

# Newland Health Centre

## Surgery Information

Raines House  
187 Cottingham Road, Hull, HU5 2EG  
Tel: 01482 492219

*"Virtually On Campus"*



*Registered Centre  
for Yellow Fever Vaccinations*





# **Welcome to**

## ***The Newland Health Centre***

### ***DOCTORS:***

***Dr Janaky K Nayar (female) MB BS Kerala, DCH, DTM & H, FP Cert***

***Dr C I Lorences-Ruiz (male) EDGDL, L.M (Oviedo1986) CCVT 1994***

***Dr J Milazzo (male) EDGDL, L.M (Zaragoza 1991) CCVT 1995***

### ***NURSING TEAM:***

***Joyce Davies RGN – Practice Nurse***

***Victoria Howell RGN – Practice Nurse***

***Kirsty Swanson RGN – Practice Nurse***

***Wendy Bilton – Phlebotomist***

***Debra Thomas—Phlebotomist***

This booklet has been prepared to provide you with information about the Practice, the services we offer and the ways in which you can help us provide you with a high quality service. Please read the booklet carefully and then retain it for future reference.

## **ABOUT THE PRACTICE**

Previously known as The University Health Centre, the Practice was historically affiliated to Hull University and is situated directly opposite and “virtually on campus” of the University itself. Consequently, the majority of our patients tend to be University students but as an open Practice members of the public who are not students are also most welcome to register with us. Being purpose built and recently refurbished, The Health Centre is easily accessible for the disabled.

The Practice employs reception and support staff, along with a team of nurses who are responsible for various clinics and other medical services that are available during University term time for patient care during normal surgery hours. A full-time Business Manager has the overall responsibility for the practice and ensures the day to day running of the surgery.

The Practice is a member of **NHS Hull Clinical Commissioning Group**,  
2<sup>nd</sup> Floor, Wilberforce Court, High Street, Hull, HU1 1NE.  
[www.hullccg.nhs.uk](http://www.hullccg.nhs.uk)

## REGISTRATION

Registering as a new patient can be done through our website or simply by calling at the surgery where our staff will help you complete the process.

Our online service is called SystmOnline and is only available to patients already registered at our Practice. This allows you to manage appointments, view/request prescriptions, view a summary of your patient record, add/change contact details, complete surveys/questionnaires and submit them and email your GP for advice - E-consultations guidance.

**E-CONSULT** - This service allows you to seek advice from your GP Practice online without having to wait for an appointment. You can use the online service 24 hours a day, 7 days a week. Consult online with your GP Practice and get a response typically within 1-2 working days.

You can also access reliable information instantly that may help you to avoid an appointment altogether.

**SystmOnline** is only available from within the UK and is not accessible from abroad. To sign up for this service please speak to the reception staff. Please note, you may be asked for proof of identity. You can register by phone but you will have to come into the Practice to collect your username and password.

SystmOnline is also available as an App, which can be used on Apple devices (iPhones and iPads) and on Android devices (smart phones and tablets). It is available to download for free from the App store for Apple devices and the Google Play store for android devices.

The App provides a quick and easy way to change your contact details, order repeat prescriptions and book and cancel appointments. Please note that the App provides only the basic functions of SystmOnline and you may need to log in via your PC for more advanced tasks.

## PATIENT PARTNER

If you need to make an appointment you can use a new automated telephone system to book, cancel, check or change appointments and request repeat prescriptions. If you want a routine appointment or to order a repeat prescription you can ring your Practice anytime day or night. Please ask at Reception for details.

## CHANGE OF ADDRESS/PERSONAL DETAILS

Please advise the receptionist as soon as possible of any change to your name, address, telephone number or any other personal details to ensure that our records are up to date in case it is necessary to contact you. These changes can also be made through our website.

## CONFIDENTIALITY

This Practice is registered under the Data Protection Act and all staff are bound by strict rules of confidentiality. Clinical information will only be divulged to other healthcare professionals to allow for your continuing treatment and care.

We will work on the assumption that you consent to share your information in this way unless and until you tell us differently. You can elect not to have your record shared and information to other third parties will only be released with your written consent, although there are some notable exceptions. For more information go to [www.nhs.uk/caredata](http://www.nhs.uk/caredata) or ask in the reception.

