

# The Chislehurst Medical Practice

2021 EDITION

42 High Street, Chislehurst, Kent BR7 5AQ

Telephone: 020 8295 2464

[www.chislehurstmedicalpractice.co.uk](http://www.chislehurstmedicalpractice.co.uk)



**C . M . P**

## **The Chislehurst Medical Practice**

**Our aim is to provide high quality individualised community based health care**

**PLEASE NOTE THAT INFORMATION CONTAINED IN THIS DOCUMENT MAY BE SUBJECT TO CHANGE DUE TO THE COVID-19 PANDEMIC 2020/21**

**The Practice**

Chislehurst Medical Practice took its present name in 1997 but has been a continuous partnership for over 60 years. The practice first occupied its present site in 1955 when a small purpose-built surgery providing two consulting suites, waiting room, reception and office was built. Over the years there have been a number of extensions and alterations with a complete refurbishment in 1997 to provide the current building.

We are an approved training practice and are supported by a team of friendly staff. We have a strong commitment to the community and to the NHS.

Chislehurst Medical Practice is not a limited partnership.

The most recent CQC inspection rated the practice as Good.

**PRACTICE STAFF**

**Doctors**

Partners

Dr Andrew Parson MB ChB DRCOG MRCGP (Liverpool 1988)

Dr Meena Kharade MB BCh MRCGP (Wales 1988)

Dr Viral Tanna MB BS MRCGP DRCOG DFFP (Guy's 1989)

Dr Vijitha Jegatheeswaran BSc MBBS DRCOG MRCGP (Imperial College London 2006)

Dr Maxim Yau BSc MBChB DRCOG MRCGP (Warwick 2004)

Dr Sophie Mitchell MBBS BSc MRCGP (Kings College London 2010)

Salaried GP's

Dr Presheena Howell MBBS BSc MRCGP (University College London 2009)

Dr Nicola Mody BA MBChB MRCGP (Leeds 2009)

**Advanced Nurse Practitioners**

Mrs Lynne Webb

Mrs Melanie Welch

**Management Team**

Practice Manager

Mrs Rebecca Green

Practice Operations Manager

Pauline Skerrett

Deputy Practice Manager

Mrs Lois Deering

Office Manager

Mrs Sarah Cumberbatch

Attached Staff

**Community Nursing Service**

This works in conjunction with our practice and may be contacted via our staff.

Health Visitors

Health visitors are nurses who have had additional training to care for the family. Traditionally, they have looked after the needs of mothers from 10 days after the birth, a point at which the midwife relinquishes care. They are also the first port of call if you have any concerns about your child. Again, traditionally, they will remain involved in the care of your child until they are five years old.

Health visitors also care for the needs of elderly people and are always willing to attend an elderly person by appointment to discuss any special needs that they may have.

Community Pharmacists

Assist with the reviewing and updating of patient medications

Social Prescribing Link Workers

You can be referred to talk about a problem you have or a change you would like to make. They can connect you to suitable local support services where necessary

The surgery is accessible to wheelchairs. Please leave your prams and pushchairs in the children's area.

Services

Accident & Emergency

The nearest casualty department is Princess Royal University Hospital, Farnborough.

Urgent Care Centre

The nearest urgent care centre is Queen Mary's Hospital, Sidcup open 24 hours, 7 days a week.

However please make the surgery your first contact for advice before considering attendance at the urgent care centre.

### **Making An Appointment**

#### **CONSULTATION IS BY APPOINTMENT ONLY.**

Routine appointments up to six weeks ahead to see a doctor or practice nurse can be made by:

- Completing an e-consult via the Practice website [www.chislehurstmedicalpractice.co.uk](http://www.chislehurstmedicalpractice.co.uk). Dr will triage and book as required
- Online via the website or NHS app with your EMIS access log in
- Telephoning the surgery during opening hours - 020 8295 2464. All calls to and from the practice are recorded. This is for the protection of both patients and staff.

AS a result of the current pandemic we have changed the way we work to protect staff and patients. All doctor and nurse practitioner appointments are by telephone or video call first. If the clinician feels you need to be seen in the surgery you will be invited to attend. We kindly request that you DO NOT ATTEND the surgery unless invited to do so.

The Chislehurst Medical Practice provides bookable routine patient appointments with the doctors and nurses. These routine appointments are for 10 minutes. Sometimes patients need longer and sometimes patients want two or three things managed in that visit. Where possible the doctors and nurses try and do this but sometimes this may not be possible and the doctor or nurse may ask you to re-book. We would ask you to respect this. If you know that you will need longer than 10 minutes then please consider booking a longer appointment.

