



# **JHQ Medical Centre**

## **PRACTICE GUIDE**

### **EMERGENCY PROCEDURE**

- 1. Call ambulance (Emergency Number 112). Remember to give your Post Code.**
- 2. Call Medical Centre (472 2969 or Mil 2969) to inform us what is happening and for advice if required whilst awaiting the arrival of the ambulance.**

# BRITISH FORCES HEALTH SERVICE

The Health Service is the provider of Health Care to the British Forces Germany. It comprises The Army Medical Services (AMS), The Soldiers, Sailors and Airman's Families Association (SSAFA) and the Guy's and St Thomas' NHS Hospital Trust.

## OUR MISSION STATEMENT

**We combine forces to provide you with a high quality, integrated and seamless health care service, sensitive and responsive to the needs of entitled individuals and commanders, by promoting good health, treating disease and injury, and, in so doing, contribute to the morale and well-being of the population we serve.**

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# JHQ MEDICAL CENTRE

JHQ Medical Centre is signposted from the main road, Queens Avenue. It is located at 48 Gordon Road, on the Rheindahlen Military Complex (RMC).

JHQ Medical Centre forms part of the Rhine Regional Group Practice of the British Forces Germany Health Service. It is a seven Doctor Practice offering a full range of Primary Health Care services. Normal working hours are from 08:30 - 12:30 and 14:00 - 17:00 Monday to Friday. Surgery and clinic timings may be found on pages 6-7.

Staff are pleased to offer a comprehensive Primary and Community care service to you and your family and hope that this guide will enable you to make the best use of the various services available.

## USEFUL TELEPHONE NUMBERS

**To call JHQ extensions from a civilian telephone, dial  
02161 472 (02161 908 for Wegberg numbers),  
followed by the extension number.**

Appointments/Cancellations .....	2969
Child Health Nurse.....	2955
Community Children's Nurse (Wegberg) .....	2344
Community Psychiatric Nurse (Wegberg) .....	2273/4
Community Midwives .....	2968
Dulken Hospital Liaison Officer .....	Civil 02162 4821457
Enquiries & Transport .....	2847/2693
Fax (All Departments) .....	2642
GU and Sexual Health.....	Civil 05219 2543339
Health Visitors.....	2955
Military Admin Enquiries:	
ARRC/RSU Medics .....	2841
Military Support Warrant Officer.....	3653
Paediatric Outpatient Appointments (Wegberg).....	2247/2268/2279
Pharmacy.....	2772
Physiotherapy (Wegberg) .....	2335
Practice Administrator.....	2563
Referrals Clerk.....	2641
Schools Public Health Nurse.....	2644
Speech and Language Therapy (Wegberg).....	2468
Viersen Hospital Liaison Officer.....	Civil 02162 1042457

# USING THE SERVICES

**EMERGENCIES:** In an emergency, simply:

1. **Call an ambulance (Emergency number 112). Remember to give your Post Code.**
2. **Call the Medical Centre (472 2969) to inform us of what has happened and for advice whilst waiting for the ambulance.**

**CHILDREN UNDER 16:** A parent should normally accompany children under 16, particularly if any procedures are required or prescriptions are to be dispensed. It should be noted that children under the age of 16 do have the right to confidential advice if this is required.

**COMPLAINTS AND COMMENTS:** We always try to deliver the best service, but there may be times when you may feel this has not happened. If this is the case, then please say so, preferably at the time. We may be able to resolve a problem there and then.

If you remain dissatisfied, then write or talk to the Regional General Manager, who is responsible for investigating and reporting complaints. Working with the Garrison Clinical Advisor and the Hospital Operations Manager, the case will be examined, lessons learned and a report provided back to you.

**CONFIDENTIALITY AND ACCESS TO RECORDS:** We have a duty to protect your personal information under the Data Protection Act and the Army Act. This means that we may have to ask you to prove your identity before releasing information and we cannot allow access to a spouse's record, or those of a competent child without their express permission.

**We do share some information within the Practice team, in order to improve our delivery of care, but information is not released outside the Medical Centre without consent. We do not pass medical details to the Army, Navy or RAF, although we will provide commanders with information on how to best manage a soldier with health problems.**

**You have a right to view any records we hold on you. If you wish access, please contact the Practice Administrator. If you have concerns over confidentiality or accuracy of your records, please contact the Garrison Clinical Advisor who is the appointed guardian.**

**HEALTH PROMOTION:** The Health Service actively promotes health awareness issues for the BFG population, through a number of centrally co-ordinated campaigns, which often coincide with UK campaigns.

