

ISSUE

15.3

SEPTEMBER  
2017

THE FREE  
NEWSLETTER  
FOR OUR  
PATIENTS



# Ivy Grove News

*always aiming to provide high quality and friendly family health care*

## This Issue

We continue our aim to keep you informed of the services at Ivy Grove and to give you important insights into General Practice.

## Uncomfortable Truths

It appears we've been in a spot of bother for trying to tell the truth about General Practice. Our information videos went viral on social media, and were featured on the local TV and radio news recently. Find out more about them.

## Outstanding Care

Dr Justine Horton recounts receiving her award for outstanding care.

## Make the Most of your GP Part 14

Our series of articles on making the most of your GP continues.

## Flu Jab Season

Don't forget – it's flu jab time again, so please check our article for the latest information.

## News Snippets

We continue our series providing bite sized snippets of easily digestible news about General Practice.

## Your Feedback

Your feedback is very important to us – feel free to write to us with your comments or questions. Our address is shown on the back page of this newsletter.



VISIT US ONLINE AT [IVY.GS](http://IVY.GS)

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## Some Uncomfortable Truths about General Practice

**You may have seen recent footage about Ivy Grove regarding the videos we have on our website. You may even have been one of over half a million viewers of our videos on social media, comprising extremely supportive patients and practices from all over the country. If you haven't seen the videos yet, please head over to our website at [ivy.gs](http://ivy.gs). Our videos do speak for themselves; however we feel we must respond to some of the rather more ill-informed comments made.**

Just to clarify, our videos are not endorsed by or connected to the CCG or any official NHS or government organisation. Even though we are your GPs, we are entitled to relay an honest account of what is happening in the NHS, because we are all patients at the end of the day. We do feel we need to let people know what is happening behind the scenes of general practice, even though telling the truth is sometimes uncomfortable and potentially embarrassing.

Ivy Grove Surgery has always aimed to provide high quality and friendly family health care with its hardworking and dedicated team of doctors, nurses, reception and admin staff - accordingly we feel we have a duty to inform patients if we consider there is anything that could put this at risk. The videos were therefore borne out of this need to make our patients aware about the perilous state of General Practice all around the country.

The facts and figures within our videos are not simply 'our own opinion'. Although some may claim such information to be 'misleading' or 'inaccurate', all data is in fact derived from verifiable sources which are freely available in

the public domain to anyone wishing to do their own research.

The issues mentioned are faced not only by Ivy Grove Surgery, the Ripley locality or indeed wider Derbyshire but also by thousands of GP surgeries all over the country, on very much a daily basis – see leaflet attached to this newsletter to view the national UK picture.

**IF OUR VIDEOS CAN HELP TO  
OPEN UP AN HONEST DEBATE  
ABOUT GENERAL PRACTICE  
THEN THIS WOULD SURELY BE  
WELCOME**

The focus of the videos (which appears to have been lost in the furore) is not only to explain the situation to our patients, but also to offer some real and practical solutions to them in terms of self-help, symptom-checking and self-referral, all of which are in line with current NHS philosophy and future plans to empower patients to self-care.

We would like to reassure our patients that we remain a strong and viable practice, however, we are well aware there are a significant number of practices nationwide that are in a precarious state. If General Practice collapses, then with absolute certainty, the rest of the NHS will quickly follow. Ultimately, if these videos can help to open up an honest and much-needed debate about General Practice and the politics behind it all, then this would surely be welcome.

If you wish to view or share our videos or just want to see what all the fuss is about, please head over to [ivy.gs/movie1](http://ivy.gs/movie1) and [ivy.gs/movie2](http://ivy.gs/movie2).





## Make the Most of Your GP part 14

### Don't poke cotton buds in your ear!

Yes, we know cotton buds are almost too perfectly shaped to be inserted into the ear, however, as they say, you should never put anything smaller than your elbow into your ear! The skin within the ear is very sensitive and fragile, and can be easily damaged by literally anything that it gets into contact with, including water, shampoo and cotton buds. We would always advise that you seek the help of a pharmacist in the first instance if you think you have problems with ear wax.

### Make sure we have an up-to-date contact number

As mentioned later in this newsletter, we have a new text messaging service. If you want to take part in this service, please let us have your correct mobile number. In the future, we may be able to send messages to landline phones.

### Urgent Medication Issues

Like many other surgeries, repeat prescriptions need two working days for us to process. This gives us time to perform checks and maintain safety. We are getting increasing numbers of requests for repeat medication to be issued urgently due to a lack of simple forward planning from patients. Such requests delay other patients' prescriptions and increase the risk of mistakes. We will now only issue urgent medications if they are on a list of medications that are considered essential to continue without a break.



## Award for Best Care by a GP

**Dr Justine Horton**  
recounts receiving her award

**I was most surprised to receive a phone call from an organisation called NASS (National Ankylosing Spondylitis Society) last September inviting me to attend an awards ceremony in early November at the Palace of Westminster. One of my patients had kindly nominated me for this.**

The day itself came around very quickly and my guest (my 16 year old son, Wilf) and I boarded the train at our village station and headed off to London where we soon found ourselves at Parliament. It felt a little like going through airport security with X ray machines and lots of uniforms and CCTV but soon we found ourselves within the beautiful building with access to The Houses of Lords and Commons which we visited and had the opportunity to witness some debates about community pharmacies and social care reforms which was fascinating and very relevant. We even saw Jeremy Hunt!