## OPENING HOURS

Reception is open from 8.00am to 6.30pm Monday to Friday

## DOCTORS SURGERIES and NURSES LED CLINICS

Both surgeries and clinics operate by appointment. They run each day Monday to Friday, at various times between 8.30am and 6.30pm, with two late evening surgeries on Wednesday until 8.00pm.

You can contact us at any time throughout the day to make an appointment and you also have the option to book up to 2 weeks in advance if this is more convenient for you.

Appointments are normally of 10 minutes duration but if you have a lot to discuss with the doctor please let the receptionist know and a longer appointment time will be booked for you.

**To book an appointment please telephone (01482) 492219 or call in at the surgery** (we would ask that you please avoid calling between 8.30am – 10.00am for non-urgent matters).

If you find you no longer need an appointment or cannot attend for any reason, please contact us to cancel in good time so that another patient has the opportunity to use the appointment. This can be done through our website, over the phone, or via text message to 07840 077952 (please remember to include the date and time of your appointment).

### **FAILURE TO ATTEND APPOINTMENTS**

Patients who do not attend for their appointment and fail to cancel beforehand will be sent reminders by letter from the Practice. We regret that should patients still fail to attend their appointments thereafter, they may be removed from the patient list.

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**An Appointment Is Valuable**

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**Keep it or Cancel it**

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**But don't forget it!**

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### **WALK-IN CENTRE**

The nearest walk-in centre operates 7 days a week from 8.00am to 8.00pm and can be found at:

Wilberforce Health Centre  
Story Street Medical Practice & Walk In Centre  
6 – 10 Story Street Hull HU1 3SA  
Tel: (01482) 335180

### **REPEAT PRESCRIPTIONS**

If you have regular prescriptions you will be given a list of your medication and when a new prescription is needed you will need to tick the list where appropriate to indicate your requirements and either leave it at the surgery, post it to us or fax it on (01482) 441418.

You can also order medication on-line via our website or e-mail your prescription request to us at [hullccg.b81104-prescriptions@nhs.net](mailto:hullccg.b81104-prescriptions@nhs.net) Please allow two full working days for it to be prepared. Alternatively check with your local pharmacy to see if they offer a collection service.

## **PATIENT'S RIGHT OF PREFERENCE**

As part of our commitment to providing high quality healthcare, we aim to offer patients a consultation with a clinician within 24 hours or with a GP within 2 working days. Patients have the right to specify their preference to receive healthcare services from a particular practitioner but in doing so you should be aware that this may result in some delay.

## **YOUR RESPONSIBILITIES TO US**

- To co-operate fully with the surgery if you are contacted to attend a clinic to monitor your health
- To cancel your appointment in good time if you are unable to attend
- To remain patient if the clinical staff are running late with your appointed time. It normally means that something urgent has arisen or that a previous consultation was longer than originally anticipated and is therefore beyond the control of the Practice
- To observe the '*one appointment– one patient*' rule and not ask the clinicians to treat other family members at the same time
- If you have more than one condition to discuss with the clinician, please note that a longer appointment time may necessary
- Treat your clinicians and their staff as you would expect to be treated by them – with courtesy and respect

## **VIOLENT, THREATENING OR ABUSIVE BEHAVIOUR**

In keeping with other Practices in NHS Hull, this Practice operates a Zero Tolerance Policy and we wish to advise all patients and visitors that such behaviour will result in the individual concerned being removed from the patient list immediately. You may also be reported to the Police.

## **HOME VISITS**

Please attend the Health Centre if at all possible. If you cannot travel, please telephone before **10.00am** to enable the doctors to plan their rounds. Your condition will be assessed by a clinician who will determine the most appropriate care management plan.

## **TELEPHONE CONSULTATIONS**

If you need to speak to a Doctor or a Nurse during the day please contact the surgery before **10.00am** to arrange for a telephone consultation after morning surgery has finished at **11.00am**

## **OUT-OF-HOURS / NHS 111**

If you require urgent medical services after 6.30pm, at weekends or during Bank Holidays, which cannot wait until the surgery re-opens, please ring telephone number 111.

This is a telephone service for people in Yorkshire and the Humber to call if they need medical help fast but are not in a life threatening situation.

