



Portsdown Group Practice

Welcome

Welcome, and thank you for choosing to register with the Portsdown Group Practice.

The practice has been established in the Portsmouth area for many years and we have always been proud of our history and heritage of providing top quality care for all our patients.

The practice has grown considerably since it was established and now operates from four separate surgeries covering most of Portsmouth and the surrounding area. The four surgeries are located in Crookhorn Lane (Waterlooville) to the North, Cosham Park Avenue and Allaway Avenue (Paulsgrove) in the middle, and our newest surgery in Kingston Crescent, North End, which serves the Southern part of our area. All our surgeries are easily accessible by bus - using either the First Group Number 40 (for Kingston Crescent, Cosham and Crookhorn) or the Number 1 (for Kingston Crescent, Cosham and Paulsgrove).

We have 15 Doctors. Each Doctor has his or her "home" surgery where they are based, which allows us to give continuity of care wherever possible. Although you may be offered an appointment at a surgery other than your usual surgery, you can be confident that the level of care you receive will be of the same high standard throughout the practice. All our patient records are computerised which means that the same information is available in each site. We very rarely rely on locums, instead using our own Doctors to cover for sickness and leave where required.

We genuinely welcome feedback from our patients, and, where possible, act on suggestions and observations. Inevitably in a practice of this size, patients may feel the need to complain on occasions, and there is a procedure in place to ensure that any complaint is dealt with as fairly and as speedily as possible.

Further on in this booklet there is a section entitled "How to see your Doctor". There are, of course, times when our phone lines are busier than others and, in order to avoid delay and frustration when making an appointment, we would recommend that, unless your call is urgent, you avoid phoning us between 0800 and 0930 when our lines are at their busiest.

We offer a variety of extended hours, routine surgeries across our 4 sites which means that you will be able to see a Doctor somewhere within the practice between 07.00 and 20.30 every weekday (apart from Monday when we open at 08:30) and between 08.30 and 16.30 every Saturday.

Our Doctors

Dr Julian Neal

MBBS Adelaide 1980 DRCOG 1984 DGM (RCP) 1985 FP Cert 1985

Julian has been a Doctor at the surgery for longer than he cares to remember. He works mainly at Cosham Park House. His special interests are in neurology, elderly medicine and looking wise during senior moments. In his spare time, he is to be found dressed in lycra cycling up and down the hills of Hampshire and beyond.

Dr Daniel Moate

MBChB Bristol 1985 DRCOG 1990 MRCGP 1992

Daniel works mainly at Cosham Park House⁵. His special interest is in rheumatology and he is rarely to be seen without a book under his arm.

Dr Richard Mannings

MBBS London 1986 MRCGP 1992 DRCOG 1993 DFFP 1993 MSc 2005

Richard has worked at Crookhorn Lane since 1994. His special expertise is in scanning, and he runs scanning clinics within the practice. A fervent rugby player (and All Blacks supporter) he spends much of his leisure time with his dogs.

Dr Jayesh Gohil

BSc(Hons) 1989 MBBS London (Hons) 1992 DRCOG 1994 DFFP 1995 Dip Occ Med 2005

Jayesh has been with the practice since 1996. He works mainly at Cosham Park House, and is qualified to undertake Occupational Health examinations and has a special expertise in dermatology. A keen football supporter, Jayesh also has an extensive knowledge of films.

Dr Karen Kyd

MA MB Camb 1991 BChir 1991 MRCP 1995 DCH 1997 MRCGP 1999

Karen has worked at Cosham Park House since 1998. Her specialist field is heart disease and Diabetes. With four young sons and a husband in the Navy, Karen spends most of her spare time as her family's taxi driver.

Dr Andrew Plane

BSc(Physiology) 1980 MBBS 1987 DRCOG 1991 MRCGP 1991 DGM 1993 DCH 1994

Andy has been a regular fixture at Crookhorn Lane since 2002. His specialist fields are elderly medicine, heart disease and diabetes. Andy is also a GP trainer, passing on his experience to a new breed of young GPs. Something of an environmentalist, Andy spends a lot of time looking at trees.

Dr Liz Shepherd

BM Soton 1996 DRCOG 2000 DFFP 2000 DCH 2000 MRCGP 2002

Liz has worked at Crookhorn Lane since 2001. She specialises in women's health and family planning. Also a closet environmentalist, Liz is constantly thinking of ways to save the planet.