At 4pm we headed out to the terrace where we enjoyed afternoon tea on the banks of the Thames, watching the London Eye gently revolving in the evening sky. We met other clinicians, researchers and the patients. I felt like a minor celebrity with people introducing me to MPs, scientists and other doctors and physiotherapists.

When I was presented with my award, a plaque with my name and the title, "Best care by a GP", a short extract of the nomination from the patient was read out and I had to fight back tears. It was so touching to feel that somebody had

taken the time to write about the care they had received from me and to learn that they felt I'd made a difference to their life.



*"Dr Justine Horton is an amazing lady who will go above and beyond to help and support me in anyway, this lady in my opinion certainly 'changes my life', not on a one off basis but on a daily, weekly, monthly and yearly basis.*

*No matter what I go to my doctor regarding (normally due to the medication or AS) she is eager to listen with compassion and understanding, she goes above and beyond and I believe truly cares about her patients. No problem is too small, no visit is too long, no conversation is too silly she makes me feel comfortable, safe and trusting. She does everything in her power to help, to investigate on ways to help and to follow up not just 'treat you and leave you to it'*

*I just wish that everyone was lucky enough to have a 'Dr Horton' in their surgery to 'change their life'. In times of hardship with the NHS this doctor is fully committed to her patients and I cannot praise her enough".*

I have wanted to be a GP since I was 11 years old and consider myself very fortunate to have had the opportunity to realise my dream. Family medicine is

fascinating and rewarding. I thoroughly enjoy the continuity of care it brings and the privileged position of being able to care for patients and their families throughout their lives. I worked as a locum for a year after my 3 year GP training to ensure I chose the right practice for me. I quickly realised that my heart lay in Ripley and I pride myself on striving to offer good safe clinical care with commitment and empathy and try to treat my patients with the same care as I would want for my own family.

General practice has changed considerably since I qualified and every day brings its stresses and pressures but I strive to make a difference. I had actually considered giving up on general practice the very week I received my award as I had received my first complaint and was feeling utterly demoralised. This award helped me see things in some better perspective and I resolved to keep doing my best in a career that I love.

I have been overwhelmed by the words (and tweets) of my colleagues and patients regarding this award. I don't do my job in order to receive thanks and appreciation, but it was so very timely and I felt so moved that a patient felt they wanted to nominate me.

Whatever the future of General practice may bring, I would like my patients to know that I remain committed to giving the very best care that I can.

And it must be said that, here at Ivy Grove Surgery, we have a fabulous team of committed staff and this award would not have been possible without all of their efforts which deserve recognition too. So, in the current climate of under-funding and dissatisfaction, please remember, team. We can and do make a difference. So let's keep it up!





## NEWS SNIPPETS

### Recruitment scheme woes

July 2017: Following promises to create an extra 5000 additional doctors working in general practice by 2020, a 'major new international recruitment campaign' to attract as many as 500 extra GPs from overseas was established. NHS England reports that the scheme has so far recruited only 38 doctors - 28 GPs to Lincolnshire and 10 GPs to Essex.

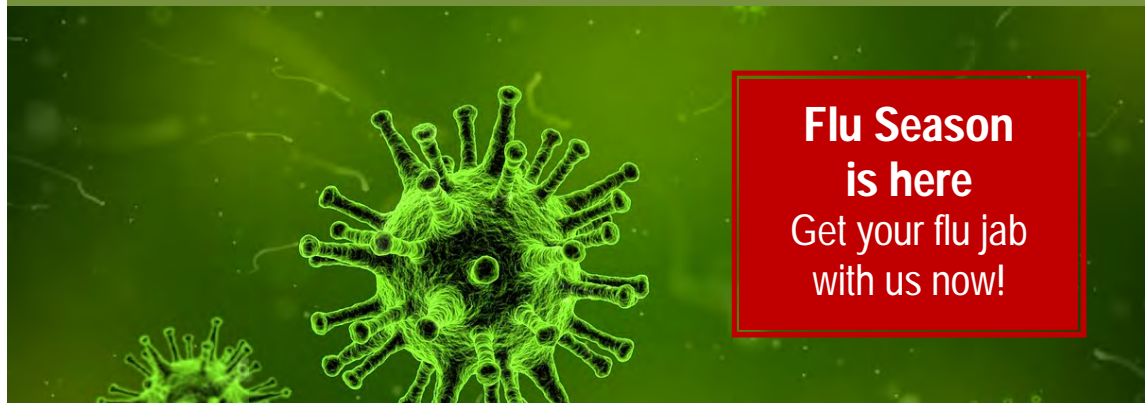
### 400 GPs quitting every month

Official figures show that GPs are leaving the NHS at a rate of about 1 every two hours. Although more GPs joined than left, the total figure is less than what it was 3 years ago, meaning the government's promise of 5,000 new GPs is even more unlikely to be realised. Rising workload and falling income are to blame. In a bid to find more GPs, £100m of NHS money will be paid to recruitment agencies to find GPs from overseas.

