

# DR HEWITT & PARTNERS

**DELAPRE MEDICAL CENTRE**

## PRACTICE INFORMATION BOOKLET

**April 2014**



**Gloucester Avenue  
Northampton  
NN4 8QF**

**Telephone: 01604 708481**

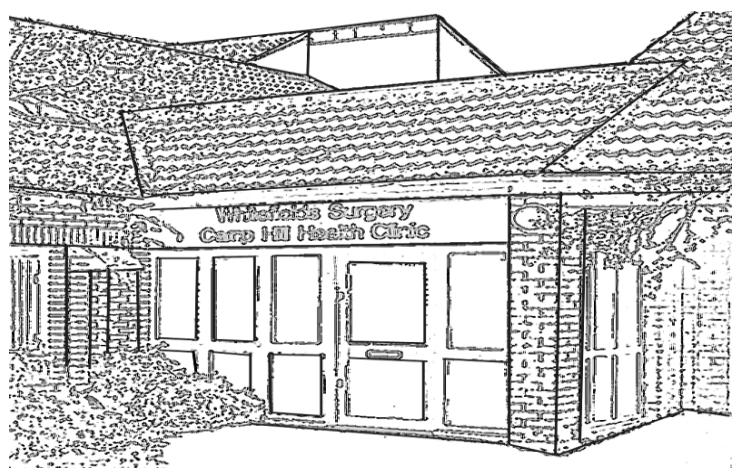
**Fax: 01604 663639**

**WHITEFIELDS SURGERY**

**Hunsbury Hill Road  
Camp Hill  
Northampton  
NN4 9UW**

**Telephone: 01604 760171**

**Fax: 01604 708528**



**[www.delapreonline.co.uk](http://www.delapreonline.co.uk)**

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## 1. ABOUT THE PRACTICE

### PRACTICE AREA MAP

Practice Area Map - Google Maps

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mhtml:file://H:\Practice Area Map with outer boundary.mht

26/10/2012

### THE PRACTICE ITSELF

The practice is an old established town practice, originally based in the centre of town with a small branch surgery in Delapre. The practice moved to a purpose built centre in Delapre in January 1987. Two small extensions, the first in 1992 and the latest in 1997; together with other internal alterations have been carried out over the years, to produce our present accommodation. There is disabled access to the ground and lower ground floors.

The practice has eight consulting rooms on two levels and three well equipped treatment rooms and a nurse consulting room over three levels, for use by the Partners, Locum GP's and Medical Students, Practice Nurses, Health Visitors, District Nurses and other Visiting Staff, which include Midwife,

Counsellors and a CPN. The reception admin area is the nerve centre of the practice, where all patient requests for help and medication are dealt with by members of our practice team. There is also accommodation for the Practice Manager, Secretarial / Admin Team, IT administrator, Clinical Audit Officer and Notes Summariser. A retail Chemist outlet is adjacent to the practice.

Whitefields Surgery became part of the Practice in April 2011 in order to secure the future of the practice. Whitefields has 6 GP/Nurse consulting rooms and 4 treatment rooms in addition to the reception and administration areas. The clinical areas at Whitefields are all on the ground floor, making it an ideal alternative for those patients who find stairs difficult.

## **2. THE PRACTICE TEAM**

### **DOCTORS**

**Dr Nicholas Hewitt** (m) MBBS MRCGP MRCOG  
Qualified 1975 London  
Full Registration March 1977

**Dr Mark Barrowclough** (m) MBBS DRCOG DCH MRCGP  
Qualified 1983 London  
Full Registration August 1984

**Dr Carolyn Perryer** (f) LRCP MRCS FPC  
Qualified 1984 London  
Full Registration August 1985

**Dr Charlotte Duncan** (f) MBBS DRCOG MRCGP FPC  
Qualified 1981 London  
Full registration August 1982

**Dr Jackie King** (f) MBChB DRCOG MRCGP  
Qualified 1986 Sheffield  
Full registration July 1987

**Dr Emmeline Morrison** (f) MBBS FPC  
Qualified 1993 London  
Full registration August 1994

**Dr Mary Dell** (f) MBChB DRCOG DFFP

Qualified 1990 Leicester  
Full registration August 1991

**Dr Usman Chaudhry** (m) MBBS MRCGP MRCP  
Qualified 2002 Hamdard, Pakistan  
Full registration October 2007

**Dr Marina Alexander-Sefre** (f) BSc MBBS MRCGP  
Qualified 1996 London  
Full registration August 1997

**Dr Anitha Chadalavada** (f) MBBS MRCGP DFFP Diploma in Practical  
Dermatology  
Qualified 2000 India NTR University of Health Sciences  
Full registration February 2005

