



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.

Minor Illness Clinics

We tell you about our new Minor Illness Clinics which we are piloting on Wednesdays and Fridays.

Make the Most of your GP

Part 16 of our series of articles on making the most of GP services.

The Job of a GP

Because we keep telling you to see the right person, you might be thinking, so what is our actual job? Here we give you some context.

Minor Surgery

Dr Francis gives some information about our minor ops service for simple skin lesions that are causing a problem.

Waiting Room Videos

We are getting some good feedback on our waiting room videos. Have a look next time you're in.

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

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Minor ops / Recruitment Woes **P.3**

Self-care / Waiting Room Videos **P.4**

Piloting Minor Illness Clinics – please bear with us

Demand on our services is increasing whilst the funding we are given to provide your care, and the numbers of front line NHS staff are reducing.

Therefore we are trying some novel ways of working in order to meet demand as best as possible, within the constraints that we have. We know this will not fix the bigger picture, but it might help you to see us a bit more easily when you need to. We are therefore running a pilot of Minor Illness Clinics on Wednesday and Friday, with possibility of adding Mondays too.

If, on these days you have an urgent problem, and feel you need to see a GP on that same day, please contact us before 10.00am; you will get to see a GP that morning. The receptionist will give you a time when you should arrive. However, particularly at busy times, you might have to wait a little while for your turn to see the Doctor.

We know sitting in a waiting room when you feel unwell is not pleasant. We aim to work safely and as quickly as we can. We normally see patients in the order in which they arrive, however if someone is seriously unwell, and might, for example, need a hospital admission or urgent treatment, we will see them sooner. This is not queue jumping, but merely safe clinical practice.

This service will only work with your help. We continue to offer routine pre-bookable appointments, and if your problem is

long-term, we ask that you book a routine appointment to avoid overwhelming the Minor Illness Clinic.

MINOR ILLNESS CLINICS

Check website and try self-care
For urgent problems only
Do not just turn up at desk
Always ring for an appointment

Please note, we are not an emergency walk-in service like a casualty department and we advise that you do not simply turn up on the day to sit and wait. Please always ring for an appointment first.

We still find that many people attending with minor illness have conditions that would get better on their own, with self-care or home treatment. We therefore urge all patients to consult our advice pages on our website before ringing. These are easily accessible at ivy.gs/help or ivy.gs/symptoms. You can also pick up our leaflet called 'Get the right help for your condition' to guide you to the most appropriate professional and also download this leaflet and other minor illness leaflets at ivy.gs/downloads.

If you feel you need to see a GP in our Minor Illness Clinic, please ring us and our receptionist will direct you. Please help us to continue in our efforts to provide excellent care when you need it for you and your family.



ivy grove
surgery



The Job of a General Practitioner

And how times have changed

Make the Most of Your GP part 16

Your GP is not a substitute

Although we are generally more accessible by phone than your average hospital consultant, as your GPs, we are definitely not substitutes for when you need specialist advice or treatment from your regular hospital consultant. Some patients feel that they cannot ask their hospital doctors detailed questions about planned procedures or results, or request sick notes or prescriptions fearing that it is either not the hospital doctor's job, or that it would be wasting their time, so they get in touch with us instead.

You may not know it, but the hospital is contractually obliged to deal with all your queries regarding your ongoing care at the hospital. Feel free to contact them via their secretaries.

Please respect hygiene

Your GP is not immune to coughs and colds and we kindly ask that patients do all they can to maintain hygiene and reduce the risk of spreading disease. This means keeping clean, washing hands regularly, using disposal tissues and also alcohol gel to clean hands and surfaces.

Accordingly, we also respectfully request that patients do not blow or cough in our faces when we are examining them, and at the very least, use a tissue and cover their mouths. The last thing patients or the practice needs is our medical staff going off sick after catching something from our patients. Many thanks.

You may think, on reading our news, and viewing our information videos, that we are just trying to put you off from seeing the doctor.

We can definitely say we are not deterring you from seeing us, but we are instead trying to *encourage you to see us appropriately*. Whilst we can keep telling you about NHS plans and future direction, it may still be difficult to understand *why* we are doing all this.

So here is some context. Our contract is to see people who are ill, or who perceive themselves to be ill. This was originally defined in a contract that is decades old.