Displays in service shopping and amenity areas, in medical centres and schools, and media presentations on TV, radio, and in the service press, all help to raise the awareness of important health issues. Your support of these initiatives is appreciated.

**HOME VISITS:** It is in the interests of all patients to be seen in the Medical Centre whenever possible so that necessary examinations and investigations can be done and where dispensary facilities are available. If you feel that a home visit is appropriate, rather than coming to the Medical Centre, please ring the duty Nurse. **The duty Doctor will visit if he/she feels it is clinically indicated or will arrange for emergency transport to bring you to the Medical Centre or take you straight to hospital.**

**PATIENT PARTICIPATION GROUP:** The PPG is run by the patients for the patients and acts as a body to suggest, support, advise and liaise with the Medical Centre in JHQ. Meetings are held regularly, are advertised widely and open to all. A suggestion box is situated in the waiting area for any ideas or comments you may wish to have discussed at the meetings.

**REGISTRATION:** It is important for you to register as soon as possible after arrival. You will be asked to complete a questionnaire regarding your health and past medical history. This information may be all we have available for several weeks until your medical notes arrive. If you wish, an appointment will be made for you to see a Doctor to discuss your health and any concerns. If you have any ongoing medical conditions, or you are on regular medication, it would be wise of you to make an appointment as soon as possible.

While you are free to consult any Doctor in the Practice, we strongly advise that you stay with one Doctor so that you can gain confidence and trust, develop an understanding relationship and receive continuity in your medical care.

**Please remember to de-register when you are posted out of JHQ so that your notes can be sent on with the minimum delay.**

**SICK PARADE:** Military sick parade takes place Monday - Friday between 08:30 – 09:30 hours. Military personnel who are on duty during these times and reporting “Special Sick” may be seen outside of these hours.

Any other enquiries for ARRC or RSU Military personnel, please call JHQ Mil 2841.

**SURGERY APPOINTMENTS:** Appointments may be made preferably by telephone or booking in person. Normally patients will be seen within 3 days if an appointment with a named Doctor is required. If the problem is urgent and no routine appointments are free, a Nurse is available to assess your condition, provide treatment or refer to the duty Doctor if necessary.

A routine appointment is approximately 10 minutes long. If you require more time to discuss your case, or you have more than one problem to discuss **please request a double appointment**. Please make a separate appointment for each person seeing the Doctor. If you are late for an appointment your slot may be given to another patient. You will then be required to re-book.

It would be helpful to tell reception staff what the appointment is for so that an appropriate length of appointment with an appropriate member of staff can be arranged as, for example, not all nurses conduct smear tests and not all doctors fit IUCDs.

**TRAINING:** All of our Doctors specialise in General Practice. Our Practice is a Training Practice and has a fully medically qualified Doctor undertaking GP Training. With the patient's consent, consultations may be videoed for training purposes.

The Medical Centre is closed for staff training on Wednesday afternoons from 13:30 - 15:30. If you require attention urgently during this time, please ring the bell at the Pharmacy entrance.

**TRANSPORT:** Garrison welfare transport is available during working hours between the Medical Centre and local clinics/hospitals. Requests for transport should be made at least 48hrs prior to travel. Transport is available only for patients; if you require transport as a visitor, please contact your unit welfare office.

**VISITORS:** If relatives or friends are coming to visit you, your Families Office will give you sponsorship forms before they arrive. This entitles them, whilst here, to see us for urgent GP care at the Medical Centre. We are unable to prescribe routine or repeat medications for non-entitled visitors. For any hospital care, including A&E in an emergency, a European Health Insurance Card (EHIC) is required. This has replaced the E111 and application forms are available from UK Post Offices. For more information on EHIC, contact: EHIC Applications on (UK) 0845 606 2030 or (UK) 0191 2035555. Further information can be found on the website: [www.dh.gov.uk](http://www.dh.gov.uk) or [www.ehic.org.uk](http://www.ehic.org.uk). Formal medical insurance is better still. Without insurance your visitors may be liable to full medical costs in the event of an emergency.