**Dr Jamie Green** (m) MBChB PG Cert (Med Sic) MRCGP  
Qualified 2008 Leicester  
Full registration August 2009

## **SALARIED DOCTORS**

**Dr Hina Zahur** (f) MBBS  
Qualified 1991 Punjab, Pakistan  
Full registration

## **MANAGING PARTNER**

**Mark Leonard** – Joined as the Practice Manager of Delapre in August 2002 and became a Partner in April 2007. He is available to help patients with any administration or non-medical aspect of your health care and try to ensure that the practice is able to meet your needs. He is responsible for the day-to-day management of the practice. Please address suggestions for improvements to him - they will receive serious consideration.

## **PRACTICE MANAGER**

**Dana Ball** – has been the Practice Manager at Whitefields since 1999 and is responsible for the day to day running of the practice. She is able to help patients with non-medical queries. She is the main point of contact for complaints and suggestions on how to improve the service at the Whitefields

branch.

### **PRACTICE NURSES**

Our highly qualified nurses deal with a range of conditions and health concerns. They examine patients, make diagnoses and plan care (Nurse Practitioners can also prescribe certain products). They are experts in many areas of disease management such as diabetes and asthma. They can also offer advice about general health, travel immunisations, disease prevention and health promotion as well as maintaining their traditional treatment room duties, such as injections, dressings, ear syringing, blood pressure measurement, weight checks and dietary advice, and also take cervical smears. They can offer advice by telephone if necessary.

**Jo Redmond RGN** - Diploma in Minor Illness; Diploma in Family Planning and Extended and Supplementary Nurse Prescriber

**Jo Phillips RGN** – Diploma in Minor Illness; Extended and Supplementary Nurse Prescriber; ENB General Practice Nurse; ENB 901 Family Planning

**Jayne Alibone RGN** - Diploma in Asthma; Diploma in COPD; ENB 998 Teaching and Assessment in Clinical practice and ENB 901 Family Planning and Extended and Supplementary Nurse Prescriber

**Louise Bovingdon RGN** Mentorship & Support for Professional Practice level 3 and Northampton Aural care course for primary care nurses

**Beckie Ward RGN**

**Sarah Barker RGN**

**Jane Williams RGN** - Immunisation Clinic nurse. (until the end of March 2014)

**Kate Blackwell RGN** – BSc (Hons) Nursing Studies; Diploma in Minor Illness; Emergency Nurse Practitioner; Independent and Supplementary Nurse Prescriber.

### **HEALTHCARE ASSISTANTS**

Susan Mawson, Lynne Morrison & Caroline Lunt provide a wide range of services including Blood taking, blood pressures, ECGs, weight monitoring, some Spirometry and hearing tests. Sue also carries out the monitoring of patients of specialised drugs.

## **RECEPTION AND ADMINISTRATION STAFF**

The receptionists are your link with the rest of the practice. We have a friendly, professional and efficient team who will try in every way to help you. The more information that you are able to give them the better they will be able to assist you.

## **DISTRICT NURSES**

The district nurses are currently all based on the Delapre site and are specially qualified for work in the community. They care for all age groups and work in patients' homes, residential homes and sheltered accommodation. They aim to help people remain as independent as possible by assessing individual needs and drawing up a plan of care with the help of the patient and their family.

## **HEALTH VISITORS**

The Health Visitors are based at Whitefields, but cover both sites. They can normally be contacted Monday to Friday between 9.00 a.m. and 10.00 a.m. However non-urgent messages can also be left on their answer-phone. Health Visitors provide a wide range of services for children and their families within the community. They may also be involved with other age groups periodically. Please call Whitefields on 01604 666510/1.

## **CHILDHOOD IMMUNISATIONS**

The immunisation clinics (for under 5's) are held every Tuesday afternoon at Whitefields and Wednesday mornings at Delapre by the Immunisation Clinic Nurse.

We recommend the following vaccinations:

- At 2 months of age: The 5 in 1 injection which contains Diphtheria, Tetanus, Pertussis, Hib and IPV (Polio)
- At 3 months of age: The 5 in 1 injection; Meningitis C & Rotavirus
- At 4 months of age: The 5 in 1 injection; and a vaccine against Pneumococcal
- Between 12 and 13 months i.e. within a month of the first birthday: Hib; Meningitis C; Pneumococcal and MMR



- Two and three years old: Influenza vaccine
- Three years four months old or soon after: Diphtheria, Tetanus, Pertussis and Polio; MMR
- Girls aged 12 to 13 year: HPV vaccine
- Around 14 years old: Tetanus, Diphtheria and Polio; Meningitis C

There are a variety of immunisations available for adults including influenza and shingles vaccines, rubella and pregnant women are now advised to have the Pertussis after the 28<sup>th</sup> week.