A team of fully-trained advisers and experienced nurses will assess your condition and direct you to the local service that can help you best. Calls to this service are free from both landlines and mobiles.

The Out of Hours Service is the responsibility of Hull CCG and has been commissioned by them to provide you with continuity of cover. Healthcare information and advice can also be obtained from your local pharmacist.

## **COMMENTS, COMPLAINTS AND SUGGESTIONS**

Your views are important to us and all comments both good and bad are welcome. If a patient is particularly happy or indeed unhappy with any aspect of our service we would like to know.

We have an established procedure to consider all comments which will, where appropriate, be responded to on an individual basis and any complaints are dealt with under the NHS Complaints Procedure.

Please ask at reception for a form or write directly to the Practice Manager and mark your envelope 'confidential'.

Alternatively, you can get in touch with the Patient Advice & Liaison Service (PALS) on (01482) 335409 for advice Monday to Friday 9.00am to 5.00pm or post them on the NHS Choices website at [www.nhs.net](http://www.nhs.net)

*Please be aware that offensive, unsuitable or individually identifiable comments will not be posted.*

## **PATIENT GROUP FORUM**

We have a very active and committed Patient Group Forum whose aim is to work with the Practice to offer the patient perspective on the services which are provided. Their objectives are:



- To monitor service delivery from a patient's perspective, drawing on information from patients
- To work with the Practice to bring about improvements
- To provide the Practice with feedback on patients' needs, concerns and interests
- To foster improved communication between the Practice and its patients
- To encourage patients to take more responsibility for their own health

If you would like to provide some feedback through the Patient Group Forum or indeed if you are interested in joining the group and would like to know more, please contact any of the following members:

Ray Stow - info@fls-cottingham.co.uk  
 Anna Ainsworth - annam.ainsworth@gmail.com  
 Dick Groke - dick@groke.co.uk  
 Margaret Groke - margaret@groke.co.uk

## **SERVICES AVAILABLE**

### **CONTRACEPTIVE ADVICE, FAMILY PLANNING AND SEXUAL HEALTH CLINIC**

This service, which is available on a daily basis, includes pregnancy testing, provision of the Contraceptive Pill, advice on male barrier methods, sterilisation and advice and instructions on the use of the cap, diaphragm, intra-uterine devices and contraceptive implants.

The clinical staff are also happy to discuss the 'morning after pill'. (***NB This medication should be commenced within 72 hours of intercourse. Please consult with the Doctors/Nurses for further information***)

The family planning & sexual health clinics are run at various times during the week by fully trained Family Planning nurses, who are available for consultation. Ask at reception for times as although an appointment system is used, appointments may be available on the day.

## **ANTENATAL/POSTNATAL CARE**

All the GPs carry out obstetric care. Please let the Receptionist know if your appointment is for Antenatal/Postnatal care in order that you are given a slightly longer appointment time.

## **ROUTINE CYTOLOGY CLINIC**

**This clinic is a very important area in the health promotion of our female patients**

Tests can be carried out any day by appointment with the nurse who will inform you as to how your results will be made available to you.

## **TRAVEL VACCINATIONS CLINIC**

If you are planning an overseas trip for which you require vaccinations, please make an appointment well in advance to see the Practice Nurse who will be pleased to advise you on your requirements.

We carry stocks of most vaccines but if you could provide us with your exact route and destination beforehand this would enable us to ensure that the item you require is available.

Please note that not all vaccines are freely available under the NHS and separate fees will be charged

***We are a Registered Centre for Yellow Fever Vaccinations.***

## **STRESS MANAGEMENT/COUNSELLING CLINIC (Let's Talk) (referral by GP's only)**

By Appointment with qualified counsellor. Details available from Reception. Alternatively patients can self-refer by contacting one of the following:

**LET'S TALK** - For symptoms of low mood, anxiety, emotional problems, sleep problems, worry, stress, low confidence - Call 01482 247111 or Text TALK to 61825

**STRESS CONTROL** - A free course to help you manage difficult situations like anxiety, depression and anger - Call 01482 335627 or email [pws-letstalk.hull@nhs.net](mailto:pws-letstalk.hull@nhs.net)

**RAPID RESPONSE SERVICE**—For more complex mental health issues including severe or chronic depression, bipolar disorder, moderate or severe self-harm, suicidal thoughts or memory difficulties (under age of 65) - Call 01482 301701

## **HIV & AIDS COUNSELLING (By Appointment)**

This is done on a confidential basis by a trained counsellor.  
One of the GP's will be happy to help you arrange an appointment.

