

PATIENTS WANTING TO SPEAK TO A GP OR
PRACTICE NURSE

GPs and Practice Nurses are available to speak to at the end of morning and afternoon surgery. This is usually between 11.30 am to 12.00 pm and 5.30pm to 6.00pm. These times are not specifically allocated for telephone calls, but are when the GPs or Practice Nurses are not in consultations. A doctor will often ring you back if a visit is requested to ascertain its urgency.

LITTLEWICK MEDICAL CENTRE



42-44 Nottingham Road ♦ Ilkeston ♦ DE7 5PR
Visits and Enquiries: 0115 932 5229
Appointments Only: 0115 930 2521
Facsimile: 0115 932 5413
website: www.littlewickmedicalcentre.co.uk

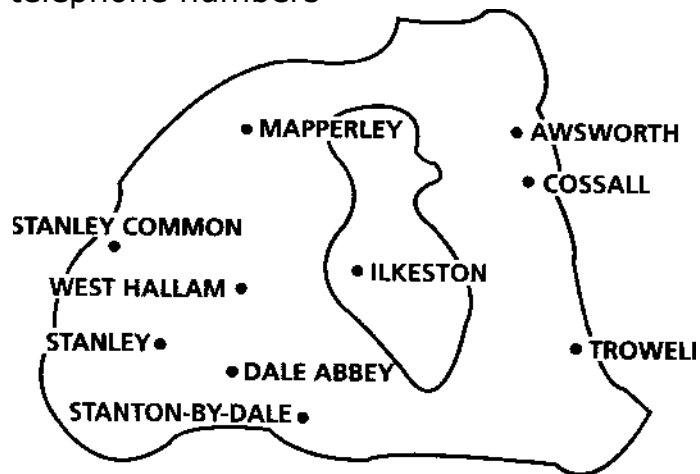
BRANCH SURGERY

The Dales Medical Centre
The Village ♦ West Hallam ♦ DE7 6JA
Daytime Telephone: 0115 944 0320
Out of Hours: 0115 932 5229

DO NOT DESTROY KEEP IN A SAFE PLACE

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THE AREA COVERED BY THIS PRACTICE

USEFUL TELEPHONE NUMBERS

NHS Direct	0845 4647
Ilkeston Community Hospital	0115 930 5522
Ilkeston Hospital Minor Injuries Unit	0115 932 8422
Derby City General Hospital	01332 340131
Derbyshire Royal Infirmary	01332 347141
Nottingham City Hospital	0115 969 1169
Queens Medical Centre	0115 924 9924
Derby City Breast Screening Unit	01332 293916
Genito-Urinary Clinic (Nottingham)	
Female	0115 962 7727
Male	0115 962 7745
Genito-Urinary Clinic (William Donald Clinic DRI)	01332 254681
Police (Ilkeston)	01773 570100
Citizens Advice Bureau (Ilkeston)	0115 944 1646
Department of Social Security	0115 944 8000
Samaritans	0115 944 1111
DAPAS	01332 345537
Derby Drugline	01332 382954
Wheelchair Loans (Flamstead Centre)	0115 932 9944
EMPAS	0115 962 1450
Ambulance Bookings Nottingham:	
Going to Nottingham City Hospital	0115 840 5898
Going to Queens Medical Centre	0115 875 4540
Smoking Quit line – Fresh Start	0115 930 5522 Ext 256
Patient Advice & Liaison Service (PALS)	0800 7857279
Focus Line (24 hour/7 day mental health issues)	0800 0272127

SUPERVISION OF LONG TERM PROBLEMS

This includes diabetes, high blood pressure, asthma and thyroid disorders. Appointments are bookable daily with the practice nurses.

MEDICAL EXAMINATIONS

Life assurance, HGV and PSV licenses, fitness to drive, fitness to travel and other purposes. For these and other medicals contact reception for an appointment with the doctor. BMA recommended fees are charged.

HORMONE REPLACEMENT THERAPY

Daily by prior arrangement with the Practice Nurse.

MINOR SURGERY

Please discuss with your usual doctor who will advise you regarding appointments.

HEALTH PROMOTION CLINICS

Run daily by the practice nurses, by appointment, including heart disease prevention, stopping smoking, weight management, high blood pressure and lung disease.

