

Do you need a home visit?

Ring before 10.30am and we will assess if:

- Terminally ill
- Bedbound
- Would come to harm if moved

Can you find out more info on our website?

Our website contains useful information:

- Symptom checker
- Useful contacts
- Medical advice
- Top tips
- Download leaflets
- Online services

Where else can you go for some help?

► You can get help from these sources:

- Our website
- Citizens advice
- Patient group
- NHS 111

Do you need to see a nurse?

Our nurses deal with a range of conditions:

- Asthma
- Blood pressure
- Blocked ears and wax
- Cardiovascular reviews
- Chronic bronchitis care
- Dressings
- Family planning
- Health checks
- Ring pessaries
- Smears and swabs
- Travel advice
- Vaccinations
- Weight monitoring

Who else can you contact directly?

► Care co-ordinator

- Aids in the home
- Co-ordinating care
- Discharge review
- Liaising with social care
- Referring for help
- Signposting

► Citizens Advice Bureau

- Benefits advice
- Debt information
- Discrimination
- Employment advice
- Financial worries
- Housing
- Law and rights
- Tax
- Work issues

► Community matron

- Health education
- Home visits
- Improve quality care
- Manage long-term cases
- Physical assessments
- Reduce admissions
- Complex patients

► Counsellor

- Anger issues
- Anxiety
- Depression
- Mood problems
- OCD (obsessive-compulsive disorders)
- Panic
- Phobias
- Stress
- Trauma

► Health visitor

- Abuse concerns
- Healthy eating
- Postnatal blues
- Preschool issues
- Support at home

► Occupational therapist

- Assessing function
- Aids & equipment
- Identifying goals
- Improving daily activity
- Maintain independence
- Rehabilitation

► Physiotherapist

- Back pain
- Education
- Exercise advice
- Gait problems
- Joint problems
- Neck pain
- Poor mobility
- Posture advice
- Rehabilitation
- Shoulder pain
- Soft tissue problems
- Sports injuries

► School nurse

- Bedwetting
- Behaviour issues
- Bullying
- Developmental screening
- Drug advice
- General support
- Health education
- Immunisations
- Safeguarding
- Safe sex education
- Signposting
- Stop smoking advice

IVY GROVE SURGERY

Get the right help for your condition



*Things to consider before
you pick up the phone*

ivy.gs/help

Tel: 01773 514130

Written by Dr M. Wong © Sept 2017 v1.02

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What is this leaflet is about?

The NHS aims to empower all patients to not only self-care, but also to seek the most appropriate source of help for their condition. A GP appointment is not always the best option and may even lead to delays in treatment or a poorer standard of care. Studies show that up to 40% of consultations with the doctor are unnecessary. This may be because the doctor was not the best person to see, or the patient may have been able to self-care or even refer themselves to the right person without seeing the doctor first.

Why can't I just book an appointment with you?

Given the current crisis in General Practice, appointments are in very short supply. Our other leaflets give a full explanation, but in summary, there are issues with fewer GPs, lack of resources and rising workload. Our limited appointments should only be used for those who truly need to us. Please help us to help you by first asking yourself, you do actually need to see us or can you get the right help elsewhere?

PLEASE NOTE: In this leaflet ► means you can get in touch directly without going through the doctor first

Is your life potentially in danger?

Ring ► 999 if you have these conditions:

- Anaphylactic shock
- Severe breathinglessness
- Suspected heart attack
- Drowning incident
- Hypo (low sugar)
- Deep lacerations
- Suspected stroke
- Looking very poorly or condition significantly deteriorating
- Severe bleeding
- Severe burns
- Choking
- Uncontrollable fits
- Hypothermia
- Suspected meningitis
- Unconscious

Where is the contact information?

Given limited space, this leaflet can only ever be a guide to what help is available to patients besides seeing the doctor. If you need contact details please see the enclosed insert, or visit our help page at ivy.gs/help, get contact numbers at ivy.gs/contacts or check your symptoms at ivy.gs/symptoms.

Have you got a medical emergency?

Go straight to a major ► A+E if you have:

- Severe abdominal pain
- Breathless, can't speak
- Floppy unresponsive baby
- Lethargic drowsy child
- Drug overdose
- Sudden blindness
- Suspected fractures
- Severe head injury
- Persistent nose bleed
- Swallowed foreign body

Do you need the Minor Injuries Unit (MIU)?

These conditions are dealt with by ► MIU:

- Bites and stings
- Cuts and grazes
- Foreign bodies in skin
- Sprains and strains
- Minor wound infections
- Burns and scalds
- Eye problems
- Minor head injuries
- Road traffic accidents

Do you need to see a pharmacist?

Your ► pharmacist can give you advice on:

- Athlete's foot
- Bloating and wind
- Conjunctivitis
- Coughs and colds
- Dermatitis and eczema
- Ear wax
- Hayfever
- Headlice
- Irritable bowel
- Nasal congestion
- Runny nose
- Sinus problems
- Sore throat
- Teething troubles
- Thrush
- Verrucas
- Warts
- Minor allergies
- Cold sores
- Constipation
- Cystitis
- Diarrhoea
- Emergency contraception
- Headaches
- Indigestion
- Mouth ulcers
- Piles
- Scabies
- Sleep problems
- Styes
- Threadworms
- Urine infections
- Viral infections

Can you look after yourself?