## **MIDWIFE**

The midwife is responsible for providing midwifery care throughout your pregnancy, labour and after your baby is born for up to 28 days. (*Please ask the receptionist for a copy of our special leaflet about the choice of options available to you*). Evening antenatal classes are also provided by the midwife at the surgery. If you need to contact the midwife either leave a message with the receptionists or ring the **Community Office on 01604 545430 Monday - Friday between 9.30 a.m. - 3.30 p.m. Outside of these hours contact Balmoral Team on 01604 545434**

## **COUNSELLING**

We have a team of highly trained counsellors to provide a confidential counselling service for our patients at the practice. Referrals are arranged by the doctors.

## **MENTAL HEALTH**

Our Community Psychiatric Nurse gives help and advice to patients with mental health problems, working as part of the Community Mental Health Team. Referrals are made by the doctors.

## **3 CLINICS AND SERVICES OFFERED**

Our clinics provide longer appointments with an opportunity to discuss preventative care, treatment and disease management.

## **ASTHMA CLINIC**

Our asthma clinic is held every Tuesday afternoon and is run by our practice nurse Jayne Alibone, who holds Diplomas in both Asthma Management and COPD. Jayne can assess your asthma, offer advice on management of your condition and answer any queries. She will also see asthmatic patients at other times by request.

## **CERVICAL SMEARS**

Our practice nurses are trained to carry out cervical smears. It is recommended that all ladies from the ages of 25 to 65 have a cervical smear on a regular basis as advised by the DoH.

## **CHILD HEALTH SURVEILLANCE**

All child development checks are carried out by our team of Health Visitors. Appointments are sent by the Health Visitors support staff.

## **CORONARY HEART DISEASE CLINIC**

This clinic is run each week by Nurse Practitioner Jo Redmond and Dr Perryer. Health checks and lifestyle advice are given to patients who have coronary heart disease. The practice runs its own electrocardiography (E.C.G) service.

## **DIABETIC CLINIC**

This clinic is run by Diabetic Specialist Nurse Practitioners and Drs Duncan & Chaudhry to help patients manage their diabetes. Regular follow-ups and annual screening are important for the prevention, early detection and treatment of the complications of diabetes. Advice is given on all aspects of diabetic care including eye problems, foot care and dietary advice, as well as drug and injection treatments.

## **FAMILY PLANNING**

All our nurses can give general advice about all matters of contraception and perform coil checks, however only the Jo's and Jayne can issue repeat prescriptions for the pill. Emergency contraception can be offered up to 72 hours after unprotected sexual intercourse. Please telephone for advice if required.

## **FLU CLINICS**

Vaccination against influenza is available every year from mid-September to December by appointment. We encourage all patients over 65 and all patients with diabetes, chronic chest conditions, (including heart disease), asthma, renal (kidney) disease, residents of nursing and residential homes and the elderly, to take advantage of this service, although others can be vaccinated on request.

## **LEG ULCER CLINIC**

This clinic is carried out by Louise on Monday afternoons for the assessment and treatment of leg ulcers.

## **MATERNITY MEDICAL SERVICES**

All the partners in the practice are able to provide antenatal and postnatal care, although we recommend that the midwife carries this out whenever possible.

## **MINOR SURGERY**

All doctors perform minor surgery on the premises. Wart clinics every week.

## **SMOKING**

Advice is offered by the Nurses (usually Louise & Sarah) to anyone who wishes to give up smoking and needs help to achieve their aim.

## **TRAVEL CLINIC**

Our practice nurses are able to give travel advice. Please make an appointment with the nurse well in advance of your expected date of travel. They will advise you which vaccinations are necessary for your destination and plan the correct timing for these. A full range of vaccines are available, but please remember that many injections need to be carried out 6-8 weeks prior to travelling and some will incur a fee. We are a registered Yellow Fever Vaccination Centre.

## **4 OPENING TIMES & CONTACT DETAILS**

### **OPENING TIMES**

#### Delapre Medical Centre

Monday to Friday - 8.00 a.m. to 6.30 p.m.

#### Whitefields Surgery

Monday & Friday – 8.00 a.m. to 5 p.m.