Dr Andrew Whittamore

BM Soton 2000 DRCOG 2003 DFFP 2004 MRCGP 2004

Andy has worked at the practice since 2003. He works mainly at Crookhorn Lane and his specialist field is respiratory medicine. Had he not been a Doctor, Andy would have been a travel writer.

Dr Andrew Ozzard

MB BS - MRCPCH - DCH - DFSRH - MRCGP - 2008

Andy has only recently joined the practice, and is also one of the tallest Doctors. He works mainly at Cosham Park House and his specialism is in paediatric medicine. With a young family, Andy really has very little spare time!

Dr Robin Ghosh

MBChB - MRCGP (Dist)

Robin has also only recently joined the practice. His specialist field is in musco-skeletal and sports injuries and operates mainly from our Kingston Crescent surgery. A keen sportsman himself, Robin is also regularly to be seen pounding up and down the hills of Hampshire on a bicycle.

Dr Stacey Munro

MB ChB (1989), DCH, MRCGP

Stacey joined the practice in 2008, when her previous practice, Buckland Medical Centre (with whom she had been a partner since 1999), merged with the Portsdown Group. Stacey's specialist field is psychiatry and substance misuse and she works mainly at Kingston Crescent. She is also a GP trainer. She spends much of her spare time on a tennis court or travelling around the world.

Dr Ka Wai Mo

MBChB (1996)MRCSEd (2001)

Ka Wai was also previously with Buckland Medical Centre before it merged with the Portsdown Group. Working mainly at Kingston Crescent, Ka Wai's specialist field is minor surgery, and joints. He is a passionate hill walker, seeing challenges where most of us see only danger.

Dr Claire Davies

MBBS London (1997) DRCOG (2006) MRCGP (2006)

Claire has worked mainly at Cosham Park House since 2000. Her specialism is Chronic Health Disease management. A closet "Take That" fan, Claire spends any spare time she has looking after her young family.

Dr Emma Bridger

BSc 1998 MBBS (2001) DRCOG (2003) DFFP (2005) MRCGP (2005)

Emma is based at our Paulsgrove surgery and has been with the practice since 2005. Her specialist area is Women and Children's health. Emma spends her spare time with her young family.

Dr Philippa Edwards

MBChB (2000) DRCOG (2008) MRCGP (2008) DFRSH (2009)

Philippa is based at Kingston Crescent and has been with the practice since the beginning of 2009. She specialises in Women's health and enjoys netball, cheese and fine wine in her spare time.

The Practice Team

Business Manager	Mark Stubbings
NHS Services Manager	Jackie Gilmore
Resources Manager	Mandy Ward
Nurse Manager	Liz Tomlinson
IT Manager	Margaret Neil
Reception Manager (Kingston)	Alison Davey
Reception Manager (Crookhorn)	Deborah Warrior
Reception Manager (Cosham)	Helen Weights

The Practice team are the administrators of the Practice. They will be able to help with any administrative or non-medical aspects of your healthcare and are also available to discuss any suggestions or complaints.

Receptionists

Our receptionists have first contact with the patients. It is their job to help and advise you within the guidelines laid down by the Doctors and the Managers. They are fully trained and operate within a strict code of confidentiality. The more detail you give them of your requirements, the better they will be able to provide the service you will need.

Medical Secretaries

We have four secretaries who deal with a vast amount of day-to-day secretarial and administrative work for the Practice.

Practice Nurses

We have several Practice Nurses who see patients on an appointment system from Monday to Friday. They work closely with the Doctors and are able to advise on various health problems. As well as performing general nursing duties such as changing dressings, removing stitches and ear syringing, they also run specialist clinics for those with asthma, diabetes and hypertension. Further clinics are planned including family planning and HRT clinics. They also carry out adult and child immunisations, cervical smears and give advice on travel-related health issues. An appointment can be made via the receptionists.

Nurse Practitioners

Our four Nurse Practitioners work very closely with the Duty Doctor. They are qualified to Degree Level and provide outstanding levels of care in our duty clinics and across the practice in general.

District Nurses

There are several attached Community Nurses who care for the patients confined to their homes and requiring nursing assistance.

Midwives

We have a number of Community Midwives attached to the Practice to provide maternity services to our patients.

Health Visitors

Health Visitors are experienced, specialised trained nurses who promote health and prevent ill-health, primarily with babies and children.

Physiotherapy

We have Physiotherapists who hold daily sessions organised across the Practice, generally referred through your GP.

Counsellor

Practice based Counsellors will see patients at Crookhorn, Paulsgrove, Cosham and Kingston Crescent, organised through your GP.