# CLINICS

**ANTENATAL/POSTNATAL:** These are conducted jointly with the Community Midwives and the Doctors. When you first think you are pregnant please make an appointment with the Midwife, ideally about six weeks after your last period, to discuss your antenatal care.

Postnatal care is provided by Midwives and Health Visitors. The Post Natal check can be performed at the Designated German Provider (DGP) hospital in Viersen, or by your GP, depending upon your preference, Baby will also need an 8 week check with your GP, which coincides with first immunisations.

**ASTHMA:** Trained Asthma Nurses, who see patients to give advice, discuss therapy and the use of inhalers or other treatments, conduct regular clinics for patients with asthma.

**CHILD HEALTH SURVEILLANCE:** Your Health Visitor will advise on the requirements for regular Child Health checks, including developmental checks by the Doctor.

**DIABETES:** Trained Diabetes Nurses will see patients to give advice, discuss therapy and the management of this condition.

**FAMILY PLANNING:** Family planning trained Nurses are able to provide advice on all methods of contraception as well as pre-conception advice. Nurses are also able to issue a variety of pills and injections however some patients may need to be seen by a GP as well.

Emergency contraception can be taken up to 72 hours after intercourse and can be issued by the Doctor or some Nurses. The earlier it is taken, however, the more effective it is, so if you think you need emergency contraception you do not need to attend in the middle of the night, but should request an urgent appointment the next day.

**MINOR SURGERY:** This service is provided for patients who require minor surgical procedures. Your Doctor will ask you to formally consent to the procedure being undertaken in the Practice.

**NURSES CLINICS:** Nurses hold daily clinics and appointments can be made for wound management and for information and treatment of minor ailments.

**SMOKING CESSATION:** Advice and support for those wishing to give up smoking is available from the Practice Nurses. Information about clinics and/or support groups is available from the Medical Centre staff.

**TRAVEL IMMUNISATIONS:** You may ask the Practice Nurse for advice on holiday travel. Plan well in advance as some vaccinations have to be ordered specially and some require a course of vaccination over an eight week period.

**WELL WOMAN:** This clinic is run by the Nurse for any woman who requires a cervical smear. Doctors also carry out cervical screening and a 20 minute appointment is required for this.

## OTHER PRIMARY CARE SERVICES

**CHILD AND ADOLESCENT MENTAL HEALTH SERVICE:** These Nurses provide a visiting service to JHQ addressing the mental health needs of children and young adults. They take referrals from health professionals and from prospective clients directly.

**CHILDREN'S COMMUNITY NURSE:** The Nurse co-ordinates the paediatric outpatients clinics, supports and advises children with complex and additional needs and also provides liaison with the DGP Kinderklinik alongside the Primary Health Care Trust.

**COMMUNITY PAEDIATRICIAN:** The Community Paediatrician holds regular clinics in the region. Referrals are made from your Doctor or Health Visitor.

**COMMUNITY PSYCHIATRIC NURSES:** These specially trained Nurses work mainly in the community, although they do run some clinics at Wegberg Hospital. Your Doctor may make referrals, but often they will see patients who contact them directly. They may be particularly helpful with the problems of stress, alcohol and substance abuse, behaviour problems and much more.

**DIETITIAN:** BFG has one full time Community Dietician based in Hohne who holds a monthly clinic in JHQ for one-to-one consultations. Referrals are made through the GP.

**HEALTH VISITOR:** The Health Visitor is a Registered Nurse with Health Visitor qualifications. She conducts Child Health Clinics and Development Assessments at the Medical Centre. She also works in the community and is available to discuss, in confidence, any aspect of women's and children's health. She routinely visits at home all families with young children. Part of the Health Visitor's role is to promote Health Education and to liaise with local playschools, schools and the maternity and paediatric services.

**MIDWIVES:** The Community Midwifery team provides an antenatal and postnatal service. You will see your Midwife on a regular basis in between hospital visits. A Midwife is available 24 hours a day for telephone advice and can be reached via the Medical Centre. Please do not hesitate to contact the Midwife if you are concerned in any way.

The delivery takes place at the DGP hospital in Viersen and hospital staff are responsible for your care during your stay. The Midwives have developed a good relationship with the hospital staff to ensure the care received is seamless and professional.

Parent craft classes and tours of the hospital are an important aspect of antenatal care to reassure you and prepare you for childbirth. It can be a very worrying time taking a newborn baby home from hospital but the Midwifery team are here to support you when you are discharged.