These conditions respond to self-care:

- Coughs and colds
- Earache
- Diarrhoea
- Flu

- Hangover
- Sunburn
- Sore throat
- Minor grazes
- Viral illnesses

Do you need to see a district nurse?

► District nurses see the household for:

- Catheter problems
- End of life care
- Hospital discharge care
- Dressings
- Heparin injections
- Wound and ulcer care

Do you need social services?

Contact ► social services directly for these issues:

- Abuse concerns
- Benefits help
- Respite care
- Social issues
- Aids for the home
- Domestic violence
- Safeguarding issues
- Welfare rights

Do you need to see a dentist?

You must see a ► dentist if you have:

- Dental abscess
- Gum problems
- Toothache

Did you know you can refer yourself?

► Refer yourself without seeing doctor first:

- Alcohol abuse
- Back, neck & joint pain
- Continence issues
- Drug abuse
- Family planning
- Mobility aids
- Physio/OT
- Stop smoking advice
- Mild to moderate anxiety
- Citizens advice
- Counselling
- Mild-moderate depression
- Genito-urinary (GUM/STD)
- Podiatry (foot) care
- Social services

Do you need a telephone appointment?

These can be dealt with by telephone:

- Simple urine infections
- Discussing results
- Medication advice
- Minor illness
- Conjunctivitis
- Ongoing sick notes
- Viral illnesses
- Certain reviews

Contact Numbers

▶ means you can self-refer without a doctor's appointment

▶ A+E (Royal Derby Hospital)

A+E Department 01332 783111
Main switchboard 01332 340131

Ripley Hospital 01773 743456

(also for District Nurses/Health Visitors)

▶ Minor Injuries Unit 01773 571403

▶ Local Pharmacies

Boots the Chemist, Surgery 01773 743170
Boots the Chemist, Ripley 01773 742376
Holmfield Chemist 01773 742376
Hurst Chemist 01773 744333
Manor Pharmacy 01773 744900
Tambers Pharmacy 01773 608405

▶ District Nurse Liaison 01332 258200

▶ Local Dentists

Ripley Family Dental 01773 743263
Nottingham Road Dental 01773 742578
Amber Valley Dental 01773 540648
Not registered with one? 111

▶ Counselling Services

Let's Talk Wellbeing 0115 956 0888
Insight Healthcare 0300 555 5582
Talking Mental Health 0300 1230542
Trent Psychological Therapy 01332 265659

▶ Physio Direct/OT (NHS) 01335 230079

▶ Citizens Advice 01773 514130

▶ Social Services 01629 533190

More Contact Numbers

▶ means you can self-refer without a doctor's appointment

▶ Alcohol and Drug Addiction

Addaction 01773 744594
Alcoholics Anonymous 0845 769 7555
Derbyshire Alcohol
Advice Service 0845 308 4010
Unity Mill, Belper (Alcohol
and substance misuse) 01773 829966
Derbyshire Community
Alcohol Team 01332 547900

▶ Derby Mobility Services 01773 513235

▶ Derbyshire Carers Association

Direct contact 01773 743355
Surgery appointment 01773 514130

▶ Family Planning Clinics

Alfreton 0800 328 3383
Heanor 0800 328 3383
Ilkeston 0800 328 3383

▶ Genito-Urinary Medicine

(Sexual Health,
William Donald clinic) 01332 254681

▶ NHS111 (advice) 111

▶ Physio (Amber Valley Physio clinic, private) 01773 514147

▶ Podiatry (Ripley Hospital) 01773 743456

▶ Stop Smoking Service 0800 085 2299

▶ Walk-in centres

Osmaston Road, Derby 01332 224700
St Thomas Road, Derby 01332 275610

More Contact Numbers

▶ means you can self-refer without a doctor's appointment

▶ Benefit Advice Line

(for people with disabilities
and their carers) 0800 882200

▶ ChildLine 0800 1111

▶ Cruse Bereavement Care 0844 477 9400

▶ Derby Rape Crisis 01332 372545

▶ Domestic Abuse Helpline 08000 198 668

▶ Focusline (Rethink) (for people with mental illness and their carers) 0800 027 2127

▶ Parent Line 0808 800 2222

▶ PALS (Patient Advice & Liaison Service) 0800 783 7279

▶ Police (non-urgent) 101

▶ Relate (marital guidance) 01332 345678

▶ Safe Speak (counselling for 9 to 19 year olds) 0800 0935264

▶ Samaritans 01332 364444

Remember, you can find more help and contacts here:

Ivy Grove Surgery website ivy.gs
Our telephone number 01773 514130
Help page ivy.gs/help
Contact numbers ivy.gs/contacts
Symptom checker ivy.gs/symptoms