Tuesday to Thursday – 8.00 a.m. to 6.30 p.m.

### **TELEPHONE NUMBERS**

#### Delapre Medical Centre

**01604 708481**

**Option 1** – For Emergencies Only – i.e. Chest pains; Sudden Collapse; Uncontrolled Fits; Excessive Bleeding or Poisoning

**Option 2** – For all other reasons:

**Option 1** – For Reception

**Option 1** – For Appointments

**Option 2** – For Test Results

**Option 3** – For all other enquiries

**Option 2** – For the Admin Office

**Option 3** – For the Health visitors

**Option 4** – For the District Nurses

**Option 3** – To cancel an appointment without rebooking

**01604 663639** Fax

#### Whitefields Surgery

**01604 760171**

**01604 708528** Fax

## **5 SEEING A DOCTOR OR NURSE**

### **AVAILABILITY OF GP'S AND NURSES**

The Doctors and Nurses are normally available for routine clinics as shown in the table below:

Clinician	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Hewitt			*	*			*	*	*	
Dr Barrowclough	*	*	*			*	*		*	*
Dr Perryer			*	*	*		*	*	*	*
Dr Duncan	*	*	*	*			*	*		
Dr King	*	*			*	*	*			
Dr Morrison	*	*			*	*	*			
Dr Dell	*	*	*		*	*	*	*		
Dr Chaudhry	*	*	*	*			*	*	*	*
Dr Alexander-Sefre	*	*			*		*	*	*	*
Dr Chadalavada	*	*			*	*			*	*
Dr Green	*	*	*	*			*	*	*	*
Dr Zahur					*	*				
Jo Redmond	*	*			*		*	*	*	*
Jo Phillips			*	*	*	*	*	*	*	*
Jayne Alibone			*	*	*	*			*	*
Louise Bovingdon	*	*	*	*			*	*		
Beckie Ward	*	*	*	*	*	*	*	*	*	*
Sarah Barker	*	*	*	*	*	*	*	*	*	*

\* Normally in surgery to see patients

## ROUTINE APPOINTMENTS (CURRENTLY UNDER REVIEW)

The practice runs an appointment system, based mainly on 10 minute consultations. 25% of all appointments are released two weeks in advance, for those who need a pre-arranged date and time to discuss non-urgent issues with their doctor or nurse. 12.5% of appointments are released two days in advance and 12.5% more are released a day in advance, the remaining 50% are reserved for those who either need to see someone on that day, or are able to make themselves available at short notice on that day. You can arrange an appointment with your doctor or the practice nurse by phoning either site between 8.00 a.m. and 6.30 p.m. Monday to Friday.

**All phone lines are busiest before 11.00 a.m. on weekdays.**

Although you will have been assigned to a particular doctors list, you may choose to see any of the practices' doctors. If you would like us to change your registered doctor, then please write to the Registration Clerk.

Patients are advised to see the same doctor for continuity of care. If your doctor is not available we are happy for you to see any of the doctors. As urgent matters are given priority, please be aware that you may be asked to call back on another day if you are looking to book a routine appointment.

At busy times, or when there is a shortage of appointments, we may need to ask you personal questions regarding your illness in order for us to determine which member of our healthcare team (GP, Nurse Practitioner or Practice Nurse) would be best qualified to assist you.

We do try to see you on time. However, if you are kept waiting please be patient. The Doctor may be dealing with an emergency or a complicated problem. Remember, next time it could be you that needs the extra time.

Please make a separate appointment for each person to be seen.

We also ask that you arrive promptly for your appointment. Patients arriving more than 5 minutes late for a nurse appointment or 10 minutes late for a doctor's appointment, will be asked to re-book for another time/day.

**If you cannot keep your appointment please let us know in good time so it may be given to someone else.**

### **URGENT APPOINTMENTS**

Every day we make sure appointments are available for urgent problems. Please call in as early as possible if you need an **urgent** appointment.

**If you have an urgent problem which cannot wait please tell the reception staff.**

In order that urgent cases get priority we rely on you not to request urgent attention for non-urgent matters.

### **HOME VISITS**

Housebound patients and those too ill to attend the surgery may request a home visit by telephoning **before 10.30 a.m. whenever possible**. Please give the receptionist brief details of the problem so that the doctor may judge the urgency of the visit, together with your name, address and telephone number. Please attend the surgery if at all possible and remember that for every home visit the doctor can see three or four patients in the same time at the surgery. Lack of transport is not an excuse for requesting a home visit.

