

HUTHWAITE HEALTH CENTRE

Practice Information

**NEW STREET
HUTHWAITE
NOTTINGHAMSHIRE
NG17 2LR
TEL: 01623 - 513147
FAX: 01623 - 515574**

WEB: www.huthwaitesurgery.co.uk

WELCOME TO HUTHWAITE HEALTH CENTRE

We would like to welcome you to our practice. We aim to treat all our patients equally and to give you an effective service that is sensitive to your needs. The doctors are committed to providing high quality medical care and we are assisted by efficient and friendly staff.

We hope this booklet will give you all the information you require about the facilities available from our practice. Please make yourself familiar with this information and keep the booklet in a safe place.

DOCTORS

Dr Elaine Elizabeth Jane Ulliott (Female)
MB ChB Sheffield July 1980 DRCOG

Dr Hilary Ann Lovelock (Female)
MB BS FFARCS London 1979 MRCGP

Dr Lucinda Sarah Genillard (Female)
BMedSci BM BS Nottingham July 2001 MRCGP DRCOG DFFP

Dr Theyvanai Dodd (Female)
BMedSci BM BS Nottingham December 2002 MRCGP DFFP

Locum GP – we will have a male locum GP at the practice for at least 1-2 days each week.

SURGERY OPENING HOURS

	Opening hours	Extended hours
Monday	07.00 – 18.30	07.00 – 08.00
Tuesday	08.30 – 18.30	None
Wednesday	07.00 – 18.30	07.00 – 08.00
Thursday	07.00 – 18.30	07.00 – 08.00
Friday	08.30 – 18.30	None

TELEPHONE OPENING HOURS

Monday to Friday 8.00am - 6.30pm

PRACTICE NURSES

Pat Cook Lynne Weastell Lynda McColl

We have nurses available by appointment Monday to Friday who are trained in providing health screening and advice in asthma/COPD, diabetes, hypertension, smoking cessation, minor surgery, implants, cervical smears, family planning, baby vaccinations and health checks for new patients if necessary. It is helpful if we know the reason for your appointment as it ensures that we direct you to the appropriate nurse.

MINOR ILLNESS CLINIC

Our Minor Illness Clinic is proving very popular. The clinic is run by Lynne Weastell who is offering same-day appointments to adults and children over one year. She can prescribe simple antibiotics and painkillers. Lynne works closely alongside the doctors and is a valuable member of our team.

If you have any of the following ailments you can book into our Minor Illness Clinic:

- Coughs & Colds
- Eye Infection
- Minor Skin Conditions
- Emergency Contraception
- Minor Injuries
- Sore Throats
- Diarrhoea & Sickness
- Bites/Stings
- Back Pain
- Earache
- Cystitis
- Thrush
- Wound Infections

TRAVEL ADVICE

Our nurses also give travel advice and will administer any necessary vaccinations.

Please collect a travel questionnaire from reception six to eight weeks before travel and return this to reception. You will be contacted by a member of staff advising you of the vaccinations required. Some travel vaccinations attract a fee; you will be advised of this when we contact you.

HEALTH CARE ASSISTANTS

Karen Aveyard Nikki Hayden

Our health care assistants, who have undergone further training, can now take blood pressure, INR and ECGs by appointment, Monday to Friday. They also assist Dr Genillard with minor operations. They also do the first part of diabetic annual reviews and the NHS health checks.

PRACTICE STAFF

Practice Manager Liz Griffin

Assistant Manager Lorraine Walton

Admin/Reception Team There is an established team of 9 reception staff to handle your primary enquiries.

PATIENT PARTICIPATION GROUP (HIP-HUTHWAITE INVOLVING PATIENTS)

We now have a patient participation group. If you require further details please contact Lorraine at the surgery on 01623 513147

DISABLED ACCESS

The disabled toilet and main doors to the surgery are DDA compliant. The disabled patients' toilet is situated in the reception area. There is also an emergency pull cord. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

DOCTORS APPOINTMENTS

Surgery consultations are by appointment only. Appointments may be made by telephoning 01623 513147 or by calling at the surgery.

Please book a separate appointment for each member of the family who needs to be seen. Do arrive promptly or cancel your appointment if you cannot keep it as this will enable us to offer the appointment to someone else.

We aim to offer you a pre-bookable appointment with a doctor up to 14 days in advance (GPs and nurses can book up to four weeks in advance if necessary). We will try to offer you the doctor of your choice. But, if you

need to be seen earlier than the first available appointment with that GP, then you will be offered an appointment with an alternative GP. Telephone consultations are also offered and this is a doctor-led service. These appointments can be used to discuss medications etc.