**PHARMACIST:** A qualified pharmacist is employed within the Region. Although the Health Service does not run a 'Chemists Shop', the Pharmacist can be contacted for advice and to answer any questions about drug reactions and side effects.

**PHYSIOTHERAPIST:** Rhine Region has its own Physiotherapy service. Patients, both military and civilian, may be referred by their GP, but can also self-refer by calling 02161 908 2335.

**SCHOOLS HEALTH SERVICE:** The Schools Public Health Nurse is Registered Nurse with a specialist practitioner qualification in school health, and she is supported by the Child Health Nurse (term time only). Together with the Health Visitors and Community Children's Nurses they form the wider Public Health Team, which links into Primary Care.

School health team work in partnership with children, young people, families, teachers and other agencies, supporting identified health needs, so that children and young people can achieve their full potential.

All new school entrants are offered screening at five years of age. The team is involved in many health promotion activities, healthy schools and offering immunisations in school as recommended by the Department of Health

**SPEECH AND LANGUAGE THERAPIST:** There is a Regional Speech and Language Therapy service. Therapists work together with children and adults to overcome speech difficulties. Much of the Therapist's time is spent in the community. Referrals are made through your GP or your Health Visitor.

**YOUNG PERSONS CLINIC:** Recognising the unique needs of young people, a confidential service is provided at Windsor School on Mondays during term time between 12:45 and 13:45. Staffed by Nurses and a Doctor, it provides a holistic service and no appointment is necessary.

**WEIGHT REDUCTION:** Advice and support is available from a Practice Nurse. Referrals are made through your GP.

## OPENING HOURS

### Reception

Monday – Friday 0800h – 1700h (Ext 2969)

### Routine Clinics

Monday – Friday 0830h – 1230h

1400h – 1630h

Wednesday afternoon 1530h – 1630h

### Pharmacy Hours

Monday – Friday 0830h – 1300h

1400h – 1700h

Wednesday afternoon 1530h – 1700h

Please note that the Medical Centre is closed for staff training on Wednesdays between 13:30 & 15:30. In case of emergency, ring the bell at the Pharmacy entrance.

### Out of Hours Urgent Cases only (Ext 3333)

Monday – Friday 1700h – 2000h

Weekends and Public Holidays 0930h – 1030h

1700h – 1800h

For urgent enquiries outside these times, please contact the Medical Centre on Ext. 2969 for advice. The phone is manned 24 hours per day and there is always a GP on call.

## CLINICS

(Please consult the Medical Centre for the latest clinic timings)

Well Woman - Monday pm

Baby Clinic - Tuesday am

Asthma - Tuesday pm

Travel Clinic – Wednesday pm

Childhood Immunisations - Thursday am

Travel Vaccinations - Thursday pm

Family Planning - Friday pm

Diabetes – Thursday am

Minor Surgery- Monthly (last Thursday)

# THE MEDICAL CENTRE TEAM

## Doctors

### **Col Juanita Macleod GCA**

Dr Dudley Graham  
Dr Alan Rowland

Dr Sabine Jefferies

### **Dr Neil Miller MOIC**

Dr John Ross  
Capt George Wheble

## Primary Care Nurses

### **Mrs Aileen Mooney – Enhanced Nurse**

Cpl Chrissie Bromly  
Cpl Nicola Jinks  
Mrs Sheleagh McEvilly

Cpl Paula Cairns  
Mrs Jaqui Lowe  
Mrs Jackie McMillan  
Ms Karen Richardson

Mrs Claire Day  
Mrs Helena McDougall  
Mrs Andrea Miller

## Primary Care Assistants

Mrs Amanda Heap

Mrs Andrea Woods

Mrs Jean Stewart

## Health Visitors

Mrs Lyn Adams  
Mrs Andrea Childe – Children's Community Nurse  
Mrs Jenny Alexander – Schools Health Advisor  
Ms Azure Jones  
Mrs Barbara White – Child Health Nurse  
Mrs Janet Rose