LOOK GOOD FEEL GOOD

Courses are run by a team of professionals including Anne Farmer (Health Visitor) at Ilkeston Community Hospital. The course concentrates on maintaining a healthy heart and lungs through exercise, diet and health education. Please discuss with Anne Farmer on 0115 932 4214.

EXERCISE RECOMMENDATION SCHEME

Patients who may benefit from exercise can be referred for reduced cost access to the following exercise schemes by their GP, Information from exercise database, assessment from fitness officer, exercise for the heart, swimming sessions, feel good, look good, walk to health.

INFORMATION FOR CARERS

If you feel the strain of looking after a relative with an ongoing medical condition contact Ann Farmer on Tel: 0115 932 4214.

HISTORY OF THE PRACTICE

The practice began in the 1920's, originally in Market Street, Ilkeston. It moved to its present site in the late 1930's and was taken over by Dr T E Skinner at the start of the 1939/45 war.

Originally a single handed doctor practice based on the family house (Littlewick), the practice began to expand in the 1950's and soon occupied the whole of the original house with new buildings taking over most of the gardens. The practice now has nine partners and a purpose built branch surgery in West Hallam.

In December 2001 the partnership acquired Grangewood House (44 Nottingham Road) as a response to our lack of space in the main building. This houses the Business Manager's office and has four consulting rooms for Dr Travell, two GP Registrars and for the use of midwives and nurses. The telephone number is the same as for the Littlewick main building.

We are fully committed members of the Derbyshire County Primary Care Trust and Ilkeston Community Hospital's Medical Committee.

We are a training practice for medical students and doctors shortly to be GPs. We also help in the training of nurses and health visitors.

THE PARTNERS

Dr Paul Weston Smith MB ChB DRCOG – Birmingham 1973

Dr Gail Walton MB ChB MRCGP – Bristol 1983

Dr Paul Travell MB ChB MRCGP DRCOG FP Cert – Leicester 1983

Dr Nigel Downes MB ChB – Sheffield 1983

Dr Markus Henn DRCOG, DFFP, MRCGP, State Exam Med.– Essen 1991

Dr Patrick Halls BM (Oxon) MRCGP - 1978

Dr Kath Bagshaw MB ChB MRCGP DRCOG FP Cert– Liverpool 1993

Dr Vickie Mok MB ChB MRCGP DRCOG FP Cert DPD – Aberdeen 1995

Dr Emma Pizzey MB ChB MRCP – Liverpool 1995

Dr Kriss Owen MBBS BSC MRCGP DRCOG – London 1995

Dr Naveed Abbasi MB BS Karachi 1990 MRCGP DFFP

SURGERY HOURS/TELEPHONE NUMBERS

Littlewick Medical Centre is open between the hours of 8.30am to 12.00pm and 1.00pm to 6.00pm. Consulting times are usually 8.30 to 11.30am and 2.30pm to 5.30pm.

The surgery is closed from 12.00 to 1.00pm every day. The appointment telephone line is open from 8.00am to 12.00pm and from 1.00pm to 5.45pm Monday to Friday. It is closed all day Saturday and Sunday.

The Dales Medical Centre is open from 8.30 to 12.30pm and 1.30pm to 5.30pm Monday, Tuesday and Friday. On Wednesday and Thursday it is open from 8.30am to 12.00pm.

Enquiries for results should be made by phone after 2.30pm; most results take approximately ten days to return from the laboratory after testing.

For ordering your repeat prescription please refer to the appropriate section in this booklet.

TELEPHONE NUMBERS

LITTLEWICK

Visits and Enquiries: 0115 932 5229
Appointments only: 0115 930 2521
Facsimile: 0115 932 5413
Email: www.littlewickmedicalcentre.co.uk (follow links)

THE DALES: 0115 944 0320

OUT OF HOURS VISITS

A doctor is always available to deal with emergencies – **Telephone 0115 932 5229**

Out of hours cover (ie from 6.30pm until 8.00am on weekdays and all day Saturday, Sunday and Bank Holidays) is provided by Derbyshire County PCT. However, access to a doctor will be by telephoning the same number as always.

If you require health information or advice, **NHS Direct**, a 24 hour nurse-led advice line, is available on **0845 4647**. If you have a mental health issue you may phone the 24 hour Focusline on 0800 027 2127.