GP Registrars

Our Practice is a teaching Practice. Our Registrars are fully-qualified Doctors who have chosen General Practice as the career they wish to pursue. They spend one year with us and are closely supervised by Doctors to ensure that they are able to provide care of the same standard as that provided by your Doctor.

Medical Students

We also teach medical students. A medical student may be present while you are having a consultation with your Doctor. You will always be told if a student is going to be present. If you wish to see the Doctor alone, please tell the receptionists and nobody will take offence!

Friends of Portsdown Group

The Friends of Portsdown Group Practice formed in April 2005. Since then they have raised over £46,000. Methods of raising funds have been Quiz, Race and Skittle evenings. Purchases have included defibrillators, wheel chairs, audiometers and pulse oxymeters.

New members of the committee are urgently required and if you are interested in joining this fantastic group, please contact Janet Flynn
janetflynn@ntlworld.com.

**PATIENT SERVICES AVAILABLE
WITHIN THE PRACTICE**

**Ambulatory Blood Pressure Monitoring
Cervical Cytology - Smears
Childhood Immunisations and Vaccinations
Child Health Surveillance
Chronic Disease Management Clinics: -
Specialist Cardiac
Heart Disease
Diabetes
Asthma
COPD
CHD
ECGs
Ear Syringing
Family Planning - Contraception
Hearing Tests - audiometry
Influenza Vaccinations
Maternity Medical Services
Minor Surgery
Occupational Health Medicine
Phlebotomy - Blood Tests
Pneumococcal Vaccinations
Travel Clinics and Travel Vaccinations
Ultrasound Scans
Wart Clinics - Cryotherapy**

HOW TO SEE YOUR DOCTOR

Appointments

Appointments may be made by telephoning the surgery or by calling into the surgery. Routine appointments may be made well in advance - up to a maximum of one month ahead.

You may also make an appointment up to 4 weeks in advance online. You will need to register in order to use this service, but we are finding that this is becoming an increasingly popular method of making appointments.

If you have a genuinely urgent medical problem that you feel needs attention on the same day, explain this to the receptionist and you will be seen that same day. Please do not abuse the urgent appointment system with non-urgent problems, as these are best managed during normal surgeries, when we can give you more time.

Home Visits

We are pleased to visit you at home if you are too ill to come to the surgery. You can ask for a home visit by telephoning the surgery. It helps us to plan calls if you telephone us between 8.30am and 10.30am. The receptionist will ask for details of the problem so that the Doctors can call you back before planning their calls accordingly.

When the Surgery Is Closed

If you need **urgent** medical attention outside normal working hours or at the weekend, please telephone the surgery. You will be connected to an answering machine that will give you the number to call for the Out-Of-Hours Service.

Recording Telephone Calls

Patients should note that, for their protection and better care and for the protection of staff, telephone calls may be recorded. These recordings will be treated confidentially.

Repeat Prescriptions

Repeat prescriptions are normally for patients on long-term treatment and have to be arranged after consultation with your Doctor. Please leave a written request with the receptionist or if your prescription is on computer, tick the items you require on the tear-off slip. Please allow two working days before collection. To avoid error we cannot take requests for repeat prescriptions over the telephone.

Sickness Certificates

For the first seven days lost through illness you do not need a certificate from your Doctor. This period is covered by the SC1 form available from your employer. You need to see the Doctor if the absence is for longer, or if your employer requires a private certificate, for which there is a small charge.

New Patients

The Practice welcomes new patients. When registering, patients are asked to complete a form and book an appointment for a health check. This allows us to meet you and tell you about the Practice, and take your medical history prior to your records becoming available.

Temporary Residents

If friends or relatives require medical attention while residing with you, we can treat them as a Temporary Resident. Otherwise, if you require medical attention while outside our Practice area, you can contact any Doctor practising in that area and be treated as a Temporary Resident.

Overseas Visitors

Overseas visitors will be charged for seeing the Doctors or the Nurse. A refund should be obtained from the visitor's health insurance company when they return home.

How Can I Become An Organ Donor?

Death and organ donation can be difficult issues to think about, let alone discuss. Spare a few moments to do both. Adding your name to the NHS Organ Donor Register means that you join a confidential list of people, held on a central computer database, who are prepared to be organ donors after their death. You can also carry a donor card if you like, as an additional confirmation of your wishes.

If you decide you would like to be an Organ Donor, leaflets providing all the necessary information can be found at your Doctor's surgery or at all main Post Offices.