If you feel that your problem cannot wait until the appointment offered to you, please tell the receptionist. She will then see if you can be fitted in earlier. Please remember your appointment is for one person only. If you cannot keep an appointment please let us know as soon as possible so that it can be used for another patient. This can be done 24 hours a day via telephone and an answer phone

Patients have a right to express a preference of general practitioner but we cannot guarantee who you will see depending on availability and urgency

We also offer week day and weekend appointments at local hub sites (Poverest Medical Centre, Crown Medical Centre, The Links Practice and Beckenham Beacon) run by Bromley based GPs.

Appointments can be booked on the day for weekday appointments and in advance for weekends

via the practice.

### **Hints And Tips On Appointment Booking**

1. Could your problem be dealt with by a telephone consultation or e consult? Many conditions can be managed without you having to attend the surgery. E consult requests are triaged by the GP and you will be invited to attend if they consider it clinically necessary.
2. We aim to offer appointments four to six weeks in advance; if your need is not urgent, we recommend that you book ahead so that you are more likely to get the clinician and time of your choice. If you ask to see a particular clinician, the reception staff will offer you the next available free slot unless you specify a date.
3. Routine appointments are between 8.00am and 5.00pm
4. If your need is urgent, please make this clear and we will offer you the soonest appointment with a clinician but in this instance we cannot guarantee which clinician that will be.
5. If you see a clinician for a particular ailment, please try to see the same GP for any follow-up to give you continuity of care. This is good clinical practice and we believe it is in the best interests of our patients and their GP. (See above re follow-up appointments.)
6. If you see the GP and they ask you to come back for a follow-up after a certain period of days/weeks, please visit the reception desk **ON YOUR WAY OUT** to book this rather than call on the day you are supposed to come when you may be disappointed by availability.
7. From March 2018 patients are requested to consent specifically to the use of their mobile number for the purposes of health campaigns, health promotion and appointment reminders. Patients over the age of 13 years must have an individual mobile number attached to their record.

### **Administrative Queries**

Can be dealt with using the e consult facility. Please use this rather than contacting us by telephone. This covers requests for referral letters, fit notes etc

### **Test Results**

These will only be given over the telephone between the hours of 2.30 - 4.30pm, please select the appropriate option from the telephone menu. Results are also available through Emis Access if you have signed up to this service and have full record access.

### **Home Visits**

We would respectfully remind patients that they should make every effort to attend the surgery. Only if you are too ill to attend surgery, or housebound by chronic disease, will a doctor visit you at home. If a home visit is required, please telephone 020 8295 2464 before 10.30am (after this time we can only guarantee to see emergencies).

### **Emergencies On Nights/Weekends/Bank Holidays**

If you need medical assistance when the surgery is closed please dial 111 unless your condition is life threatening when you should dial 999.

### **Repeat Prescriptions**

The practice provides a repeat prescription service, enabling patients who have regular medications to obtain their repeat prescriptions from our local pharmacies.

Repeat prescriptions should be requested online via the practice website

[www.chislehurstmedicalpractice.co.uk](http://www.chislehurstmedicalpractice.co.uk) whenever possible. Please note that in order to use this facility you must first attend reception to register for EMIS access.

**REPEAT PRESCRIPTION REQUESTS CANNOT BE ACCEPTED BY TELEPHONE.**

(We will only accept telephone requests for repeat prescriptions from housebound patients. We regret that we are unable to offer this service to other patients.)

Please allow at least three working days before attempting to collect routine repeat prescriptions from the pharmacy, (others may take a little longer). A repeat medication slip is attached to all repeat medication prescriptions. Alternatively, request slips are available from the surgery. Repeat

medications are reviewed at regular intervals. This helps us review your continuing need for the medication as well as enabling us to monitor the effects of such medication by checking blood tests, blood pressure etc. Prescribing for your repeat medications is carried out by our prescribing team in the office. Please try to use the usual channel for requesting repeat medications by submitting it to the practice via one of the on-line channels or by posting the slip through the external letterbox. Do not submit your request more than 14 days in advance of your requirement. Please try not to ask for your repeat prescriptions within your consultation as this does slow the doctor or nurse down considerably. It is also possible that the doctor or nurse will decline to do this at that point and ask you to submit the request via the proper channel.

Please register with the pharmacy of your choice for your prescription to be sent to them electronically. Please speak to the pharmacy directly.

Local pharmacies are open from 9.00am to 7.00pm weekdays and offer a rota for out-of-hours prescriptions.

#### Electronic Prescribing

Several companies offer a delivery service. Once registered, you can request your repeat prescriptions by phone, by post or by using a website. The pharmacist will then order your repeat prescription from your doctor. Once your prescription has been approved, the pharmacy will then send your medicines to your address of choice. The medicines must be signed for on delivery, which is free.