### Help your GP surgery by first helping yourself

The above represents some frankly bewildering solutions to the problem when obviously GP surgeries everywhere are suffering due to years of chronic underfunding, escalating workloads and endless admin, compounded by over-regulation and unrealistic political promises.

Since the obvious solution does not seem to be coming, we do need your help and support. Before you pick up the phone, please visit our website help page ([ivy.gs/help](http://ivy.gs/help)), our symptom checker ([ivy.gs/symptoms](http://ivy.gs/symptoms)) or read our leaflet on getting the right help for your condition (attached to this newsletter). By doing so, you are helping us to keep our appointments available for those who do really need to see us.



**Flu Season  
is here**  
Get your flu jab  
with us now!

**Well, flu season is now officially here!** We are inviting our eligible patients to have their flu jab at the surgery. Eligible patients will receive either a text to their mobile, a phone message or a letter. Every patient who has a repeat prescription will also receive a reminder message on the right hand side of their prescription.

The following patients are eligible for a flu jab here at the surgery:

- Those with long-term heart, lung, kidney, liver and nervous system disease
- Diabetics
- Those with poor immunity
- Over 65s
- Pregnant women
- Grossly obese patients
- Preschoolers aged 2 and 3

If you are in one of the above eligible groups, please simply turn up at the flu clinic on Saturday, September 30th,

between 8.30am and 12.00pm and your doctor or nurse will happily give you a flu jab. We will check your eligibility for a flu jab when you arrive.

**FLU CLINIC IS ON  
SATURDAY  
SEPTEMBER 30TH  
BETWEEN  
8.30AM AND 12.00PM**

As with previous years, we would strongly encourage any eligible patient to have a seasonal flu jab as they will be at risk of developing serious complications from catching flu, such as pneumonia.

Most people are absolutely fine after a flu jab, but you can sometimes get a sore arm, mild fever or chills. These symptoms usually settle after a few days. The injection does not contain any live virus and therefore, contrary to popular

belief, cannot give you flu! More information will be available on our website at [ivy.gs/flu](http://ivy.gs/flu).

We would encourage all our eligible patients to have their flu jab with us this year. You may think that by going elsewhere you are helping to ease the pressure on our services. In fact, the surgery is more than capable of organising an efficient and effective flu campaign, covering literally thousands of patients all in one go.

Last year, hundreds of our patients had their flu jab elsewhere, at local chemists and supermarkets, meaning reduced funding available for your local surgery. This puts the GP surgery at risk. At a time when GP services are already struggling, we appreciate your support in continuing to have your flu jab with us. Thank you.

## £580,000 spent on Management Consultants to draw up NHS plans



**Patients may not know that plans, called Sustainability and Transformation Plans (or STPs) for short, have been drawn up by health bodies all over the**

country. The actual (and expressed) purpose of these plans is to help make £22 billion of 'efficiency savings' by 2020/21.

Patients may also not realise that throughout England, teams of management consultants have been paid £21 million to draw up these plans, and that £8.5 million has been spent on new jobs created within these STPs.

It may further surprise Derbyshire patients to

know that the area came 6th in a league table of areas spending the most on STPs, handing out an incredible £579,700 to management consultants.

At a time when General Practice and other areas of the health service are suffering from years of chronic underfunding and struggling to maintain services for patients, it seems incredible that such a vast amount of money is being spent in this way.

At a time when the aims of STPs are to increase community-based care, it is sad to report that such plans are being designed by teams of management consultants from international firms, and not by the very people on the ground who will be involved in and be providing such care.

Want to know more about STPs? Let us know.



## WE ♥ TXT MESSGNG SRVCE

We have invested in a new text messaging service, which will now enable us to quickly send messages to any of our patients with a mobile phone number on their systems. In subsequent months, our staff will validate your number so that we know your number is accurate.

We can provide reminders about your appointment, ask you book with us following a test result, remind you about flu jabs if eligible or warn you if your appointment has had to be cancelled at short notice.

If you wish to take part in this service, please let us have your mobile number - we hope you will find the service useful.

## A Blast from the Past – a look at previous newsletters

We look at some old issues.



Reflection is the latest in-thing, and since Ivy Grove News will 15 years old next year, let's take a look at old issues from the archives.

First off, we have Spring 2002, where we had an article on the perennial subject of antibiotic prescribing, and overuse leading to increasing bacterial resistance. In the same issue there was a description on how to use our triage system for appointments.

In 2008, we toyed briefly with folded A3 newsletters, which, whilst looking rather neat, were otherwise a bit cumbersome, so we moved back to double sided A4 printouts. In the April edition that year, we informed patients about our Wednesday afternoon closing and why it was important for staff training and doctor's continuing professional education. Unfortunately, we lost that valuable time due to contract changes.

In the September 2009 issue, Dr Jones appeared on the front page, set to retire after an amazing 37 years of service to the NHS, whilst on the December 2010 issue, we were very sorry to publish a tribute to our other senior partner, Dr Aspinall, who had sadly passed away in September of that year.

We'll have a look at more back issues next time, but in the meantime, please remember the newsletter is yours, please let us know if there's anything you'd like to see in it, and feel free to contribute towards it by sending us any articles that might interest others.

Should you have any comments, complaints or compliments about the service you have received from the practice please ask to speak to our practice manager, Mrs. Charmagne Stephenson or write to us at the address below.