## Midwives

Mrs Karen Cody-Barrett  
Mrs Maggie Tones

Mrs Tamara Richmond  
Mrs Irene Wilcox

## Pharmacy

Mrs Dawn McCaffrey

Mrs Ann-Marie Vickers

Mrs Nancy Walters

## Community Psychiatric Nurses

### **Dr Chris Barker – Clinical Director**

Mr Dave Burnett  
Cpl John Shingleton

Mr Gerry Mooney  
Sgt Mary Wilson

Ms Linda Overton – Senior Occupational Therapist  
Mr Peter Webster – Psychiatric Social Worker

## Physiotherapy

### **Maj Peter Carroll – Lead Physiotherapist**

SSgt Richie Thomas  
Mrs Liz Prokopowicz

Mrs Aileen Cochrane-Wylie  
Mrs Elaine Hatton

Mr Chris Curtis  
Mr Alphonse Trianne

## Speech & Language Therapists

Mrs Saskia Dady

Mrs Karen White

## Practice Administration

### **Mrs Pamela Blackmore – Practice Administrator**

Mrs Sarah Aaron  
Mrs Patricia Craig  
Mrs Norma Fraser  
Mrs Karen Otto  
Mrs Janine Walker  
Mrs Alison Wild

Mrs Susan Blyth  
Mrs Margaret Duncan  
Mrs Kathleen Hart  
Mrs Anne Punter  
Mrs Marion Walton

Mrs Sarah Cameron  
Mrs Natalie Francois  
Mrs Amanda Manning  
Mrs Heather Putland  
Mrs Donna Warner  
Mrs Ruth Wood

## Combat Medical Technicians

Sgt Danny Packham ARRC  
LCpl O'Neil Wolfe RSU

LCpl Mark Carver ARRC  
LCpl Emma Wolliter ARRC

# USEFUL GERMAN PHRASES

## REMEMBER - The Emergency Ambulance Telephone Number is 112

Identifying yourself	Ich Heisse.....(Name) Ich Wohne in.....(Address)
Requesting an ambulance	Ich brauche einen Krankenwagen (mit Arzt) (with Doctor)

### Some Useful Vocabulary

• Adult	Erwachsener
• Accident	Unfall
• Arm	Arm
• Asthma	Asthma
• Back	Rucken
• Bleeding	Bluten
• Broken	gebrochen
• Child	Kind
• Ears	Ohr
• Emergency	Notfall
• Finger	Finger
• Fracture	Fraktur
• He/She was in a fight	Er/Sie war in eine Schlagerei verwickelt
• Head Injury	Kopfverletzung
• High Temperature	Fieber
• Laceration	Risswunde
• Meningitis	Meningitis
• Neck/Throat	Hals
• Nose	Nase
• Overdose	Überdosis
• Patient	Patient (in)
• Pregnant	Schwanger
• ...weeks pregnant	Sie ist in der xxx Schwangerschaftswoche
• Rash	Ausschlag/Hautausschlag
• Stomach	Magen
• Suspected	Verdacht auf
• Toe	Zeh
• took...tablets..hours ago	Er/Sie hat...tabletten vor...stunden genommen

## SELF TREATMENT FOR MINOR CONDITIONS

### BRUISES

**Treatment** - Bruises are common in children. Severe bruising can be treated by raising the affected limb and applying a cold compress/ice pack wrapped in a tea towel, as soon as possible.

**Contact the Medical Centre** if the child continues to complain of pain and difficulty in moving the limb, or if you are concerned.

### BURNS AND SCALDS

**Treatment** - The immediate treatment is to cool the area as quickly as possible by running under tepid water for 20 minutes.

**Contact the Medical Centre** if severe blistering or breaks in the skin appear.

**COUGH:** If dust or food enters the air passages, coughing acts as a protector. It also prevents mucus from causing infection on the chest. To suppress this action with cough mixtures can cause more harm than good.

**Treatment** - the best treatment is steam inhalations. For dry coughs, a sedative linctus can be taken.

**Contact the Medical Centre** if the coughing persists for more than a week or two after the common cold has cleared up, if coughing produces a yellow or green sputum, if breathing is accompanied by a pain in the chest or shortness of breath, or if coughing produces blood.

### CUTS

**Treatment** - Bleeding can usually be stopped by pressure to the cut for 2-3 minutes. The cut can then be carefully inspected. Clean gently with water and apply a clean dry dressing. Keep dry for a couple of days.

**Contact the Medical Centre** if the cut is deep, or if you are worried that there may be something in it.

**DIARRHOEA:** Diarrhoea is unpleasant but rarely dangerous. It may be due to a change of diet, food poisoning or travel abroad. It is often accompanied by colicky (cramp like) pains and usually begins to get better in 48 hours.