ADDITIONAL SERVICES AND CLINICS

Childhood Immunisations

Many childhood diseases have been virtually eradicated in the UK due to the availability of vaccination. It is very important that all children are fully immunised. The GP, Practice Nurse or Health Visitor are always available to discuss any worries you may have about your child's vaccinations.

Recommended ages for immunisation are as follows:

2 months	1st Diphtheria, Tetanus, Pertussis, Polio, HIB and 1st PCV
3 months	2nd Diphtheria, Tetanus, Pertussis, Polio, HIB and 1st Meningitis C
4 months	3rd Diphtheria, Tetanus, Pertussis, Polio, HIB, 2nd PCV and 2nd Meningitis C
12 months	Booster for HIB and Meningitis C
13 months	3rd PCV and MMR
3yrs 4 months – 4 years (pre-school)	MMR booster + DTP and polio booster
13–18 years	Low dose DTP booster

Pertussis=Whooping Cough; MMR=Measles, Mumps and Rubella; HIB=Haemophilus influenza type B; PCV= Pneumococcal conjugated vaccination; DTP=Diphtheria, Tetanus and Pertussis
Children are automatically invited when these are due.

Adult Immunisations

All adults should ensure that they have had a Tetanus and Polio Booster every ten years. We can offer the full range of travel immunisations. Please make an appointment with our Practice Nurse at least eight weeks before your travel date. A charge is payable for some travel vaccinations.

Pneumococcal and Influenza Vaccinations

During the autumn we run an Influenza Prevention Clinic. It is recommended that patients suffering from heart, chest or kidney disease, diabetes and any other chronic diseases are immunised. It is also recommended for the elderly and for residents of nursing and rest homes. Please contact reception staff in late September for details of the dates of our clinics.

Family Planning

All Doctors offer advice about all methods of contraception, but if you require a coil to be fitted, please contact reception who will advise on the best Doctor to see to discuss this method of contraception with you and arrange fitting at a time that is convenient for you and the Doctor.

Emergency Contraception

All GPs provide this service and are happy to see patients who require this service at the next available appointment.

ADDITIONAL SERVICES AND CLINICS

Cervical Smears

Smear tests for women involve an examination of the cervix (neck of the womb) to check for changes which occur before cancer develops. We recommend that all women between twenty and sixty-five years of age should have a cervical smear every three to five years - as advised by the Department of Health, unless there is a medical reason for more frequent tests. The Practice will send a reminder when your smear is due. Patients wishing to check on their result are asked to wait four weeks for the laboratory to process the test.

Maternity Services

The Doctors provide full antenatal care during routine surgery times. We aim to provide, with our Midwives, continuity of care throughout pregnancy and the post-natal period. Post-natal checks are done six weeks after delivery, and the baby is examined at that time prior to the first vaccination.

Child Health

All young children are offered checks at intervals to check on their children's development, growth and physical health. A physical examination is carried out by the Doctor at 6 weeks and at 8 months of age. Development checks at 8 months, 18-24 months and 39-48 months are carried out by the Health Visitor.

Minor Surgery

There are regular clinics for minor surgical procedures. These include removal of cysts, skin lumps, injection of joints and the treatment of warts.

Respiratory Clinic

Asthmatic & COPD patients should have regular reviews. We have Respiratory Clinics at both surgeries where specialist Nurses can assess symptoms and discuss your medication.

Diabetic Clinic

Diabetic patients should have regular checks both by the Doctor and the Nurse Specialists. You will be advised on all aspects of diabetic care including medication and self-monitoring.

Coronary Heart Disease Clinic

All patients diagnosed with or at risk of getting CHD will be called into our CHD Clinic for monitoring and review.

All Clinics are held in conjunction with the Doctors

SELF HELP FOR MINOR AILMENTS

Antibiotics

First a note about these commonly prescribed and powerful medicines. They only work on bacteria and have no effect on viruses. Unfortunately this means that common infections like coughs, colds, flu, etc. will not be helped by them at all.

The correct treatments are the simple remedies outlined below and we only use antibiotics when they fail and we suspect there may be a secondary infection.

Overuse of antibiotics and failure to complete the course may lead to them not working in future and other complications like thrush, skin rashes, etc.

Back Pain

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 pain has an obvious cause such as lifting heavy weights, be sensible and take things easy. Take care to sit upright as possible with support for the small of the back.

Aspirin or Paracetamol will not only relieve the pain but will relieve the inflammation. Your Doctor may well prescribe stronger drugs, gentle exercise and physiotherapy.