Contributions and letters to the newsletter are very welcome. Please address correspondence to the address below.

Written by Dr M. Wong unless otherwise stated

[ivy.gs/contact](http://ivy.gs/contact)



**ivy grove  
surgery**

Ivy Grove Surgery  
Steeple Drive  
Ripley  
Derbyshire  
DE5 3TH  
01773 514130

[ivygrove.org.uk](http://ivygrove.org.uk)  
[ivy.gs/contact](http://ivy.gs/contact)

## Ivy Grove News

This newsletter is also available online at [ivy.gs/ign](http://ivy.gs/ign)

### HOSPITAL APPOINTMENTS

Appointment times in hospitals are lengthening as with everywhere else in the NHS. We are often approached by patients who have rung the hospital, and been told to 'ring the GP and ask for a letter' to expedite their appointment. This is in fact incorrect advice.

The hospital should, according to its contract, liaise directly with a patient about their appointment. As GPs, we have no influence upon hospital schedules, especially when the hospital already has all relevant clinical information to guide when an appointment should be. Therefore we cannot write any letters unless there has been a significant deterioration in clinical symptoms that would merit an earlier appointment.

### Smoking – the Stick

Some facts on how smoking harms the body

**Heart Lungs and Circulation:** Smoking doubles the risk of a heart attack. It causes 4 out of 5 deaths from lung cancer and chronic bronchitis. It increases your blood pressure and your heart rate. **Brain:** Smoking increases the risk of you having a stroke by at least 50%. **Bones:** Smoking can cause the bones to become brittle and weak, and in women increases the risk of osteoporosis, thinning of the bones. **Fertility:** In men, smoking can cause impotence. In women, it makes it harder for you to conceive. **Cancer:** We know about lung cancer, but did you know smoking also increases the risk of cancers of the lips, tongue, throat, voice box, gullet and stomach? **Ulcers and indigestion:** Smoking increases the risk of stomach ulcers and getting indigestion. **Skin:** Smoking ages your skin by at least 10 years and even up to 20 years.



### Quitting – the Carrot

Some facts on how stopping smoking gives you instant benefits

**8 hours after quitting:** Nicotine and carbon monoxide levels in the blood reduce by more than half. **48 hours:** Your lungs start to clear our smoking debris (like tar and mucus). **72 hours:** Breathing starts to become easier. **2-12 weeks:** Circulation starts to improve. **3-9 months:** Coughing and wheezing is reduced. **1 year:** The risk of heart disease reduces by about a half. **10 years:** The risk of lung cancer falls to half that of a smoker. **15 years:** The risk of a heart attack falls to the same level as that of someone who has never smoked.



### It really is never too late to quit

Take the step now to make things better for you and your family

If you're interested in stopping smoking, refer yourself to the Live Life Better Derbyshire service, at [livelifebetterderbyshire.org.uk/stop-smoking](http://livelifebetterderbyshire.org.uk/stop-smoking) or ring them up on Freephone 0800 0852299 or 01246 515550 (local rate).

### MEDICATION

Please remember to hand in your repeat prescriptions well in time. Patients are welcome to use our online service, details available at [ivy.gs/rx](http://ivy.gs/rx).

### GET HELP

If you need medical help, go to our website help landing page at [ivy.gs/help](http://ivy.gs/help).

### MAILING LIST

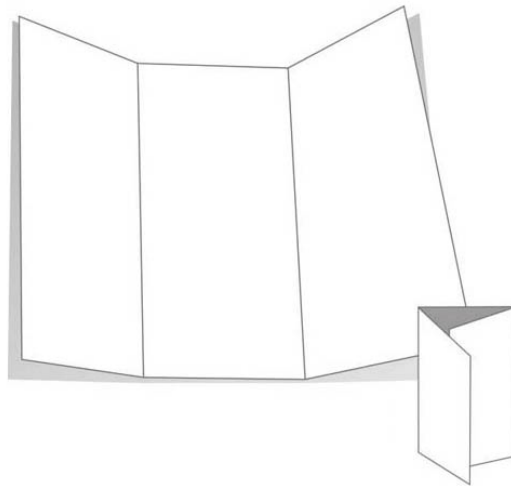
If you want to join our mailing list and get this newsletter sent out to you electronically in PDF format whenever it is published, please visit our newsletter page [ivy.gs/ign](http://ivy.gs/ign).

We would love to hear your comments about our newsletter and also any articles you could contribute, so feel free to write at any time. Our address is above.