EXTENDED HOURS

We offer extended hours on a Monday, Wednesday and Thursday 7.00 - 8.00am. These appointments are aimed towards people who are unable to access surgery during office hours and elderly patients who are reliant on family to bring them to surgery. We also offer a limited nurse and health care assistant service at these times. These appointments are predominantly pre-bookable.

HOME VISITS

To help to make your surgery run more efficiently, we would like to remind you of the surgery's home visit policy:

- Home visits are made to patients who are permanently housebound or terminally ill.
- If you feel too unwell to come to surgery but do NOT fall into these two categories, please telephone the surgery before 10.00am and a doctor will call you back to assess your problem. He/she may ask you to come to the surgery, where you will be seen as soon as possible.

Visits are carried out between 12.00 noon and 3.00pm, except in unforeseen circumstances.

Transport problems are not felt to be a reason for requesting a visit. If you are able to get someone to bring you to the surgery, this would help us enormously.

We are able to examine/assess you much better at the surgery where we have the equipment not available to us at your home.

The doctors would like to stress that NO patient in definite need of a home visit will be refused.

CHOOSE AND BOOK

If you need to be referred for hospital treatment, you will often now be offered a choice between clinics at different local hospitals. Hospital appointment bookings can be made whilst you are still in the surgery, or you can call back to make the arrangements if you prefer.

CARERS

If you are a carer for someone who is a patient at this practice, we would appreciate it if you would complete a form with your contact details for our files.

OUT OF HOURS

When the surgery is closed please telephone 01623 513147. The provision for this medical care is for EMERGENCIES ONLY. The Primary Care Trust provides the out-of-hours service.

You can also contact NHS Direct: 0845 4647 (this is a free 24-hour advice/helpline for all your medical needs).

REPEAT PRESCRIPTIONS

Requests for repeat prescriptions will be dealt with speedily and be ready for collection within 48 hours. Repeat prescriptions are available to patients on long-term medication.

Please order repeat prescriptions in plenty of time, by ticking the items you require. Failure to tick the items will result in your request not being processed. Do not wait until you have run out! Please inform us of any changes the hospital makes in your medication.

There are various ways of ordering your repeat medications:

1. In person at the surgery. Please tick the required items on your repeat slip and drop this off at the surgery. Alternatively you could post or fax it to us.
2. On our website – www.huthwaitesurgery.co.uk.
3. Only housebound patients may order repeats on the telephone.

If you have a prescription query, please call 01623 550454 (between 10.00am and 2.00pm). **This is not a prescription ordering line.**

Repeat Dispensing Service

For patients who are stable on their medications and who have 4 or less repeat prescriptions each month, we can offer our repeat dispensing service which allows you to take a year's worth of prescriptions to the pharmacy of your choice and collect your medications monthly, directly from there, rather than having to request a prescription each month from the surgery.

Please discuss this with the GP or a member of the prescribing team (Gail Harvey / Julie Cobb).

TELEPHONE RESULTS LINE

01623 550296

This is available Monday to Friday 12 noon – 12.30pm.

A healthcare professional will be able to give you your blood test and xray results over the telephone. Please leave at least one week between having the test and calling. If it is necessary for you to see a GP, you will be given an appointment during this phone call.

HEALTH PROFESSIONALS ATTACHED TO THE PRACTICE:

HEALTH VISITORS

Health visitors are available for health care advice, especially for expectant mothers and small children. They are based at Sure Start, All Saints Centre, Common Road, Huthwaite.

You may contact them by telephoning 01623 440082.

COMMUNITY MIDWIFE

The community midwife cares for expectant mothers and will offer continual assessments and advice from the start of your pregnancy to soon after your baby is born. Please call in at the surgery for an appointment in the antenatal booking clinic. You will be given an information pack required prior to the booking appointment. You can be referred to the hospital and consultant (if necessary) of your choice for the delivery. The midwife can also discuss home delivery options should you wish this.

COMMUNITY PHYSIOTHERIST

The doctor may arrange for you to have physiotherapy under the NHS. Treatment is undertaken at the practice or at Ashfield Community Hospital.

COMMUNITY NURSES

We have a team of community nurses who are attached to the health centre. If you are confined to your home and need nursing assistance, your doctor or the hospital will arrange for a community nurse to visit you.

TRAINING OF DOCTORS

Huthwaite Surgery is proud to be a training practice which means that we have fully qualified doctors who are training to be GPs. This training currently takes 3 years after gaining medical qualifications.

