

LITTLEWICK MEDICAL CENTRE

NEWSLETTER

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The CBT packs which we used to give out to patients suffering with anxiety and depression are no longer available. This service gave patients the opportunity to self refer themselves for cognitive behavioural therapy. A new service has been put in place called The Derby Depression Club. This club is available to anyone who feels they need help to overcome depression. If you would like more information please contact Heather or Jan on 07891 801467 or you can e-mail them at derbyshirec@yahoo.co.uk.

Unwanted Medicines

It's always disappointing when a doctor visits a patient's home and finds a stockpile of unused prescription medicines in a drawer or cupboard - often dating back several years!

Not only is this extremely wasteful (estimates put the cost to the country of unused medicines in millions of pounds) but could be dangerous if a patient were to become confused or a child were to discover the medication.



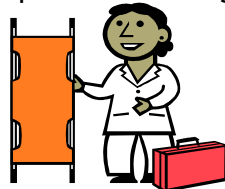
So if items appear on your prescription, or that of a friend or relative, that are no longer needed please let us know so that the prescription can be amended. If you have a supply of unwanted medicines at home please return them to your local pharmacy and they can dispose of them for you.

Cervical Smear results.

Due to an improvement in equipment there is currently a backlog at the cytology laboratory and so there is a huge delay in us receiving your smear results. Usually it takes between 6-8 weeks for a smear result to come back however at the moment it is taking about 12-14 weeks. Once the laboratory has worked through this current backlog the system should return back to normal.

Do you require a chaperone?

The consultation that takes place between the patient and doctor/nurse is strictly private and confidential. Quite often an examination is required to help to make a diagnosis.



This is usually straightforward but sometimes can be personal. If you feel you would like a chaperone to be present we will do our best to find a member of staff to chaperone you.

Violent or abusive patients.

We operate a zero tolerance policy and are committed to a peaceful and dignified working environment. Verbal or physical assault and threatening behaviour will result in ejection from the premises, removal from the practice list and may lead to prosecution.

Registering with the practice

To register with the practice, you are required to complete a registration form, which is obtained from the reception. This will enable us to obtain your medical records from your previous doctor. You will be offered an appointment with our Health Care Assistant for a new patient check. Children under the age of 5 do not have to have new patient check.

Generic Medicines

For some time now the doctors have been prescribing drugs by their generic name rather than their proprietary name wherever possible.

This means that drugs are prescribed by their “chemical” name rather than their “brand” name and this is seen as an indicator of good medical practice. Just like your tins of beans! You have Heinz baked beans and Tesco home brand baked beans. The product is exactly the same but the names are different.



Brand name drugs have traditionally been more expensive than generics, so, if doctors do prescribe generically, the NHS benefits. Most drugs prescribed by your doctor have two names but this doesn't mean the drug is any different. They have exactly the same ingredients even though the names are different. For example, the Asthma inhaler Salbutamol is also known as Ventolin. The inhalers are exactly the same.

Car Clamping

Just to remind everyone that the car park opposite the surgery are clamping all cars which are parked in there and are not using the fish and chip shop. The clamping people sit and wait in an unmarked car and wait for you to leave your parked car so please park somewhere else.

How to use the touch screen

As you are all by now aware we have for a while now had a touch screen installed in our waiting room area. The touch screen gives you the opportunity to mark yourself off as waiting for the doctor or nurse. If all you have is an appointment then we would suggest that you use the touch screen to save yourself time waiting in the queue. To use the touch screen, press begin. You will then be asked your gender, please press either male or female. Another question will pop up asking you the month you were born, please press the correct month. You will then be asked the date you were born (please note that there are numbers from 1-31. So if you were born on the 28th for example then please press that number 28 and not 2 and then 8.) If you have entered the correct details your appointment should then be displayed on the screen, the doctor/nurses names and the appointment time, it will then ask you if the appointment is correct and if it is press yes and if not press no. If you pressed yes than a message will come up reading “Thank you for confirming your arrival. The Doctor/Nurse knows you are waiting, please take a seat and wait to be called.” Underneath this text there will be an “OK” it is important that you press this to complete the check in. If the touch screen has not been used for a while then the standby screen will come on and this is just a blank, black screen. It will look like it's switched off but if you just touch the screen it will come on.

Flu Jab

If you have not yet had your flu jab and you do wish to have it then please arrange an appointment on 01159 302521. If you are over 65, have asthma, diabetes or kidney disease then we would strongly advice that you have your flu jab.



Patient's responsibilities

As a patient of this practice we would expect that you:-

- * Remain courteous and polite
- * Make a separate appointment for each patient.
- * Cancel an appointment if it is no longer required.
- * Realise that each appointment is for a fixed period of time.
- * Request a home visit only when it is absolutely necessary.
- * Be considerate to others in the waiting area.
- * Watch young children in your care.
- * Allow at least two working days for the preparation of prescriptions.
- * Realising that it is not the fault of the reception staff when a nurse/doctor is running behind.



Useful telephone Numbers.

Derby Royal Infirmary

01332 347 141

Derby City Hospital

01332 340 131

Ripley Hospital

01773 743 456

Ilkeston Hospital

01159 305522

Nottingham City Hospital

01159 691169

Queens Medical Centre

01159 249924

Patient Advisory Liaison Service

01773 525 028

Child line

0800 1111

Samaritans

01332 364 444

Alcoholics Anonymous

0845 769 7555

Derby Rape Crisis

01332 372 545

Parent line

0808 800 222

Domestic Violence

0845 702 3468

Health Centre

01159 305599

The Dales Medical Centre

01159 440320

The Park Hospital

01159 670670

Talk to Frank

(Drug Helpline)

0800 776600