# DO NOT THROW YOUR NEWSLETTER AWAY !

## IMPORTANT INFO LEAFLETS ARE INSIDE !

▶ Please detach this sheet and the sheets that follow and fold as shown below to make your own tri-fold information leaflets



▶ You will end up with three leaflets which you can keep for future reference and for advice and information:

- ① **Get the right help for your condition**
- ② **The Picture of UK General Practice**
- ③ **How can I tell if my child is poorly**

▶ Don't throw away this sheet! The back of it is part of the first leaflet and contains the contact information for services you can refer yourself to, all without seeing a doctor first

▶ You can search for, and download more useful information leaflets from our website at [ivy.gs/dl](http://ivy.gs/dl)

Contact Numbers

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

A+E (Royal Derby Hospital)

A+E Department 01 332 783111  
Main switchboard 01 332 340131

Ripley Hospital

01 773 743456  
(also for District Nurses/Health Visitors)

Minor Injuries Unit

01 773 571403

Local Pharmacies

Boots the Chemist, Surgery 01 773 743170  
Boots the Chemist, Ripley 01 773 742376  
Holmfild Chemist 01 773 742376  
Hurst Chemist 01 773 744333  
Manor Pharmacy 01 773 744900  
Tambers Pharmacy 01 773 608405

District Nurse Liaison

01 332 258200

Local Dentists

Ripley Family Dental 01 773 743263  
Nottingham Road Dental 01 773 742578  
Amber Valley Dental 01 773 540648  
Not registered with one? 111

Counselling Services

Let's Talk Wellbeing 01 15 956 0888  
Insight Healthcare 0300 555 5582  
Talking Mental Health 0300 1230542  
Trent Psychological Therapy 01 332 265659

Physio Direct/OT (NHS)

01 335 230079

Citizens Advice

01 773 514130

Social Services

01 629 533190

More Contact Numbers

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

Alcohol and Drug Addiction

Addaction 01 773 744594  
Alcoholics Anonymous 0845 769 7555  
Derbyshire Alcohol Advice Service 0845 308 4010  
Unity Mill, Belper (Alcohol and substance misuse) 01 773 829966  
Derbyshire Community Alcohol Team 01 332 547900

Derby Mobility Services

01 773 513235

Derbyshire Carers Association

Direct contact 01 773 743355  
Surgery appointment 01 773 514130

Family Planning Clinics

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

Genito-Urinary Medicine

(Sexual Health, William Donald clinic) 01 332 254681

NHS111 (advice)

111

Physio (Amber Valley)

Physio clinic, private) 01 773 514147

Podiatry (Ripley Hospital)

01 773 743456

Stop Smoking Service

0800 085 2299

Walk-in centres

Osmaston Road, Derby 01 332 224700  
St Thomas Road, Derby 01 332 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

01 332 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)

01 332 345678

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

Samaritans

01 332 364444

Remember, you can find more help and contacts here:

Ivy Grove Surgery website ivy.gs  
Our telephone number 01 773 514130  
Help page ivy.gs/help  
Contact numbers ivy.gs/contacts  
Symptom checker ivy.gs/symptoms



### 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
- Health checks
- Family planning
- 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

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

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# 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**

## 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 25-40% of consultations with the doctor are unnecessary. This may be because the doctor was not the best person to consult, or the patient may have been able to self-care or refer themselves to the right person without seeing the doctor.

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

Given the current crisis in General Practice, appointments are in very short supply. Please see other leaflets for a full explanation, but in short, there are issues with fewer GPs, lack of resources and rising workload. Our limited appointments should be used for those who truly need to see a doctor. We therefore ask you to help us to help you by first asking yourself, you do actually need to see us? (In this leaflet ► means you can contact these directly without needing to see a doctor first)

## Is your life potentially in danger?

### Ring ► 999 if you have these conditions:

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

## 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](http://ivy.gs/help), get contact numbers at [ivy.gs/contacts](http://ivy.gs/contacts) or check your symptoms at [ivy.gs/symptoms](http://ivy.gs/symptoms).

## Have you got a medical emergency?

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

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

## Do you need the Minor Injuries Unit (MIU)?

### These conditions are dealt with by ► MIU:

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

## Do you need to see a pharmacist?

### Your ► pharmacist can give you advice on:

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

## Can you look after yourself?

### These conditions respond to self-care:

- Coughs and colds
- Diarrhoea
- Earache
- Flu

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

## Do you need to see a district nurse?

### ► District nurses see the household for:

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

## Do you need social services?

### Contact ► social services directly for these issues:

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

## Do you need to see a dentist?

### You must see a ► dentist if you have:

- Dental abscess
- Toothache
- Gum problems

## Did you know you can refer yourself?

### ► Refer yourself without seeing doctor first:

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

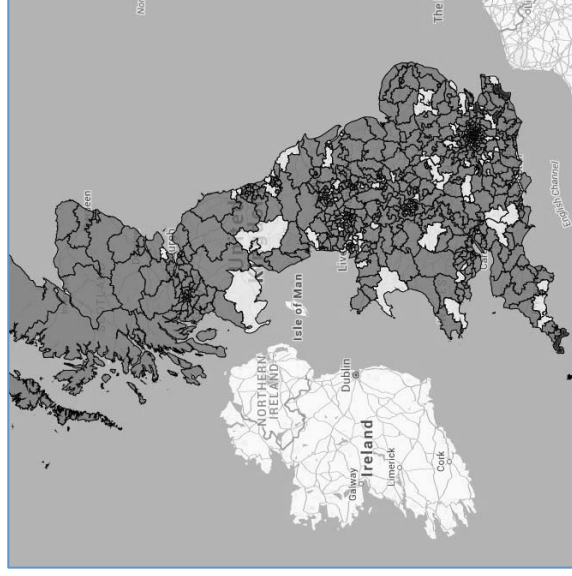
## Do you need a telephone appointment?