Our GP registrars are fully qualified doctors who spend a period of their training in hospital and the remainder in General Practice.

You can consult them as you would do any other GP in the practice. Sometimes, they have shared surgeries with their trainer, which means that the trainer will sit in the background to assess and teach them, to improve their skills.

The trainers are Dr. Lovelock and Dr. Genillard.

Video Recording of Consultations

As an aid to training, registrar consultations are occasionally video taped. You will always be asked for your consent before your consultation is recorded and you are free to decline. This will not affect your care in any way. The recorded material is treated as CONFIDENTIAL and will only be shown to OTHER DOCTORS in the practice.

MEDICAL STUDENTS

The practice has been selected for the training of medical students from the University of Nottingham. From time to time they may sit in with one of the doctors as part of their training. Anything they observe is treated as CONFIDENTIAL.

If you would prefer that the medical student is not present when you see the GP, please inform reception staff.

CONFIDENTIALITY

In this practice data is held under the Data Protection Act, 1988. Information about your medical history is accessed by GP's, Practice Nurses, Reception staff. All staff sign a Confidentiality Agreement which means they cannot disclose any information about you. We will only release relevant medical details about you to another healthcare professional when you have been referred for further medical treatment outside of the Practice.

We would like to reassure any young people under 16 years of age, that we still maintain their confidentiality as above and will not divulge information to anyone else, including parents, UNLESS we have concerns about your safety. We will always try to discuss this with you first. If you have any concerns, please discuss this with a member of staff.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom Of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate an In-house Complaints Procedure for dealing with complaints. Our complaints system meets the national criteria. If you do have a complaint or concern the Practice/Assistant Manager is available to discuss the problem with you.

If you feel we are unable to resolve the problem, you may wish to contact Notts County PCT 'PALS' (Patient Advice & Liaison Service) for help; ring 0800 0283693.

CHAPERONES

Male and female patients may request a chaperone to be present during their consultation or examination. If you are due to have an intimate examination and you would prefer a male/female clinical professional, please make your wishes known when making your appointment.

PRACTICE CHARTER

Our standards Are That

- Patients will be treated confidentially and courteously.
- We will keep you informed of the services we offer, your rights and any information with regard to your health treatment.
- An appointment with a doctor will be offered in the event of an emergency on the day you request it, if you have an urgent medical problem.
- Requests for repeat prescriptions will be dealt with speedily and be ready for collection within two working days.

What We Ask Of you

- Please let us know how you feel about the service you receive. This will help us improve our service for you and others.
- Please order repeat prescriptions in plenty of time.

- If you can't make it to your appointment, please tell the surgery. We'll make another one for you and may be able to fit in someone else on your cancellation.
- Please ask to be visited at home only if you are too ill to come to the surgery. If you're not sure, ring the surgery for advice.
- If you change your name, address or telephone number, please let the surgery know.
- We operate a no smoking policy - if you must smoke please leave the building.
- For the safety of other patients, please tidy away books, toys etc used by yourself or your family before you leave.

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.

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 minor injury eg. lifting 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, gentle exercise or physiotherapy treatment. Aspirin should not be given to children under the age of 16.

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 And Flu

Even in this day and age there is still no magic cure for the common cold or flu. 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! Aspirin should not be given to children under the age of 16.

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. Drink plenty of fluids to replace losses. Your pharmacist may advise regarding medication to reduce the frequency of the diarrhoea. Holiday diarrhoea is often due to bacteria. Kaolin and morphine can be taken. 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.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

Stomach ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then 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 period.

Nosebleeds

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 hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Insect Bites And stings

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

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Recommended management is wet combing after the application of a hair conditioner every day for two weeks. If unsuccessful, medicated head lotion can be obtained from the chemist without prescription.

Chickenpox

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 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.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description 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 the reach of children.

Soluble Aspirin Tablets

For adults and older children. Good for headaches, colds, sore throats and painful bruises. Aspirin should not be given to children under the age of 16.

Paracetamol Mixture

For relief of pain or fever in young children.

Sedative Cough Linctus

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

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Antiseptic solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

Antiseptic Cream

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

Calamine Lotion

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

Antihistamine

For treating insect bites and minor allergies.

Dressing strips

For minor cuts.

3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

Cotton Wool

For cleaning cuts and grazes.

Thermometer (not mercury)

For fevers.

Tweezers

For removing splinters.

Remember that your local chemist can give you advice about medicines.