**Treatment** - Rest, eat nothing for 24 hours. Drink small sips of water regularly. As the stomach settles try bread, dry biscuits or soup before gradually returning to a normal diet.

**Contact the Medical Centre** if it does not start to settle after 48 hours, if an attack comes shortly after a visit abroad, or if there is continuous pain.

**FEVERISH CHILD:** Children often develop feverish illnesses which settle spontaneously in 24 - 48 hours.

**Treatment** - Give Paracetamol (Calpol or Disprol) but do not exceed recommended dosage. Remove the child's clothing and offer sips of cool water. Tepid sponging helps to reduce the temperature. **Do not give Aspirin to children under 16 years of age.**

**Contact the Medical Centre** if you would like advice or your child is obviously unwell.

### GRAZES

**Treatment** - Must be cleaned carefully with warm water, or soaked in a warm bath. After cleaning, leave the graze uncovered to let the scab form.

**Contact the Medical Centre** if the graze does not appear to be drying out after a couple of days.

## **INSECT BITES**

**Treatment** - Itchiness can be relieved by applying Calamine Lotion.

**Contact the Medical Centre** if someone is bitten by an animal.

**SORE THROAT:** Most sore throats are caused by a virus infection which antibiotics cannot cure. With simple treatment the patient normally gets better in 4 or 5 days. Tonsillitis usually starts with a sore throat which causes pain on swallowing. There may be a fever. It might be possible to see white spots on the tonsils. The glands in the neck may be swollen and painful. A hoarse voice, dry cough and sore throat indicate a viral laryngitis.

**Treatment** - Adults: Soluble aspirin - 2 x 300mg, gargle and swallow four times a day. Drink plenty and take steam inhalations. Children: Paracetamol (Calpol or Disprol - do not exceed recommended dosage) and drink plenty of drinks.

**Contact the Medical Centre** if the sore throat is getting worse after two days or if the patient complains of earache

**STUFFY OR RUNNY NOSE:** The common cold usually starts with a hot feeling in the back of the throat. The patient feels unwell and aches and the nose starts running with clear liquid which becomes thick yellow discharge after 3 or 4 days. **ANTIBIOTICS DO NOT HELP.**

**Treatment** - As for sore throats. Add Olbas oil to the steam inhalations. Inhale for ten minutes 3 times a day. Babies and young children often have repeated colds. This helps them to build up their resistance to infection. They cough because the discharge runs from the nose down the back of the throat. Do not give cough linctuses.

**Contact the Medical Centre** if the temperature does not fall after Paracetamol, (although it may rise again later) or if the child becomes drowsy or obviously unwell.

**SUNBURN/HEAT-STROKE:** Too much sun is dangerous. Ensure children are protected by a sun block and given plenty of fluids when out playing. Encourage rest periods in the shade.

**Treatment** - Minor degrees of sunburn are best treated by dabbing on Calamine Lotion and taking painkillers. Ensure plenty of fluids are taken.

**Contact the Medical Centre** if blistering is severe, headaches, vomiting or confusion occur.

## **TICK BITES**

**Treatment** - Ticks are very common in Germany and can cause a problem called Lyme Disease. Just because you have a tick bite doesn't mean you need to seek medical attention. Carefully remove the tick trying to remove the head as well: tick removers are available in the NAAFI. After removal, swab the bite area with antiseptic or soap and water.

**Contact the Medical Centre** if you notice a rash which appears after a few days or longer around the site of the bite, or feel unwell.

**VOMITING:** Vomiting may be caused by a virus infection of the stomach, food poisoning or by eating or drinking too much. It normally stops within 24 hours and may be followed by Diarrhoea. Some children will vomit when they have a temperature.

**Treatment** - Rest, eat nothing for 24 hours. Drink small sips of water regularly. As the stomach settles try bread, dry biscuits or soup before gradually returning to a normal diet.

**Contact the Medical Centre** if vomiting is accompanied by continuous stomach pain, if vomiting lasts for more than 24 hours, or if a vomiting child has a temperature of more than 38°C (100°F).

## THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Remember that our Pharmacist can give you advice about medicines.