### These can be dealt with by telephone:

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

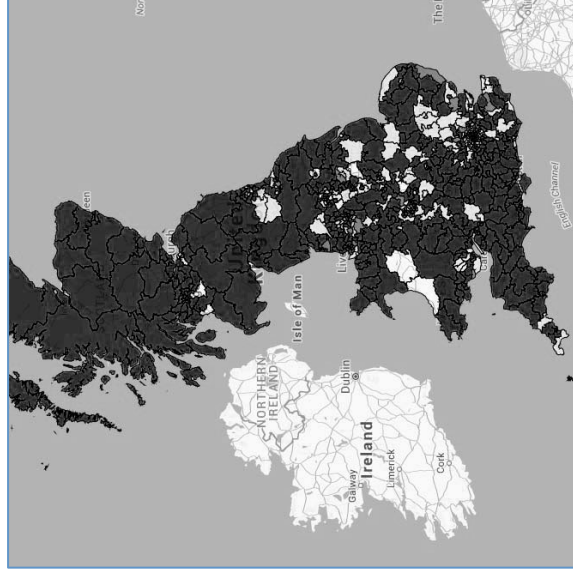


## 5. Number of Long-Term Vacancies



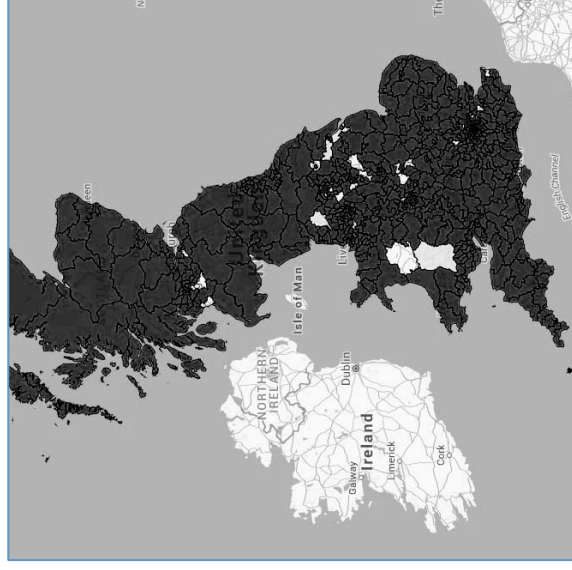
Darker colours indicate high long-term vacancy rate

## 6. Locum Cover Difficulty



Darker colours indicate frequent locum cover problems

## 7. Level of Demand



Darker colours indicate more demand

## What's the picture in Amber Valley?

Whilst individual experience may be different, the average responses for practices in Amber Valley were:

1. Current Workload – “Often unmanageable”
2. Quality of Service – “No change”
3. Financial Viability – “Weak”
4. GPs Leaving – “Retire”
5. Number of Long-Term Vacancies – “Medium”
6. Locum Cover Difficulty – “Frequently”
7. Level of Demand – “More”

## Find out more yourself and get the right help

Information in this leaflet was compiled from BMA's *Urgent Prescription for General Practice* campaign. Visit BMA's site at [bma.org.uk](http://bma.org.uk) and see the picture for yourself at [heatmaps.bma.org.uk](http://heatmaps.bma.org.uk). To get the right help for your condition, visit our single landing page at: [ivy.gs/help](http://ivy.gs/help).

Written by Dr M. Wong - March 2017 v1.02 B+W

# IVY GROVE SURGERY

The Picture of UK  
General Practice



*An information leaflet  
for our patients (#2 of 2)*

**heatmaps.bma.org.uk**  
**ivy.gs/help**

**Tel: 01773 514130**

## No, it's definitely not just us!

Given our explanations of issues with General Practice, you may think we're just overstating things and it's just us having problems. You may even think we're lying!

### National Crisis in General Practice Confirmed

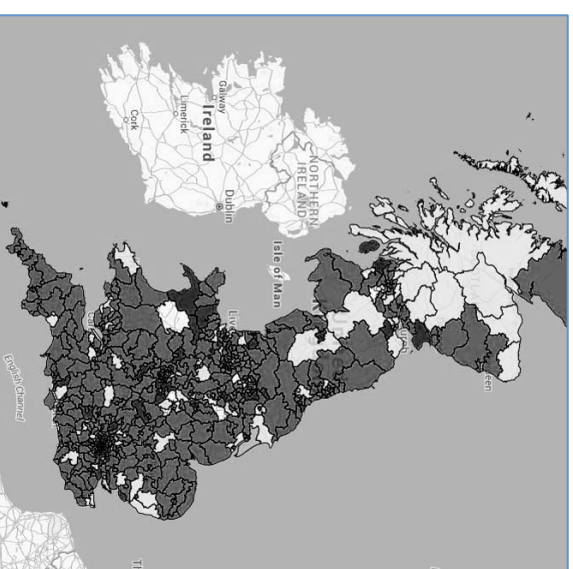
In one of the biggest surveys of General Practice, in December 2015, the BMA asked GP Practices all over the country some topical questions on their services. Over 3,000 practices responded. It's safe to say that the results are representative of what is happening in General Practice at the moment and the findings mirror the results of other surveys that have been carried out.