## **CHRONIC DISEASE MANAGEMENT CLINICS**

**(Asthma, Diabetes, Epilepsy, Thyroid problems, Hypertension)**

Details of times available from Reception

## **CHILD HEALTH SURVEILLANCE CLINIC**

**(Including childhood vaccination/immunisation)**

You can see our Senior Nurse regarding vaccinations/immunisations for your children as they become due. Dr Nayar sees children by appointment in this Clinic for developmental assessment.

**It is essential that all children complete their vaccination/immunisation programme and the clinical staff will be pleased to give advice as appropriate to all newly registered patients.**

# **OTHER INFORMATION**

## **ADULT IMMUNISATION**

We recommend that all adults receive a tetanus vaccination once every 10 years. We also provide travel immunisations as required although a fee may be charged. Please discuss your travel plans with a Nurse well in advance as you may need a course of vaccinations over a period of six weeks or more (confirm availability with reception).

**An appointment is needed with your Doctor for a Yellow Fever injection and a fee will be charged for this service.**

## **MUMPS IMMUNISATION**

If you are aged between 16 and 24, there is a good chance that you have only had one dose of the MMR (measles, mumps and rubella) vaccine. You need two doses to be fully immunised. A nurse can give you this vaccine - please confirm availability with reception before making an appointment.

## FLU INJECTIONS

Before the winter sets in and throughout the main winter months, we offer flu injections each year to particular patients at risk, which includes the frail or elderly and those with long standing chest complaints (e.g. asthma or cardiac conditions). Please arrange an appointment via Reception.

## HEALTH CHECKS

We encourage those patients who have not been in to the surgery in the last 3 years to have a simple health check so that we can help prevent medical problems from developing. This usually includes height, weight, blood pressure check, urine analysis and assessment of immunisation status. (For eligible women we also recommend a smear test). Please telephone the Surgery to book an appointment.

## SMEAR TESTS

These are usually performed by the Practice Nurse, although patients can see the doctor if preferred. We recommend a cervical smear every three years for women between the ages of 25 and 50 years (there are some exceptions to this rule) and then every 5 years thereafter until the age of 65. Ask reception for appointment details.

## PATHOLOGY RESULTS

Results can be obtained by telephone between 5pm - 6pm but please leave 7-10 working days to allow return of blood test and X-ray results unless advised otherwise. Smear tests take 6 - 8 weeks.

## ELDERLY HEALTH CHECKS

We offer annual health checks to all our patients over the age of 75 years. These are arranged by the surgery. If you are unable to attend the surgery, a home visit can be arranged.

## NON-NHS EXAMINATIONS

Sickness certificates for six days or less are not provided by the doctor. If you need a special examination e.g. for fitness to undertake sports, pre-employment, HGV, PSV or elderly drivers, this will be carried out by appointment, usually outside normal surgery times and a fee will be charged. Completion of BUPA or similar forms will be available for collection from reception usually after 3-5 days. **A Fee will be charged.**

## ACCESS TO HEALTH RECORDS

You are currently entitled to have access to your medical records as set out in the Data Protection Act but please note that the doctor may withhold any information which she/he considers could be detrimental to you.

Any application must be made in writing initially and you will be asked to provide some identification when you attend.

## PHARMACY SCHEME / MINOR AILMENTS

Your local Pharmacy team can give advice about a range of common conditions and minor injuries, such as aches and pains, sore throat, coughs, colds, flu, earache, cystitis and skin rashes. You don't need an appointment. If you would like to buy an over-the-counter medicine, the pharmacist can help you choose one. They can also advise you on whether you need to see a GP.

Other ways your local pharmacy may be able to help include:

- the morning-after pill – this can be taken up to 72 hours after sex. The sooner you take it, the more likely it is to stop you getting pregnant. Most pharmacies sell it without prescription after a consultation with the pharmacist. Some provide it free on the NHS
- pregnancy tests – most pharmacies sell pregnancy test kits, and some have a private area where you can use the kit

## MINOR AILMENTS

Some pharmacies also offer a minor ailment service for common health problems like aches and pains, skin conditions and stomach upsets.