You should call the emergency services (ambulance 999) if the patient is severely injured, unconscious, unable to move following a fall, has taken an

overdose or poison or has a tightness/pain in the chest associated with pain radiating down the arm.

## **TELEPHONE ADVICE**

Your doctor will be happy to give you advice on the telephone when he or she is not consulting. Please call and leave details of your problem and a contact telephone number; the doctor will then call you back when they are available. In some circumstances it may be appropriate for you to speak to the practice nurse.

## **WHEN THE MEDICAL CENTRE IS CLOSED**

You will need to call the NHS 111 Service. You will be asked to provide your details. Your condition will be assessed and you will be advised on your next step. This may include a GP or Nurse Practitioner calling you back to obtain further information, offer advice or to arrange a home visit or an appointment at your nearest Out of Hours Centre.

**THIS IS AN EMERGENCY SERVICE AND WE RELY ON YOU TO USE IT WISELY**

## **ACCIDENT AND EMERGENCY / 999**

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

# **6 GENERAL INFORMATION**

## **REPEAT PRESCRIPTIONS**

Patients who are on long term medication may be able to have a repeat prescription without seeing the doctor. Requests for repeat prescriptions can be made in person, by post, by fax on **01604 663639** (for Delapre) or **01604 708528** (for Whitefields) or via **SystemOnline**. To use SystemOnline, you must request a username and password from either reception (You will be required to provide ID). **Please give us a full 48 working hours notice for processing**

Repeat prescriptions may also be requested via Delapre Pharmacy. Please contact them for further details of this service. Repeat prescriptions may be

collected from your local chemist or Delapre Pharmacy rather than the Medical Centre, if arranged.

The Practice is signed up to the Electronic Prescription Service. To make the most of this service, please sign up at your preferred pharmacy.

### **LABORATORY TEST RESULTS AND X-RAY RESULTS**

To enquire about results of blood tests, urine tests, x-rays or other investigations, please telephone either site **after 2.30 p.m.** Please allow five working days after the test before phoning.

### **FEES FOR PRIVATE WORK**

Some medicals and certificates provided by the doctor are not covered by the National Health Service and a BMA recommended fee will be charged for this private work. Services include:

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Private health insurance claims</li><li>• Pre-employment medicals</li><li>• Passport validation</li><li>• Holiday cancellation forms</li></ul> | <ul style="list-style-type: none"><li>• Private certificate</li><li>• Fitness to Drive</li><li>• HGV, PSV, Taxi driver medical and sports medicals</li><li>• Some travel vaccinations</li></ul> |
|--|---|

A current fee list (in line with BMA recommended rates) is available at reception.

Please note that a nominal charge will be made for any non medical letters requested by the patient.

### **FACILITIES FOR THE DISABLED**

The Medical Centre has been specially designed to make it easier for disabled patients to visit. We have car parking at the front of the Centre and a side ramp with easy access doors. We also have an intercom situated at the front door – please use this if you require help to enter the building. There is a disabled toilet on the ground floor. Portable induction loops are available in the reception area which can also be taken into your consultation, on request. If you would like to see any further improvements please let us know.

### **COMPLAINTS, SUGGESTIONS OR IMPROVEMENTS**



No service is perfect. We certainly are not. In the first instance please discuss your issue with the staff member concerned. Where the issue cannot be resolved at this stage please contact Miss Jane Emmitt for issues regarding Reception and appointments. Mrs Jean Thorne for issues relating to Delapre Medical Centre or Mrs Dana Ball if your issue related to Whitefields Surgery. They will make sure that your concerns are fully investigated and that you receive a satisfactory explanation or apology. We also welcome constructive suggestions.

There is also a Patient Participation group, comprising a representative group of patients, who meet at regular intervals to discuss various aspects of the services we provide.

If you prefer not to discuss the matter with the practice, you may address your complaint to NHS England (0300 330 5454)

## **YOUR LOCAL CCG**

The area served by Dr Hewitt & Partners is in the district covered by NHS Nene Clinical Commissioning Group (CCG). The CCG is responsible for ensuring you get all the services you need. For details of all primary care services in the area, look at their website <http://www.neneccg.nhs.uk/> or get the information you need at [www.nhs.uk](http://www.nhs.uk). The CCG also produces Your Guide to Local Health Services.