Colds And Sinus

Take plenty of fluids, Paracetamol or (if over 12 years of age) Aspirin. Inhalation with steam and menthol crystals can help to clear nasal passages. If they are very blocked you could ask the chemist to recommend a decongestant.

You should be improving after seven to ten days and be better in two weeks. We recommend you come to see us if the illness persists any longer than this.

Coughs

These can be soothed by a drink made with honey and fresh lemon juice in hot water. If particularly irritating, steam inhalations or your favourite cough medicine can be worthwhile.

If you bring up coloured phlegm and are feeling short of breath or have a wheeze, we may need to examine your chest.

SELF HELP FOR MINOR AILMENTS

A Child With A High Temperature

Children get a temperature because of infection. Most infections are mild and due to viruses so they **do not need antibiotics**. The following advice should help bring the temperature down:

1. Always keep a supply of Paracetamol at home (e.g. Calpol).

Do not give Aspirin to children under the age of 12.

2. Dress the child in loose clothing and cool the room down.

3. Give plenty of cool drinks such as water or squash.

4. If this does not work or if the child is particularly ill, contact the Doctor.

Flu

If you have a temperature and are aching a lot, Paracetamol or Aspirin (if over 12 years of age), fluids and rest are the answer.

Sore Throats

If over 12 years of age gargle with Soluble Aspirin, otherwise Soluble Paracetamol, drink plenty of fluids and use lozenges or boiled sweets if they help.

Earache

Earache occurs fairly commonly in children. Give Paracetamol or Aspirin together with plenty of fluids. If the earache does not settle within 24 hours, contact your Doctor.

Diarrhoea And Vomiting

This usually settles after one to three days. Avoid all food for 12-24 hours, drink plenty of fluids frequently and in small amounts. Special fluids, e.g. Dioralyte will prevent dehydration and is available at chemists. Avoid milk, dairy products and fatty/spicy foods when you start eating again. Tummy colic can be eased by Paracetamol.

Burns

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

SELF HELP FOR MINOR AILMENTS

Sunburn

Treat as other burns with cold water to remove the heat. Calamine Lotion will relieve the irritation. Paracetamol may also help. Children are particularly vulnerable to sunburn so put a hat on them, dress in lightweight clothing to cover arms and legs and use a sun barrier cream on exposed areas. Over exposure to the harmful effects of sunlight can cause cancer in later life.

Insect Bites And Stings

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

Sprains

Firstly apply a cold compress, containing ice if possible (a bag of frozen peas kept for this purpose is ideal) for 15-20 minutes to reduce the swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery time.

Fits

Do not move, do not forcibly restrain and do not put anything in the mouth. Place in the recovery position - on his/her side and ensure he/she has a clear airway. Do not give anything to drink.

Unconsciousness

Do not move a patient who may have a broken neck or back. If this is not the case turn the patient carefully into the recovery position - on his/her side and ensure he/she has a clear airway, cover with a blanket to keep warm. Call an ambulance and your Doctor.

Nose Bleeds

Sit in a chair, lean forward with your mouth open and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or blowing your nose for 12 hours. If the symptoms persist consult your Doctor.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a list of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock - or store them well out of reach of children. Remember to always read the label.

Paracetamol Tablets:

Good for headaches, colds, sore throats or painful joints. (not more than 8 daily)

Paracetamol Mixture:

For relief of pain or fever in young children.

Sedative Cough Linctus:

For dry painful coughs - but not coughs caused by common colds.

Menthol Crystals:

Add to hot water to make steam inhalations for treating catarrh, colds, etc.

Vapour Rub:

Again for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub onto chest and under nose.

Antacid Mixture:

For the relief of heartburn.

Antihistamine Tablets:

For the treatment of itchy rashes, spots and insect bites.

Antiseptic Cream:

For treating septic spots, sores in the nose and grazes.

Calamine Lotion:

For dabbing (not rubbing) on insect bites, stings and sunburn.

Thermometer:

For fever. Essential if there is a baby in the house.

Tweezers:

For removing splinters.

KEEPING HEALTHY - STAYING HEALTHY

Sensible Drinking

A small amount of alcohol does you no harm but excessive intake of alcohol over a period of time can seriously damage your health.

Alcohol is measured in units - one unit is 10 grams of alcohol and is found in:

$\frac{1}{2}$ pint of beer	Less than $\frac{1}{2}$ pint of export beer
Less than $\frac{1}{2}$ pint of cider	A small glass of wine
A small sherry	A pub single measure of spirits
Bottle of wine, 75cl	=between 7 and 9 units
Bottle of sherry, 75cl	=13 units
Bottle of whiskey, 75cl	=28 units
Can of cider, 440ml	=2.3 units

Only you know how many units you drink. Be fair to yourself and your family - stay within healthy limits.