CLINICS AND OTHER SERVICES

PAEDIATRIC DEVELOPMENTAL ASSESSMENTS

Clinics held weekly at Littlewick and fortnightly at the Dales. Appointments arranged by the Health Visitors.

CONTRACEPTIVE SERVICES

Daily by appointment with appropriate GP or practice nurse. Coil fitting is done at a weekly clinic at Littlewick.

MATERNITY SERVICES

By appointment with the midwife.

ELDERLY PERSON SCREENING (OVER 75s)

Daily by appointment with practice nurses or at home for the infirm.

ROUTINE PAEDIATRIC IMMUNISATIONS

Held at both surgeries. Appointments arranged by Health Visitors.

TRAVEL VACCINATIONS

Weekly at both surgeries. Please discuss your requirements with the practice nurse as long before travel as possible. We are also registered as a yellow fever centre. Please be aware that there is a charge for some vaccines, to cover the cost of the vaccine.

WELL PERSON SCREENING

This includes blood pressure checks, urine testing and cervical smears for female patients where appropriate. Performed daily by practice nurses – appointments booked via reception.

MIDWIFE

Our midwife Sister Muriel Webster attends the surgeries and holds antenatal clinics each weekday at either Littlewick or The Dales. She runs classes including parent craft and relaxation and routinely visits at home in the postnatal period. **Please let the surgery know when you return home after having your baby and the address you will be at in case any visits are needed from the doctor.**

COUNSELLOR

Counsellor Gourmail Kaur is available to see patients; referral should be discussed with your GP. An assessment session is offered first to see whether this type of help can be of benefit to you. It is by mutual agreement that further appointments are offered and is a commitment by both the counsellor and you to attend these and work towards a deeper understanding of the problem. We do not offer advice. The service is confidential with a closing summary to your referring GP, which may be discussed with you in the final session.

HOW TO SEE YOUR DOCTOR

Please call at reception or telephone during surgery opening hours only. As Monday morning is the busiest time of the week, please avoid telephoning then for non-urgent appointments or results. It is usually much easier to telephone the surgery in the afternoon. Please make it clear if your problem requires urgent attention. If you are acutely ill you will always be seen on that day, though not necessarily by your usual doctor. Priority is given to acutely ill patients not able to sit and wait. For routine matters please arrange to see your own doctor, who will know your medical history. Our appointments can be booked up to four weeks in advance so try to make any follow up appointments well in advance. Please avoid Mondays for routine and non-urgent appointments as we are always busy dealing with immediate and urgent problems. This also means that surgeries are more likely to run late and waiting times are longer on Mondays.

HOME VISITS

These should be requested before 10.00 am wherever possible and are for those too ill to attend surgery. Visiting may not be completed until the afternoon. Emergency appointments are always available at short notice and may avoid an unnecessary home visit. (Home visits are not available simply because of lack of transport but only if you are truly housebound). If in doubt discuss the need for a visit with the doctor. If you think you need an urgent or early visit please make this clear to reception. The number to ring is **0115 932 5229 (Littlewick patients)** or **0115 944 0320 (Dales patients)**.

RECEPTIONISTS

These ladies are here to help you. They have a difficult job to do, often working under a lot of pressure, with phone calls and enquiries from every direction. We have a committed staff whose role it is to act as a link between you and your doctor. It is helpful in the planning of visits and appointment times if you can give some idea of your problem. When telephoning for medical attention the receptionist may ask for a few details. They have been trained to make these enquiries so that we can help you in the most appropriate way. At The Dales we have a staff of four doing dispensary and reception duties.

PRACTICE MANAGER

Mrs Dawn Campbell and her deputy Mrs Hayley Simpson are responsible for practice administration. They also deal with issues of service provision and accepting complaints (for details refer to Practice Complaints Procedure).

ILKESTON COMMUNITY HOSPITAL

Some of the partners are on the medical staff of Ilkeston Community Hospital. They cover in-patient and casualty care. The Minor Injuries Department should only be used for minor accidents and injuries. X-rays are only available 9.00am to 4.30pm on weekdays and never at weekends. (Non-accidents or injuries should be seen in the GP Surgery).