### Practices were asked on Key Issues...

1. How would you describe the current workload within your practice?
2. How has the quality of service that your practice is able to deliver to patients changed over the last 12 months?
3. How would you describe the financial viability of your practice over the next 12 months?
4. Do any GPs in your practice have firm plans to retire or leave General Practice within the next 12 months?
5. How many long term vacancies does your practice currently have, that you have not been able to fill for 3 or more months?
6. Over the last 12 months, how often has your practice had difficulty finding locum cover?
7. How has the demand for appointments changed over the last 12 months?

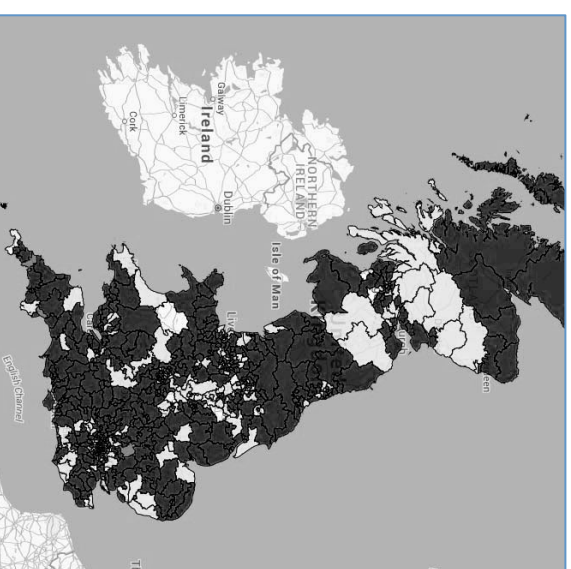
With permission, we reproduce the results of the survey here, with blue indicating a more positive response and red a negative one, along with what those colours actually mean for each image. The results are striking.

### 1. Current Workload



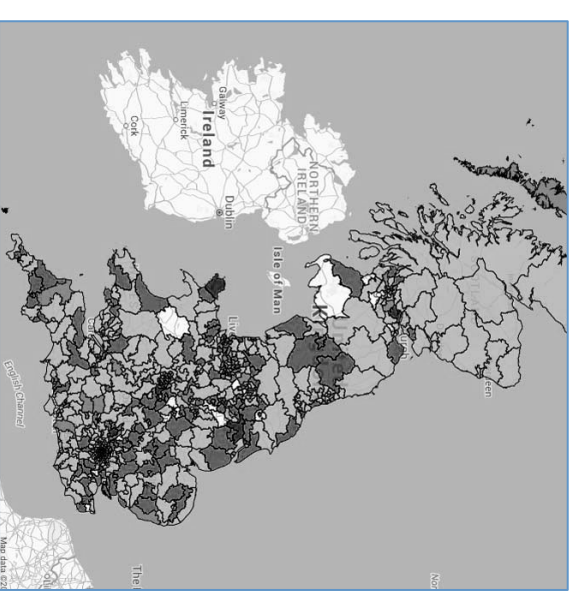
Darker colours indicate unmanageable workload

### 2. Quality of Service



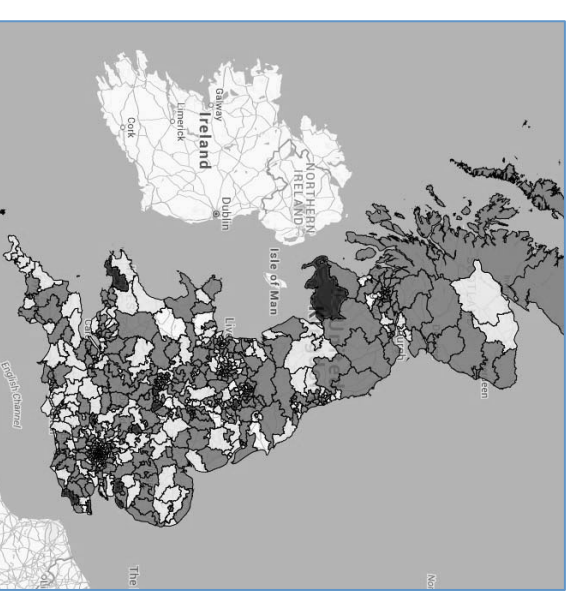
Darker colours indicate quality of service deteriorated

### 3. Financial Viability



Darker colours indicate financially unsustainable areas

### 4. GPs Leaving



Darker colours indicate more GPs leaving UK practice

## What is this leaflet about?

Telling if your child is seriously ill can be really tricky, even for a doctor. As GPs we see large numbers of children every single day and luckily very serious illness in children is not that common, but as parents, we all naturally worry about our children if they are not their usual selves. This leaflet is to help you recognise if a child is poorly and what to do. Hopefully this will reduce undue worry when dealing with children, and also help parents to act quickly if there are signs of serious illness.

## What conditions do children get?

Commonly, children suffer with the following conditions: chest related (e.g., coughs and colds, croup, bronchiolitis, chest infections, asthma), other infections (e.g., sore throats, earache, diarrhoea and vomiting, urine infections, conjunctivitis, threadworms, headlice), rashes (e.g., chickenpox, hand foot and mouth, fungal infections, allergies, eczema), constipation and hayfever. Many of these conditions get better by themselves, but sometimes they can worsen and cause more serious illness.