NHS Nene CCG Francis Crick House Summerhouse Road Moulton Park NORTHAMPTON NN3 6BF	Tel: 01604 651100 Fax: 01604 651101
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## **PPI FORUMS**

These groups of volunteers are independent of the NHS and are there to help feed your views and opinions on your local service into the NHS Trusts (the providers of the services). The PPI Forums are backed by law to enable them to have an effect and specifically aim to ensure that the opinions of people from all walks of life are represented. To be effective they need to hear from you. To contact your local Forum or volunteer to help in their work please email [northants@patientsforum.org](mailto:northants@patientsforum.org), contact the Forum Support Organisation on (01933) 271 300 or write to them at Patient & Public

Involvement Forum Support Organisation, Freepost NAT18100,  
Wellingborough NN8 4BR.

### **CHANGES OF NAME OR ADDRESS**

Please notify us of any changes in your personal details. This will allow us to keep our records up-to-date and to notify the Health Authority.

### **REMOVAL FROM THE PRACTICE LIST**

Patients who move outside the current practice area for longer than 30 days will be de-registered and asked to register with a practice that provides services for their new address.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

### **CONFIDENTIALITY – PATIENT DATA**

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Please note that it is the Practice's policy to record some telephone calls for the purposes of patient and staff care, security, and dispute resolution. Recordings and their use will be at the Partners' discretion and will also comply with the Practice's Data Protection registration.

#### Protection against Viruses

Data is vulnerable to loss or corruption caused by viruses. Viruses may be introduced from floppy discs, CDROM/DVDROM, other storage media and by direct links via e-mail and web browsing.

#### Precautions to be Taken

Virus protection software is installed on ALL computer equipment.

The supplier of our clinical software manage the anti virus software version control and regular updates.

### The Organisation's Responsibilities

The organisation will ensure that employees fully understand all their responsibilities with regard to confidential data. The employees will sign a written statement of the responsibilities they are undertaking towards the security of the data.

The organisation will also ensure that arrangements are in place for the confidential disposal of any paper waste generated at work or the employees' home.

The organisation will monitor and record when it is passing ownership of data to an individual (e.g. for project work or, research and development) and this will be individually and specifically authorised by the Caldicott Guardian. The individual may then need to be separately registered under the Data Protection Act 1998. The practice will otherwise fully comply with all aspects of data security as required under the Act.

The organisation will strictly apply the rules of confidentiality and in general will not release patient information to a third party without proper valid and informed consent, unless this is within the statutory exempted categories such as in the public interest, in which case the release of the information and the reasons for it will be individually and specifically documented and authorised by the responsible clinician.

### **TRAINING**

The practice is committed to active involvement in general practitioner training. The practice hosts medical students on attachment from the University Of Leicester Medical School. Occasionally therefore surgeries may be run in conjunction with a Medical Student. Patients will always be informed when a student is accompanying a doctor and can always decline to have them present.

All the staff at Delapre Medical Centre are trained professionals and the practice has a policy to continue updating staff training. Therefore, the practice will be closed from midday on the follow dates for training:

**2014**  
**9 April**

**14 May**  
**11 June**

**9 July**  
**10 September**

**8 October**  
**12 November**

**10 December**

## **7 SELF TREATMENT OF MINOR ILLNESSES**

**Many conditions get better on their own or may be treated at home without the need to consult a doctor. Your pharmacist may be able to help and advise you about the medicines you can buy over the counter.**

**BACK PAIN** - is very common and causes 13 million working days to be lost in Britain each year. It may be caused by the way you lift, bend, sit or stand. Keep moving to prevent the muscles from stiffening up. Regular pain relief tablets or ointments will help relieve the pain. Contact the practice if the pain continues for more than one week, if you get numbness in the bottom or limbs, or if you suffer back pain regularly without any obvious cause.

**BITES** - insect bites are common in summer and normally occur on exposed parts such as arms and legs. The itching can be relieved by calamine lotion or an antihistamine from the chemist. If you are bitten by an animal, wash the area and apply antiseptic. Contact the practice as you may require a tetanus injection.

**BURNS AND SCALDS** - minor burns and scalds cause redness of the skin. Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. Seek medical attention if there is severe blistering of the skin or if the skin is broken. With sunburn, remember that prevention is better than cure. Use "high factor" sun creams and avoid prolonged exposure in the sun. Sunburn can be treated with calamine lotion or pain relief tablets such as aspirin (not for children) or paracetamol.

**COLDS/FLU** - these are caused by viruses. Symptoms include fever, headache, sore throat, runny nose, cough and aches. Unfortunately, there is no magic cure and antibiotics are usually unhelpful. However, these conditions usually run their course, improvement generally occurring within a week or two. Drink plenty of fluids and take paracetamol or aspirin (not for children) if you have a temperature.