If your pharmacy runs a minor ailment scheme, the pharmacist will be able to assess your needs, give you advice, suggest medicines if appropriate, and refer you to a GP if necessary. When pharmacies provide medicines as part of a minor ailment scheme, you get the medicines on the NHS.

If you normally pay a prescription charge, this charge will apply here.

If you're exempt from prescription charges (if you're under 16 or over 60 for example) or if you have a valid prescription exemption certificate or a prescription prepayment certificate (PPC) you won't pay for the medicine.

## **SELF-TREATMENT OF COMMON ILLNESSES**

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

### **VOMITING AND DIARRHOEA**

Vomiting and/or diarrhoea may be caused by a virus infection of the stomach or by eating too much and drinking too much. It usually stops within 48 hours. In some cases vomiting may be followed by diarrhoea.

Some children vomit when they have a temperature which may be caused by tonsillitis or an ear infection.

#### **Treatment:**

Eat nothing, drink small quantities of liquid as frequently as possible. (1 tsp honey to 1/2 pint of water or commercial products such as Dioralyte or Rehydrat used as per the manufacturers' instructions may help).

**DO NOT** drink milk or milk products.

As the stomach settles, take semi-solid food such as dry biscuits, bread or breakfast cereals before gradually returning to normal diet. Leave milk products out of the diet until fully recovered.

#### **SEE THE DOCTOR if:-**

- Vomiting and/or diarrhoea is accompanied by continuous stomach pains.
- Vomiting and/or diarrhoea lasts for more than 48 hours.
- Diarrhoea occurs in an infant under 6 months.
- An attack comes shortly after a visit to a foreign country.
- The patient suffers repeated attacks and patient or parent becomes unduly anxious.

### **COUGHS**

A cough is the most common symptom presented to the doctor. If food or other foreign body enters the air passage in the throat, coughing acts as a protector. In the same way during a cold it also prevents mucus from entering the air passages and causing infection. To suppress the reflex action with cough mixture may cause more harm than good.

The best treatment is steam inhalations. Removing the patient's pillow(s) at night may also help prevent mucus running into the air passages. Sometimes coughing may be caused by infection of the lower air passages. If it is a dry cough, steam inhalations will again help, as will a sedative linctus which can be bought from the chemist.

### **SEE DOCTOR if:-**

- Coughing continues for more than a week or two after a common cold has cleared up
- Coughing produces yellow or green sputum (spit) - this may mean that the lower air passages are infected
- Breathing is accompanied by a pain in the chest, or shortness of breath
- Coughing produces blood

## **COLDS**

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 take any antibiotics you may have in the house, these will have no effect. As there is no cure for the common cold, simple household remedies can relieve the discomfort.

In summer hay fever caused by pollen in the air may create similar symptoms with the addition of sneezing and sore, itchy eyes. This can be treated by the doctor.

### **Treatment:**

#### **Adults**

2 tablets of Paracetamol taken every 4 hours. If the throat is sore, gargle with an antiseptic mouthwash used as directed. (e.g. Betadine, TCP etc.) If there is a temperature, drink plenty. As long as plenty of fluid is taken it does not matter if the patient has no appetite for a day or two. The thick yellow discharge from the nose can be relieved by inhaling steam. Add a teaspoon of vapour rub or a few menthol crystals to a pint of steaming water in a bowl. Trap the steam with a towel over the patient's head and the bowl. Inhale for 10 minutes three times a day.

## ***Children and babies***

Children often have repeated colds. During these the child gradually builds up resistance to infection which will stand him/her in good stead in later life. Children and babies with colds may be troubled by coughing when they are laid down at night. This cough is caused by the discharge from the nose running down the back of the throat. It should **NOT** be suppressed by cough mixture as the cough helps keep the discharge off the chest.

A baby should be laid on its side. An older child may be more comfortable if sat upright with an extra pillow. If the cough is very bad rub a little vapour rub on the chest, this may help. For children over 1 year old, 2 drops of "Ephedrine" (half strength) nose drops in each nostril before the child goes to bed may help to relieve a blocked nose. Drops should not be used for more than 4 days in succession.

