the police station.

Everyone reacts differently to bereavement. It is an experience we will all have to cope with at some time in our lives, but it is a severe form of stress. Your doctor will be a willing listener and source of advice.

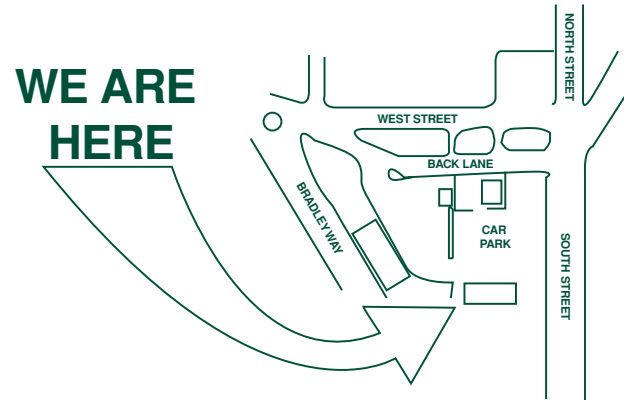
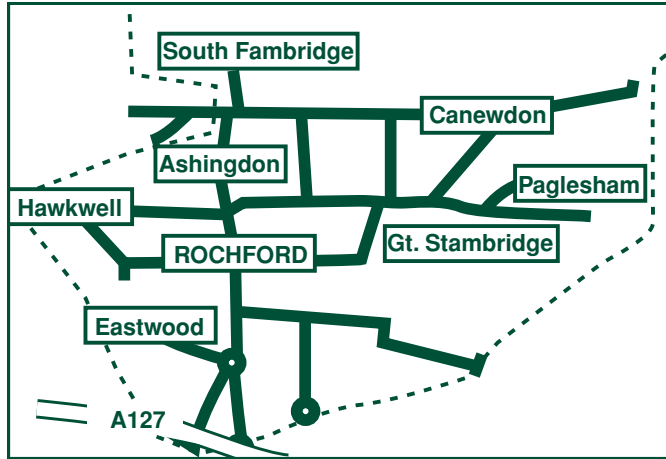
## ***ZERO TOLERANCE***

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## ***FREEDOM OF INFORMATION – PUBLICATION SCHEME***

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

# PRACTICE AREA



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