**CUTS/GRAZES** - wash well with soap and water or a mild antiseptic. If bleeding, press firmly over the cut with a clean dressing for five minutes. If the cut is deep or gaping you may require stitches.

**CYSTITIS** - passing urine frequently with stinging or burning suggests cystitis. Drink plenty of fluids to flush out the kidneys and bladder. Cranberry juice and lemon barley water may help. If you are not better after 24 hours, or you are passing blood, have a high temperature or bad pain in your lower back or side, contact the practice. Bring a fresh sample of urine in a clean container to be tested.

**DIARRHOEA/VOMITING** - this is a common condition especially in children. Most cases are due to a virus infection and symptoms normally resolve within 48 hours. Oral re-hydration solutions are available from the chemist. Drink plenty of water to keep yourself re-hydrated. If you are vomiting, start with a few sips of water every ten to fifteen minutes and build up gradually. Avoid food (especially milk products) for one day and then slowly reintroduce biscuits, dry toast etc., into your diet. Contact the practice if you have continuous abdominal pain, or if an attack comes on after travel to a foreign country. Bring your child to the surgery if he/she is unusually sleepy, refusing fluids, vomiting, not passing urine or has a temperature.

**EARACHE** - there are many causes of earache. Children are prone to ear infections, especially when they have a cold. Treat the pain and temperature with paracetamol. Contact the practice if the earache persists for more than 24 hours or if there is a discharge of pus or blood.

**EMERGENCY CONTRACEPTION** - this can be offered up to 72 hours after unprotected sexual intercourse. Contact your local family planning centre or the practice.

**HEAD LICE** - these prefer clean hair and are not a sign of poor hygiene. Daily combing for 10 days with a "nit comb" after shampooing and conditioning the hair is a good first step. Comb before washing out the conditioner. Only if necessary consider using medicated lotion which is available from the chemist.

**NOSE BLEEDS** - pinch the soft part, just below the bridge of the nose for five minutes continuously. Sit upright and breathe through your mouth - do not lie down. Apply ice in a plastic bag. If you are on blood thinning medication contact the practice.

**SORE THROATS** - most are caused by viruses and therefore antibiotics do not help. Gargling with soluble paracetamol or Aspirin will help and you should feel better after 4 or 5 days. Contact the practice if the sore throat is getting

worse, if you have a high temperature, if you are having difficulty in swallowing or it lasts more than one week.

**SPRAINS** - treat with a cold compress for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until the discomfort has subsided.

**THREADWORMS** - these worms lay their eggs around the anus at night. This causes itching. Eggs get under your fingernails when you scratch and therefore spread to other people or enter the intestines again through the mouth. The pharmacist will advise on treatment. The whole family must be treated at the same time.

**THRUSH** - many women experience this complaint. It is characterised by a white, itchy, vaginal discharge and is caused by an overgrowth of the normal yeast cells in the vagina. You can buy creams and pessaries from your pharmacy. If the symptoms persist contact the practice.

## **8 CHILDHOOD INFECTIONS**

**TEMPERATURE/FEVER** - in children a temperature can occur even in a mild infection. It is important to stop the temperature from rising too quickly. Give paracetamol syrup on a regular basis. If your child is still hot, sponge him/her down with tepid water and strip off his/her clothing.

**CHICKEN POX** - On the first day small red spots appear which develop into small blisters after a few hours. During the next few days a further crop of spots will appear and the earlier ones will turn crusty and fall off. Calamine will soothe the itching. Patients are infectious from 3 days before the rash appears and until the last spots have crusted over.

**GERMAN MEASLES** - (Rubella) - the rash appears as small pink patches over the body and limbs. The illness is usually mild. Some patients experience aching joints. The infectious period is from 2 days before the rash appears and up to 5 days after. The only risk is to unborn children and therefore contact with pregnant women should be avoided. **Immunisation can prevent this disease.**

**MEASLES** - this rash is blotchy and appears on the face and body on the fourth day of the illness. The rash is usually slightly raised but without blisters. It does not itch. The infectious period is from 3 days before the

rash appears and for up to one week after. Chest and ear infections are a common complication. **Immunisation can prevent this disease.**

**MUMPS** - this illness is usually quite mild and simple treatment is all that is required. Swelling of the salivary gland in front of one ear is often followed a couple of days later by swelling in front of the other ear. It is infectious for 3 days before the swelling starts and for one week after the swelling has subsided. **Immunisation can prevent this disease.**

## 9 YOUR HOME MEDICINE CABINET

Below is a list of useful medicines and dressings for your medicine cabinet. These items are available from any pharmacy without prescription and will help you deal with minor illnesses. Keep them in a safe place away from children.