Even very small babies catch colds which can make them very snuffly. However they are able to fight them off just as well as older children and adults. Cough and cold mixtures are not recommended for babies under 6 months. Substances which produce a mentholated vapour (e.g. Karvol capsules, Snuffle-babe) can be useful. If the nose is very snuffly, salt nose drops can be bought cheaply from the chemist.

## **HEADACHE**

Use simple pain killers like Paracetamol or Aspirin, but if the headache is followed by neck stiffness, vomiting, eyesight disturbance or a rash, please contact the Doctor immediately.

## **MENINGITIS**

This is not a common illness and is caused by an infection involving the meninges or lining of the fluid surrounding the brain. The most infectious forms of meningitis are caused by one of three bacteria. The signs are general malaise, high fever, neck stiffness and sometimes a rash. The most striking feature about the more severe forms of meningitis is that people become ill quickly and rapidly deteriorate. The rash when present consists of small red areas which do not change colour when pressed with the finger. They most commonly occur on the backs of legs and thighs, but can occur anywhere. The rash cannot be relied upon as a physical sign. This disease can be dangerous and needs urgent attention. There is now an immunisation for one of the bacteria causing meningitis, particularly in young children, haemophilus influenza type B.



## **CHICKEN POX**

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next 3 or 4 days further patches will appear, and the earlier ones will turn 'crusty' and fall off.

## **GERMAN MEASLES**

The rash appears during the first day and usually covers the body, arms and legs in small patches about 2-4mm and does not itch. No other symptoms are usually present, apart from occasional aching joints. It is infectious from 2 days before the rash appears, until the rash disappears in about 4 or 5 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

## **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 2-3 days before the rash appears until 8-10 days after that date. Immunisation can prevent this disease.

## **MUMPS**

Symptoms are swelling of the glands in front of one or other ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from 2-3 days before the swelling appears and until 8-10 days after that date. If the pain is severe you should consult your GP.

## **HOW TO LOOK AFTER A CHILD WITH A TEMPERATURE**

A child will develop a temperature because of an infection; usually the child will get over such an infection without the use of antibiotics. Most childhood infections are caused by viruses and these do not respond to antibiotics. The advice below is to help you bring down your child's temperature and make him or her feel better.

- Give your child Paracetamol (Calpol, Disprol, etc.) Give the maximum dose stated for a child of that age.
- Dress your child in cool clothes - heat is lost through a child's head, so leave it uncovered.
- Cool down the room by opening doors and windows.

## USEFUL TELEPHONE NUMBERS

Hull Royal Infirmary	(01482) 328541
Castle Hill Hospital	(01482) 875875
Hull Women & Children's Hospital	(01482) 328541
BPAS (British Pregnancy Advisory Service)	0845 730 4030
The Samaritans	(01482) 323456
Aids Action Helpline	(01482) 327044
Citizens Advice Bureau	(01482) 224608
Police (non-emergency)	101
Westbourne (x-ray & clinic walk in)	(01482) 335500
NHS Dental Access Centre – Hull (daytime emergency)	111
Out of Hours Doctor	111
Crisis Pregnancy Centre	(01482) 492929
Patient Advice and Liaison Service (PALS)	(01482) 335409
Independent Complaints Advocacy Service	0808 802 3000
Age Concern	(01482) 324644
CRUSE Bereavement care	(01482) 565565
Hull CCG	(01482) 344700
Walk in Centre	(01482) 335180
Bransholme Minor Injuries Unit	(01482) 344665
(National website for NHS)	
Beverley Minor Injuries Unit	(01482) 478880

## USEFUL WEBSITES

<a href="http://www.hullccg.nhs.uk">www.hullccg.nhs.uk</a>	(Local NHS agency)
<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>	(Support for sufferers and their carers)
<a href="http://www.carersfederation.co.uk">www.carersfederation.co.uk</a>	
<a href="http://www.newlandhealthcentre-hull.nhs.uk">www.newlandhealthcentre-hull.nhs.uk</a>	(practice website for online apt booking and repeat medications)
<a href="http://www.nhs.uk">www.nhs.uk</a>	(National website for NHS)