For men, a sensible limit is up to 28 units per week.

For women the limit is 21 units per week.

Give Up Smoking

Some people smoke because they enjoy it and do not want to stop. However, when we ask most people they say they do not really enjoy it, would like to stop, but cannot manage to.

Some of the risks are:

- *Heart and Arterial Disease - heart attack, stroke and amputation.
- *Chronic Bronchitis (coughing up phlegm in morning is an early sign).
- *Cancer (all kinds).
- *Ulcers.

Ask to speak to a Practice Nurse, Midwife or Health Visitor who can help you join a Smokestop Programme.

Take More Exercise

Go gently at first, and do an activity you enjoy, for example a brisk 15 minute walk twice a day. Join a keep fit class suitable for your age, go dancing or swimming. Gradually, as you get fitter and more lively, consider more active sports or organised games. If you are overweight or unfit it is worthwhile discussing your general condition with the Practice Nurse before you embark on an exercise programme.

KEEPING HEALTHY - STAYING HEALTHY

Reducing Your Fat Intake

When cooking with oil, use polyunsaturated oils such as sunflower or monounsaturated oil, such as olive oil. Measure with a tablespoon the amount of oil to see how much you use, then you can slowly reduce it to half or maybe less. There are approximately 130 calories per tablespoon of oil.

- *When cooking meat trim off the excess fat.
- *Skim off layer of oil that settles on top of food.
- *Eat more vegetables as they can provide more fibre (filling you up) and have fewer calories than meat.
- *Eat less red meat and more chicken or fish.
- *Use skimmed or semi-skimmed milk in place of full creamed.
- *Avoid hidden fat in pies, pastries, biscuits, cakes, sausages and burgers, etc.

Want To Lose Weight?

Take a pen and paper and keep a diet diary for one week. Write down everything you eat or drink - no cheating! Include all nibbles and snacks, tea and coffee (with/without milk and sugar) and alcohol. Take a long hard look at your diet. Are there too many sweets, fried or fatty foods? Not enough fibre or roughage? Hidden fat (see above)? Too much alcohol or junk food? Your diary will be a good guide as to where you are going wrong. Once you are aware of the problem areas within your diet you can start making changes. Start introducing low fat, low sugar and high fibre foods into your diet.

Top Tips:

- *Reduce your alcohol intake.
- *Eat raw fruit and vegetables in place of sugary snacks.
- *If you must take sugar in drinks, replace with artificial sweeteners.
- *Try to avoid snacks between meals.
- *Eating 3 small meals per day is better than 1 big meal in evening.
- *Avoid eating after 6 o' clock in the evening.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at the most a few weeks - because this will enable us to establish what happened more easily.

If it is not possible to do that, please let us know the details of your complaint:

within six months of the incident that caused your problem,

or

within six months of discovering that you have a problem, provided this is within twelve months of the incident.

Complaints should be addressed to Mr Mark Stubbings, Business Manager.

WHAT WE SHALL DO

We shall acknowledge your complaint within two working days and aim to have looked into your complaint within ten working days of the date you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

find out what happened and what went wrong.

make it possible for you to discuss the problem with those concerned.

resolve the matter as soon as possible.

identify what we can do to make sure the problem does not arise again.

USEFUL TELEPHONE NUMBERS

Age Concern	023 9286 2121
AIDS Helpline	023 9256 7123
Alcoholics Anonymous	023 9258 0776
Alzheimer's Disease Society	023 9232 5172
Childline	0800 1111
Citizens Advice Bureau	0870 1264036
Drug Advise Centre	023 9232 4636
NHS Direct (24 hour help line).....	0845 4647
NSPCC Child Protection Helpline	0800 800 500
Police (non-urgent)	023 9283 9333
Rape Crisis Line	023 9266 9511
Relate	023 9282 7026
Samaritans	023 9269 1313
Social Services: Area 1 (North)	023 9220 0132
Area 2 (Central)	023 9283 9111
Area 3 (South)	023 9275 6321
Havant	023 9247 1644
St Mary's Hospital,	023 9228 6000
Milton (main switchboard)	
Queen Alexandra Hospital,	023 9228 6000
Cosham (main switchboard)	
The Rowan's Hospice, Purbrook	023 9225 0001