#### Repeat Dispensing

If you use the same medicine regularly you may be able to benefit from using the NHS Electronic Repeat Dispensing (eRD) service. This means you won't have to re-order or collect your repeat prescriptions from your GP practice every time you need more medicine. The prescriptions are renewed by request annually. The dispensing pharmacy should advise you when you collect your last supply. Please ask your doctor more about this service.

#### Private Prescriptions

Occasionally patients see a consultant privately and are issued with a private prescription. We are not obliged to convert a private prescription to an NHS prescription. The practice has the following policy, which we ask to be respected:

- We will only prescribe when we continue to be involved in the patient's care.
- We will not prescribe for patients who have self-referred.
- We will only write a prescription when we have received a full letter from the consultant concerned.
- We like to review independently the advice that is offered and decide for ourselves whether to follow it.

There are types of medication that cannot be prescribed on the NHS, eg malaria prophylaxis, medication for travelling and 'lifestyle drugs' for which the practice may feel it appropriate to issue private prescriptions. These carry an administrative charge.

#### Consulting Times

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>Dr Parson</b>	<b>Am &amp; Pm</b>	<b>Away</b>	<b>Am &amp; Pm</b>	<b>Away</b>	<b>Am &amp; Pm</b>
<b>Dr Kharade</b>	<b>Am &amp; Pm</b>	<b>Away</b>	<b>Am &amp; Pm</b>	<b>Away</b>	<b>Am</b>
<b>Dr Tanna</b>	<b>Am &amp; Pm</b>	<b>Am &amp; Pm</b>	<b>Am &amp; Pm</b>	<b>Away</b>	<b>Am &amp; Pm</b>
<b>Dr Jegatheeswaran</b>	<b>Away</b>	<b>Am &amp; Pm</b>	<b>Away</b>	<b>Am</b>	<b>Am &amp; Pm</b>
<b>Dr Yau</b>	<b>Am &amp; Pm</b>	<b>Am &amp; Pm</b>	<b>Away</b>	<b>Am &amp; Pm</b>	<b>Am</b>
<b>Dr Mitchell</b>	<b>Away</b>	<b>Away</b>	<b>Am &amp; Pm</b>	<b>Am &amp; Pm</b>	<b>Am &amp; Pm</b>
<b>Dr Howell</b>	<b>Away</b>	<b>Away</b>	<b>Am &amp; Pm</b>	<b>Am &amp; Pm</b>	<b>Am &amp; Pm</b>

Dr Mody	Am & Pm	Am & Pm	Away	Am & Pm	Away
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## Clinics

### Contraceptive Services

Advice can be obtained from your doctor or our family planning nurse on all forms of contraception and sexual health. We also run a coil fitting clinic. Please ask the reception team for details

### Child Health

Baby immunisation clinics are held in the surgery on Wednesday afternoons during which developmental checks and childhood immunisations are offered. These clinics are run by a doctor in conjunction with a practice nurse. Our health visitors work through various locations throughout the borough and can be contacted on 0208 8368621

### Travel Clinic

We offer travel appointments to registered and unregistered patients. Appointments are available on a first come first serve basis. Our aim is to provide a high quality service in a friendly supportive environment.

Please note it is not an NHS requirement to offer travel vaccinations and therefore when necessary priority will be given in nursing clinics to NHS services that the surgery is contracted to offer.

It is important to make your appointment as early as possible - at least 6 weeks before you travel - as subsequent appointments may be required with the practice nurse. Some vaccines have to be ordered as they are not a stock vaccine. Your second appointment needs to be at least two weeks before you travel to allow the vaccines to work.

Please see our website for information on what vaccines you are likely to require before contacting us for an appointment.

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

A list of fees for our travel services for registered and non-registered patients is listed on our website.

We are a registered yellow fever centre.

### Other Clinics

Minor surgery, diabetic, asthma, hypertension (blood pressure), heart failure, coronary heart disease and smoking cessation.

### Yearly Checks For Over 75 Year Olds

Patients may arrange an appointment if they have not been seen for the last 12 months for a simple check-up.

### Patients Not Seen Within 3 Years

For patients aged between 16 and 75 years, a consultation with a doctor can be booked upon request.

### Services Offered By Practice Sisters

Our nursing sisters carry out routine nursing procedures eg blood pressure checks, dressings and stitch removal. Please note blood tests (phlebotomy) are NOT done at the surgery.

Sister Helen Adams joined the practice in 1995.

She specialises in Asthma, COPD and women's health.