MEDICAL STUDENTS/NURSING STUDENTS/GP REGISTRARS

We have a particular interest in training the doctors, health visitors and nurses of the future. Some of the GP Registrars and student consultations may be videoed or recorded, with the patient's consent, for teaching purposes. If you do not wish to be seen with a student please inform reception or point this out at the start of your consultation.

RESEARCH AND AUDIT

From time to time analysed data is collected using computer or paper records. No personal information will ever be released without your informed consent.

HEALTH CARE TEAM

PRACTICE NURSES

Our nurses are Theresa Fox, Jean Craddock, Hayley Disney, Debbie Watson and Sonia Hutchby. They help and advise on a wide range of health topics including screening for diabetes, heart disease and asthma as well as the management of injuries and minor illness. They can be consulted for contraception, cervical smears and HRT follow up and for over 75 years screening. Treatment sessions for ear syringing, dressings, removal of sutures, injections and minor ailments run on Monday Tuesday and Friday mornings and Thursday afternoons (pre booked appointments only). We also have a Primary Care Support Worker, Hayley Rose who supports medical and nursing staff with a range of tasks and runs her own clinics, in particular very successful smoking cessation clinics. All appointments can be booked at reception.

COMMUNITY NURSES

A regular team of community nursing sisters, nurses and nursing auxiliaries are attached to the practice. They have undergone specialist training in the management of nursing problems within the community. They undertake home visits where appropriate. To contact them directly ring: 01332 366717.

HEALTH VISITORS

Area covered	Health Visitors
Ilkeston North, Awsworth and Trowell	Karen Birkin, Anne Madge and Karen Askew
Ilkeston Central and Trowell	Yvonne Gamblen, Kerry-Anne Grange and Gill McKay
West Hallam /surrounding Villages	Helen Tacy
Kirk Hallam	Iris Johns

The Health Visitor linked to our Practice is Karen Birkin. She is a qualified nurse who has taken additional training in all aspects of maintaining good health. Much of her work focuses around families with young children and aspects of childcare. Health Visitors are involved in the health of the whole family and run Well Baby Clinics.

Health Visitors can be supportive and help with domestic violence and difficulties associated with child rearing and family life. They can be contacted on 0115 930 5599

REPEAT PRESCRIPTION SYSTEM USING A LOCAL CHEMIST

We are operating a repeat prescription collection system which avoids the need for patients to return to the surgery to collect their prescriptions. Instead the chemist of your choice would do that for you and prepare your medication ready for your collection. For long-term regular prescriptions you may also ask the chemist to order your prescription for you. The following will be required to make the system work:

- 1** ■ All requests need to be in **written form**, eg **prescription counterfoil**, handwritten, fax or e-mail request. You can drop off your prescription request at the surgery or at one of the chemists in town. This may be useful when the surgery is closed over lunchtime or outside surgery opening hours. This may also be useful if you live further away from the surgery.
- 2** ■ State your **name, date of birth and address** clearly (to avoid mix up with a patient of a similar name or same address as yourself).
- 3** ■ State the name, the dose and the amount or form of your medication clearly, eg Atenolol 50mg 56 tablets, Salbutamol inhaler 2 inhalers, Betnovate ointment 100g tube. Remember all this information is already contained on your prescription counterfoil, which is therefore an ideal way of re-ordering your prescriptions. You just need to **tick the item you require**.
4. Avoid making requests for "all" or "everything" as this is very confusing and it can be difficult to work out which items you actually require.
5. If you wish your chemist to collect your prescription please mark on the request form which chemist is going to collect it for you. If a chemist has more than one branch in town please remember to state clearly which branch will be collecting. Please ensure that your chemist is aware that you wish them to collect your prescription. If you use an old counterfoil to re-order please ensure that the chemist is only stated if you want the chemist to collect your request.

- 6** ■ **Allow plenty of time, two full working days**, for the surgery to process your request **plus** the time your chemist will need to drop off, collect and prepare your prescription.

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ACCESS FOR THE DISABLED

Three of our nine consulting rooms at Littlewick are upstairs. If you cannot manage the stairs, please let reception know when you book the appointment. Disabled car parking is available in front of the building.