More serious conditions include pneumonia, meningitis and new onset diabetes. Not all of these conditions present with clear cut symptoms that tell you or the doctor what the diagnosis is. This leaflet therefore covers more general symptoms that you should look out for so that you can recognise when a condition may be becoming more serious and how urgently you need to seek help.

## How do I self-care at home?

It is useful for parents to have remedies at home to manage common childhood illnesses. Useful items include liquid paracetamol and ibuprofen, for reducing pain or temperature, antihistamine (e.g., piriton) for allergies and hives, antiseptic cream to help prevent minor scrapes becoming infected, and a simple first aid kit with some plasters, basic dressings, scissors and tweezers.

Drinking plenty, steam inhalation for coughs and colds (use the shower in the bathroom, steam up kitchen with lid off kettle), ensuring room temperatures are not too hot or too cold, maintaining good hygiene and not smoking around children are all helpful in many childhood illnesses.

## What is the tumbler or glass test?

You will see in the chart that the tumbler test is mentioned. This is where a rash does not fade when a clear glass is pressed firmly against the skin. It may be a sign of meningitis. If you suspect it, ring 999.

## How do I get more advice or help?

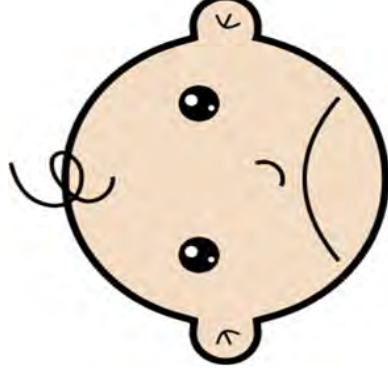
When should I worry? booklet: [bit.ly/1K0A5mk](http://bit.ly/1K0A5mk)  
How to tell if a child is seriously ill: [bit.ly/1NSfsn8](http://bit.ly/1NSfsn8)  
Symptom checker: [ivy.gs/symptoms](http://ivy.gs/symptoms)  
Help for your condition: [ivy.gs/help](http://ivy.gs/help)  
Medical advice: [ivy.gs/advice](http://ivy.gs/advice)  
Ivy Grove: 01773 514130 or 111 if out of hours  
For further advice ring NHS111: 111

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# IVY GROVE SURGERY

## How can I tell if my child is poorly?



An advice leaflet for  
parents and carers

**Tel: 01773 514130**



PROBABLY WELL	MAY BE UNWELL	LIKELY UNWELL	LIKELY SERIOUSLY ILL
Your child looks a bit under the weather but overall seems all right	Your child looks unwell and you are starting to get concerned	Your instincts tell you your child is very poorly	You are extremely worried, or may have called health services several times already
May be less active, but still playing at times, or improves with paracetamol	Not playing at all	Marked slowdown in activity	Flat, unresponsive, floppy infant or baby
Still smiling, laughing, talkative, remains responsive to social cues	Clingy, crying more, less alert	No interest in anything at all, unresponsive to all social cues	Very listless, lethargic or drowsy child or becoming more agitated
No temperature or mild temperature (less than 38°C)	Temperature persistently more than 38°C, or doesn't drop with paracetamol	Temperature more than 40°C	High temperature (warm body) but cold or discoloured hands or feet
Eating and drinking pretty much as normal or slightly reduced appetite	Eating and drinking less than normal	Drinking less than half usual amount or no drinks for more than 8 hours	Having a seizure or fit for the very first time, even if fully recovers
Passing urine normally or wet nappies as usual	Not passing water as much or having fewer wet nappies	Not passed water or no wet nappies for 12 hours	Cannot swallow anything at all or is drooling excessively
No rashes and normal skin colour	Pinkish rash that blanches (disappears with tumbler test)	Colour change, going blue, pale, mottled or ashen	Blotchy, mottled, purple-red rash that does not go with tumbler test
No problems breathing	Cough for more than 3 weeks or family history of asthma	Breathless – fast breathing, panting, very wheezy, grunting or gasping	Really struggling to breathe (skin sucking in under ribcage or neck)
If you think your child has a simple cold or viral infection	Persistent temperature, but no other signs of possible infection	Repeated vomiting with or without bile-stained (green) vomit	Unconscious (won't wake up) and/or not breathing
Responds well to temperature control, fluids and general care	Losing weight and doesn't regain it within 2-4 weeks	Severe abdominal pain	If you think your child has meningitis
Maintains a steady improvement throughout condition/illness	Condition getting worse as time goes on, or seems to be lasting long time	Accidental poisoning with medication, chemicals, button batteries or plants	Uncontrollable shivering or shaking with high temperature
Does not appear to be in any distress	Appears to have ongoing pain, discomfort, or continued distress	High-pitched, weak or continual crying	Delirious, confused, vacant or disorientated child
<div> <div>↓</div> <div>Try self-care or ring for advice if concerned</div> </div> <div> <div>↓</div> <div>Ring GP same day for advice and/or appointment</div> </div> <div> <div>↓</div> <div>Take child to Children's A+E at Royal Derby Hospital now</div> </div> <div> <div>↓</div> <div>Ring 999 immediately</div> </div>			

Remember, if your child is very young (e.g., a baby under 3 months old or premature), or has other medical problems, or is appearing absolutely exhausted, or you are not coping very well or you are unsure about any of the symptoms above, please do ring us or NHS111 for advice, stating your concerns