Advanced Nurse Practitioner Melanie Welch joined the practice in 2012.

She provides diabetic clinics.

Sister Hannah Gunther joined the practice in 2014. She runs the coronary heart disease clinic.

Sister Angela Thorpe joined us in 2019 and offers routine nursing appointments including cervical screening.

Nurse Janet Ward joined us in 2019 and offers routine nursing  
Health Care Assistant Debbie Simpson joined the team in 2005.

She specialises in NHS Health Checks and assists with some specialist clinics covering ECGs, blood pressure monitoring and spirometry and also works closely with ANP Welch the diabetic nursing lead.

Trainee Health Care Assistant Katie Green joined the team in 2020 and is currently training in all aspects of this role

Postgraduate Training

The practice is involved in the postgraduate training of qualified doctors for general practice. These doctors work in conjunction with one of the partners. You may be offered an appointment with one of them.

Occasionally medical students are present in the practice. You will only meet them in the presence of a partner and you may ask them to leave if you wish.

### **Comments & Complaints**

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably as possible. We aim to process your complaint within two weeks and if, for any reason matters are delayed, we will try to let you know why. To pursue a complaint please contact the practice manager in writing with full details and she will deal with your concerns appropriately. Further written information is available on the complaints procedure leaflet available from reception.

We are continually striving to improve our service. Any helpful comments/suggestions would be much appreciated and a suggestion box is located in the waiting area and via a link on the website. Please do not use this link to contact us regarding personal matters and complaints.

### **Confidentiality**

All staff are bound by strict rules of confidentiality. We are a computerised practice and registered under the Data Protection Act.

### **Access To Information**

Patients do have the right to see their medical records. Online access is readily available via the EMIS Access system. Please register. Please ask at reception for an information leaflet. Further information on Freedom of Information is available on our website and at [www.foi.gov.uk](http://www.foi.gov.uk)

### **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.

### **Related Activities Of The Partners**

#### **Dr Parson (m)**

Dr Andrew Parson trained at Liverpool and joined the partnership in 1993. His special expertise is in diabetes and he is responsible for the practice's diabetic clinic. He is also Chief Executive of Bromley Clinical Commissioning GP Pathfinder Consortium.

#### **Dr Kharade (f)**

Dr Meena Kharade joined the partnership in 1996 following a year in our practice as a GP registrar. She trained at The University of Wales. Her interests are in women's health.

#### **Dr Tanna (m)**

Dr Viral Tanna joined the practice in April 2002. He also trained at Guy's Hospital, qualifying in 1989. He has a particular interest in sports injuries.

#### **Dr Vijitha (f)**

Dr Vijitha Jegatheeswaran joined the practice in April 2014. She trained at Imperial College in London.

Dr Yau (f)

Dr Maxim Yau joined the practice in January 2015. She trained at Kings College in London. She has an interest in women's health, sexual health and cardiology.

Dr Sophie Mitchell (f)

Dr Mitchell became a partner in 2020. She trained at Kings College London

## **HOW WE USE YOUR INFORMATION**

Our Privacy Notice explains why we collect your information and how that information may be used.

Under the Data Protection Act 1998 we must ensure that your personal confidential data (PCD) is handled in ways that are transparent and that you would reasonably expect. The Health and Social Care Act 2012 has altered the way that personal confidential data are processed. Consequently, you must be aware and understand these changes and that you have the opportunity to object and understand how to exercise that right.

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

NHS health records may be processed electronically, on paper or a mixture of both and through established working procedures and best practice coupled with technology we ensure your personal data is kept confidential and secure. Records held by us may include the following:

- Your personal data, such as address and next of kin;
- Your history with us, such as appointments, vaccinations, clinic visits, emergency appointments, etc;
- Notes and reports about your health;
- Details about your treatment and care;
- Results of investigations and referrals such as blood tests, x-rays, etc; and
- Relevant information from other health professionals, relatives or those who care for you.

We obtain and hold data for the sole purpose of providing healthcare services to our patients and we will ensure that the information is kept confidential. We can disclose your personal information if:

- (a) It is required by law;
- (b) You consent – either implicitly or for the sake of your own care or explicitly for other purposes; and
- (c) It is justified in the public interest

Some of this information is held centrally and used for statistical purposes. Where we hold data centrally, we take strict measures to ensure that individual patients cannot be identified.

Sometimes your information may be requested to be used for research purposes – the Practice will always endeavour to gain your consent before releasing the information.

Improvements in information technology are also making it possible for us to share data with other healthcare providers with the objective of providing you with better care. The Local Care Record initiative is now live in Bromley. The Local Care Record enables care professionals to view a patient's medications, previous treatments, test results and any other relevant care information, when it's needed and at the touch of a button. This is helping to improve the care people receive by making the sharing of information faster, safer and more secure.