**Soluble aspirin\* or paracetamol tablets (for adults):** Useful for headaches, colds, sore throats, a temperature and pain relief.

**Paracetamol mixture (for children):** For relief of pain and fever.

**Dioralyte:** Fluid replacement for children with vomiting and diarrhoea; most useful for children under 18 months.

**Antihistamines:** For insect bites and itchy rashes

**Calamine lotion:** Soothing to bites, rashes and sunburn

**Menthol:** For steam inhalations, dry coughs and catarrh

**Antiseptic - solution and cream:** Treating cuts and grazes

**Cotton wool** - Cleaning cuts and grazes,

**Skin Closure Strips:** For minor cuts

**Plasters:** For minor cuts

**Thermometer:** To check temperature

**Gauze Pads:** For dressing

**Also:**

**Non-allergenic Adhesive Tape**  
**Non-adherent dressings**  
**Scissors and tweezers**

**N.B.** \*Aspirin should not be taken if the patient has had any previous allergic reaction or if the patient is under 12.

## **REMEMBER THAT YOUR LOCAL CHEMIST CAN GIVE YOU ADVICE ABOUT MEDICINES**

### **10 THE PRACTICE CHARTER**

ALL MEMBERS OF THE PRIMARY CARE TEAM ARE DEDICATED TO A QUALITY POLICY TO ACHIEVE HEALTH SERVICES WHICH MEET THE PATIENT'S REQUIREMENTS.

#### **PRACTICE LEAFLET:**

All new patients will receive a copy of our practice leaflet and copies will be displayed at the reception desk.

#### **SURGERY PREMISES:**

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

#### **PATIENTS' RIGHTS TO GENERAL MEDICAL SERVICES:**

Patients have the right to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive emergency care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

#### **ACCESSING MEDICAL RECORDS:**

- The Patient Services Manager will assist any patient wishing to have access to their own medical record, subject to the relevant Acts.
- The patient's doctor will be available to explain medical terminology within the legal timescales.

#### **COMMENTS, SUGGESTIONS & COMPLAINTS:**

- The Practice Complaints Manager is responsible for handling comments, suggestions and complaints about any service provided by the practice.



- All constructive comments and suggestions will be considered by the practice
- All complaints will be recorded, and written complaints will be acknowledged within five days of receipt. We will respond to all complaints within 28 working days. Where a complaint is made about a doctor, the patient will be able to discuss this with another doctor in the practice, if preferred.

### **CHANGES TO PROCEDURES:**

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of this brochure; waiting room notice-boards or individual leaflets.

### **REPEAT PRESCRIPTIONS:**

The procedure for obtaining repeat prescriptions will be explained in our Practice Leaflet. Prescriptions will be available from the reception desk - 48 hours notice (two working days) for a repeat prescription is required.

### **REFERRALS:**

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation
- We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

### **TEST RESULTS:**

When a doctor or nurse arranges for a test to be taken the patient will be informed about how to obtain the result.

### **TRANSFER OF MEDICAL RECORDS:**

The Practice will endeavour to dispatch any medical record required by the Health Authority within seven working days and same day if the request is urgent.

### **PRIVACY AND CONFIDENTIALITY:**

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, ask to speak to the Patient Services Manager.

### **APPOINTMENTS:**

*With a Doctor:* For routine consultations we will endeavour to offer patients an appointment within **two** working days of the request. For medically urgent requests, we will offer an appointment on the same day.

*With a Practice Nurse:* For routine appointments we will offer an appointment within five working days.

### **HOME VISITS:**

The practice policy for home visits is explained on page 13.

### **OUT OF HOURS EMERGENCIES:**

We will do everything possible to ensure that our system for contacting the duty doctor is easy to follow, reliable and effective.

### **WAITING TIMES:**

- surgeries will normally start on time
- we expect patients to be seen within **twenty** minutes of their appointment time, and in the event of a delay we will offer an explanation.
- when a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment, or if preferred, to be seen by another doctor.

***With these rights come responsibilities and for the patients this means:***

- Courtesy to the staff at all times - remember they are working under doctors' orders
- Please cancel your appointment if you are unable to attend. Someone else could use it!
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- An appointment is for one person and one problem only - where another member of the family needs to be seen or discussed or you wish to discuss more than one problem, another appointment should be made

- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due
- Out-of-hours calls (e.g. evenings; nights & weekends) should only be requested if they are felt to be truly necessary.
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well