**Keep them in a box or cupboard with a lock  
or store them well out of the reach of children.**

**Calamine Lotion:** For dabbing (not rubbing) on insect bites and stings and sunburn.

**Crepe Bandage:** 3 inch wide to keep dressings in place. To support sprained or bruised joints.

**Dressing Strips:** For minor cuts.

**Paracetamol (Disprol or Calpol):** for the relief of pain or fever in young children.

**Sedative Cough Linctus:** For dry or painful coughs, but not coughs caused by common colds.

**Soluble Aspirin Tablets:** For adults and children over 16 years old. Good for headaches, colds, sore throats and painful bruises.

**Sterile Gauze Squares:** For cleaning cuts and grazes.

**Thermometer:** For fevers.

**Tick Tweezers:** For removing ticks.

**Tweezers:** For removing splinters.

**Vapour Rub:** For steam inhalations or to rub onto chest or nose. Useful for children with stuffy noses or dry coughs.

### DISPOSAL OF UNWANTED MEDICINES

The Pharmacy will be pleased to dispose of any unwanted medicines which you may have in your home or accommodation.

**Be Safe - Keep All Medicines Out of the Reach of Children**

## Viersen/Dülken Hospitals

The BFG Health Service has formed a partnership with these hospitals to provide in-patient services for the Rhine Region.

<b>AKH Viersen</b>	Administration Office	02162 1042735
	Liaison Office	02162 1042457
	Operations Manager	02162 1042511
<b>Dulken (St Cornelius)</b>	Liaison Office	02162 4821457

### Hospital Liaison Officers

If you should be admitted to these hospitals, English speaking Liaison Officers are there to translate for you, pass messages and assist with any problems you may have. Ask the ward staff to contact them for you if needed.

### Outpatient Services

On occasion it may be necessary for your GP to refer you to hospital for an opinion by a consultant. Your appointment will be arranged so that you will be seen by a Viersen/Dülken consultant at the outpatient clinic. If necessary the Viersen/Dülken consultant may arrange admission for you to go into hospital. From time to time the consultants may refer you to other centres of excellence for further opinion.

It should be noted that wherever possible all consultations will be conducted in English. A feature of the Outpatients Service in Germany is that some consultants do not hold outpatients clinics in hospitals, but conduct their clinics in the community. These community consultants are known as the "Facharzt". Their services may form part of your treatment.

### Summary of services provided:

General Surgery	Surgical and Medical Intensive Care
ENT	Obstetrics and Gynaecology
Internal Medicine	Neurology
X-Ray and Radiotherapy	Oral Surgery
Orthopaedics	Urology
Nephrology	Ophthalmology
Day Care Surgery	Dermatology
Neurosurgery	

### Kinder Hospital:

Children's Intensive Care  
Care of Neonates, babies and children

# PRACTICE CHARTER STANDARDS

## Our Responsibilities to you:

- Patients with a pre-booked appointment shall see the Health Care Professional with whom they are booked within 30 minutes of their appointment.
- Patients without a pre-booked appointment will be seen by a Health Care Professional as soon as practicably possible.
- Patients should wait no longer than 24 hours to see a Doctor for urgent conditions.
- Patients should be able to see a Named Doctor within three working days or be given an explanation why this is not possible.
- Repeat prescriptions will be available within three working days of request.
- Patients will be treated by all members of the Practice staff as individuals and will be given courtesy and respect at all times, irrespective of rank, ethnic origin, religious belief, personal attributes or the nature of their health problems.
- Patients have the right to see their health records, subject to limitations in civil law. Patient's records will be kept confidential.
- Patients will be given full details of their care or treatment and no care or treatment will be given without informed consent.
- Complaints can be made to the Regional General Manager for the Community and Primary Care. An initial response will be made within 48 hours, with a detailed follow up (where necessary) within 10 working days.

## In return we ask our patients to:

- Be open in your dealings with us; make sure we know everything we need to know to help you.
- If you make an appointment, keep that appointment or cancel in plenty of time to enable others to use it.
- Treat us with the same courtesy and respect that you expect to receive from us.

**Any abuse, whether physical or verbal, against any member of staff will not be tolerated.**

- Be patient if we are running late - on another occasion it might be you who needs the extra time.
- Ensure that only one member of the family is booked into one appointment.
- Use the weekend and out of hours services only when necessary and for acute conditions, not for ongoing chronic conditions.
- Order repeat prescriptions in plenty of time.