SICKNESS CERTIFICATES

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) that is available from your employer or from the surgery receptionists. For any illness lasting longer than seven days you will need to see the doctor for him to issue a sickness certificate (f.Med3) and for any subsequent renewal of the certificate. If you have recently been an inpatient or at hospital or attended a fracture clinic, it may be possible to obtain a certificate from the hospital doctor or a f. Med5. Please note: We do not issue sickness certificates for less than seven days on the employer's request. If your employer should insist they will have to request a medical report in writing from your doctor. Your written consent must be included with this request. Your employer will be liable for the cost, usually £15.00 to £45.00 depending on the length of this report.

BLOOD TESTS

Blood tests are now taken at Ilkeston Community Hospital. You must ring to make an appointment to have your blood test taken on 0115 944 4752 Monday to Friday 9.00am to 3.35pm.

Patients who do not need to make an appointment are:

INR (for patients on Warfarin)
Rheumatology patients
Patients undertaking chemotherapy
Urgent blood tests.

Please phone the surgery for results after 2.30pm weekdays 7 to 10 days after the test.

Please Note: Fasting lipids ('Cholesterol') and/or Fasting Blood sugar ('Glucose'). Nothing to eat, drink (other than water) or smoke from 8.00pm the night before.

Glucose tolerance test : Nothing to eat, drink (other than water) or smoke from midnight the night before.

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PRACTICE COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any staff working in this practice, please let us know. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our complaints system meets national criteria.

Complaints should be addressed to Mrs Dawn Campbell, Practice Manager or Mrs Hayley Simpson, Deputy Practice Manager. Alternatively, you may ask for an appointment with Mrs Campbell or Mrs Simpson to discuss your concerns. They will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly. It will be of great help if you are as specific as possible about your complaint.

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. This does not affect your right to approach the local Primary Care Trust (Derbyshire County PCT), if you feel you cannot raise your complaint with us or you are dissatisfied with the results of our investigation. You should contact the Primary Care Trust Public Information Officer, Patient Advice and Liaison Service, Derbyshire County PCT, Toll Bar House, 1 Derby Road, Ilkeston, Derbyshire, DE7 5FE, telephone 0800 783 7279 for further advice.

DESCRIPTION OF PATIENT'S RIGHTS AND RESPONSIBILITIES

The partnership believes that each patient has a right to high quality medical care that is easily accessible, as outlined earlier in this booklet. We believe everyone deserves to be dealt with, with dignity and confidentiality. Patients can always request to be seen alone and equally can request a chaperone. We believe that medical care is a two way process and that as part of this the patient has a responsibility to use the services effectively. To this end we appreciate appointments being cancelled rather than not attended and we will not tolerate the verbal abuse that our staff so often gets.

HOW THE PRACTICE USES PERSONAL HEALTH INFORMATION

Information regarding patients is held both in written notes and on the computer. All this information is highly password protected and our staff

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all sign contracts of confidentiality. Any information held about patients is only released to hospital consultants, if this is felt appropriate in the course of a referral. Any other information is only released with the written consent of the patient, e.g. requests for medical information for mortgage applications. The patient always has the right to see this information once the form is completed.

REPEAT PRESCRIPTIONS

Patients on regular medication will require repeat prescriptions and for a safer and speedier service, repeat prescriptions are now computerised. Your doctor will have entered onto the computer what medication you are taking, and each time a new prescription is written by the computer a new request form is also generated for you to make your next request.

Repeat prescriptions have to be reviewed regularly and at least once a year by a doctor. When your repeat prescription warns you that you need to see a doctor, please book an appointment well in advance.

1. Allow **two full** working days (48 hours) for your prescription to be processed. Request and collection should be between 8.30 am to 11.30am and 3.00pm to 5.30pm Monday to Friday (not Saturday mornings).
2. If you have more than one repeat prescription please try and order all your items together. Email or faxed requests are also accepted. If your medicines run out at different times mention this to your doctor at your next consultation as we always aim to synchronise your medication.
3. The West Hallam surgery has a dispensary for patients who reside in that area. For these patients the prescription can be prepared and made ready for collection directly from the surgery, allowing 3 full working days for the prescription to be processed.
4. Either deliver or post your repeat prescription form to the surgery. If you wish the prescription to be posted to your home

address, please enclose a stamped addressed envelope. There is a special box at reception where you can leave your prescription request without the need to queue. **In line with current safety and legal guidance, we do not accept prescription requests over the telephone.**

Please plan your requirements ahead, particularly at holiday times and before Bank Holiday weekends.