You may choose to withdraw your consent to personal data being used in this way. When we are about to participate in a new data-sharing project we will make patients aware by displaying prominent notices in the Practice and on our website at least four weeks before the scheme is due

to start. Instructions will be provided to explain what you have to do to 'opt out' of each new scheme.

A patient can object to their personal information being shared with other health care providers but if this limits the treatment that you can receive then the doctor will explain this to you at the time.

#### Risk Stratification

Risk Stratification is a process that helps your family doctor (GP) to help you manage your health. By using selected information from your health records, a secure NHS computer system will look at any recent treatments you have had in hospital or in the surgery and any existing health conditions that you have. This will alert your doctor to the likelihood of a possible deterioration in your health. The clinical team at the surgery will use the information to help you get early care and treatment where it is needed. NHS Central Southern CSU DSCRO (the regional processing centre) supports GP Practices with this work. NHS security systems will protect your health information and patient confidentiality at all times.

Please note that you have the right to opt out of Risk Stratification.

Should you have any concerns about how your information is managed, or wish to opt out of any data collection at the Practice, please contact the practice, or your healthcare professional to discuss how the disclosure of your personal information can be limited.

Patients have the right to change their minds and reverse a previous decision. Please contact the practice, if you change your mind regarding any previous choice.

#### Invoice validation

We will use limited information about individual patients when validating invoices received for your healthcare, to ensure that the invoice is accurate and genuine. This will be performed in a secure environment and will be carried out by a limited number of authorised CSU staff. These activities and all identifiable information will remain with the Controlled Environment for Finance (CEfF) approved by NHS England. Where possible we will strive to use the NHS number as a quasi-identifier to preserve your confidentiality.

#### Our partner organisations

We may need to share your information, subject to agreement on how it will be used, with the following organisations:

- NHS Trust
- NHS England
- Health & Social Care Information Centre (HSCIC)
- Specialist Trusts
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Commissioning Support Units
- Social Care Services
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police
- Other 'data processors'

#### Access to personal information held about you

Under the Data Protection Act 1998, you have a right to access/view information we hold about you, and to have it amended or removed should it be inaccurate. If we do hold information about

you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

If you would like to make a 'subject access request', please contact the surgery with the relevant details

Any changes to this notice will be published on our website and in a prominent area at the Practice.

We are registered as a data controller under the Data Protection Act 1998. The registration can be viewed online in the public register at:

[http://ico.org.uk/what\\_we\\_cover/register\\_of\\_data\\_controllers](http://ico.org.uk/what_we_cover/register_of_data_controllers)

How we keep your personal information confidential

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998 (which is overseen by the Information Commissioner's Office), Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security.

### **Self-Treatment Of Common Illnesses And Accidents**

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

#### **Back Pain**

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

#### **Sore Throats**

Four out of every five sore throats are caused by viruses and therefore antibiotics are useless. If your throat is sore but you are otherwise okay there is no need to see the doctor. Simply give children paracetamol syrup and fluids (aspirin should NOT be given to children under 16). For adults, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirins in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can without swallowing. If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should come and see us at the surgery.

#### **Burns**

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

#### **Colds**

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

#### **Diarrhoea**

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated

directly. The symptoms can usually be eased by over the counter medications obtained from the pharmacy. Holiday diarrhoea is often due to bacteria. Consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

### **Chickenpox**

On the first day a rash appears as small red patches about 3-4mm across. Within a few days of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### **German Measles (Rubella)**

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

*Immunisation can prevent this disease.*

### **Measles**

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

*Immunisation can prevent this disease.*

### **Mumps**

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

*Immunisation can prevent this disease.*

### **Useful Contact Information**

**Birth and Death Registration - Bromley 0300 303 8667**

**Health Visitors -020 8836 8621**

**Local Social Services The Town Hall, Widmore Road, Bromley 020 8464 3333**

**Bromley Well 0300 330 9039 [spa@bromleywell.org.uk](mailto:spa@bromleywell.org.uk)**

**NHS Smoking Helpline (9.00am - 11.00pm daily) 0800 1690169**

**South East London Clinical Commissioning Group <https://selondonccg.nhs.uk/contact-us/>**

**Coronavirus <https://www.nhs.uk/conditions/coronavirus-covid-19/>**

**<https://www.gov.uk/coronavirus>**

### **NOTES**

<back cover>

Catchment Area

<map>

Area defined for accepting new patients

Area within which patients may remain  
registered if they move from the main practice area