One of the most important aspects of our job involves detecting serious disease early, so that patient outcomes can be improved. We also promote good health so that patients can use knowledge to prevent health problems from occurring in the first place.

A GP often stays in the same workplace over many years and develops a long-term relationship with a patient and their family. Their holistic role encompasses many aspects of patients' health and wellbeing.

Since the contract was drawn up with that broadest of job descriptions, things are now very very different. 12 hour days are not unusual. We have to meet hundreds of targets from government and regulatory bodies. Each doctor deals with upwards of 200 pieces of correspondence

every single day (tasks, results, paperwork). Due to compensation culture, we now have to document everything in great deal. This all takes time. More time than is feasible within 10 minutes.

AS DOCTORS ARE PUT UNDER MORE PRESSURE, PATIENTS ARE PUT MORE AT RISK

People now have very little tolerance for anything going wrong with them, and they expect instant fixes. We now see very many people who are in the very earliest stage of their conditions where self-care or any other treatments have not been tried and where they might get better anyway. Although people now live longer, they have more long-term diseases and lots of medications, and their cases are vastly more complex.

This is against a background of fewer GPs because many GPs are leaving the service due to intense work pressures and the chronic short staffing and underfunding that has become the norm for the NHS.

The modern NHS has seen an explosion of other workers, whose role is designed to take on additional responsibilities, provide specialist care and accept direct referral from patients. Examples include direct physio, practice pharmacists, counsellors, nurse practitioners and care co-ordinators to name a few.

Yet, due to decades-old tradition and political promise, people's first thoughts are still to ring or attend the GP, often

as soon as possible. Given all of this, something has got to give. It cannot go on.

Because if a doctor is swamped with lots of self-limiting, minor conditions then spotting the early cancer in amongst all of that is going to be even more difficult.

Because if a doctor is frazzled with hundreds of patients all demanding instant attention, then, because a doctor is only human, they are going to make a serious mistake eventually.

Because if a doctor is rushed, then they won't have the time to detect and explore subtle but vital problems in a patient whom they have known since that patient was a child.

Because if everything is urgent and everyone wants to see the GP there and then, then in reality, nothing is urgent.

All of these stresses put our doctors under more pressure and ultimately, this puts their patients more at risk.

The NHS is a precious and limited resource. We therefore ask that it be used responsibly. This includes seeing the right person for the job. Check our website for more information to help you achieve this.

EASTER HOLIDAYS

We will be closed on Friday March 30th (Good Friday) and Monday April 2nd (Easter Monday).

If you need medical attention or advice when we are closed, please ring NHS 111 on 111, or see our website at ivy.gs.

Check our website for latest news and updates or to order your prescription online (ivy.gs/online).



NEWS SNIPPETS

Jeremy Hunt's performance

The Prime Minister's decision to keep the Health Secretary in post just shows how happy she is with his performance so far:

- 66 A&E/maternity wards closed
- 103 Walk-in centres closed
- 60 Ambulance stations closed
- 1000s of operations cancelled
- 16,000 fewer beds
- 1,000 GP surgeries closed
- A&E crisis every winter
- Ambulance delays
- Social care cuts
- Junior doctors' strikes
- Medical schools enter clearing
- GP numbers fallen

We think the plan is ticking along quite nicely, and look forward to more great things for the NHS.

GP numbers continue to fall

In sharp contrast to the government's 2015 pledge to bring 5,000 more GPs into the profession by 2020, official figures show that the number of GPs in England has actually fallen by 1,200 over the past year, putting the government's somewhat fanciful target even more at risk of not being fulfilled.

Sad day for patient safety

The tragic case of the death of a six year old and the conviction of his doctor for gross negligence manslaughter and her later trial to remove her from the medical register has sent shockwaves through the medical profession. No-one can take away the awfulness of the death of a child, however, it is clear that there are very few doctors who start their day setting out to deliberately harm or even kill a patient, and as doctors, we try to do our very best for our patients, within a broken system that is chronically underfunded and understaffed. These pressures would contribute to anyone making a mistake, but sending hardworking caring doctors to prison won't help to make patients safer.

Minor Surgical Procedures

Dr Simon Francis

We are now operating a monthly clinic for minor surgical procedures.

This includes the removal of simple skin lesions that are causing pain or discomfort. Examples include skin tags, cysts, warts and some other lumps and bumps.

Dr Horton, Dr Axten, Dr Francis and Dr Greer are currently performing these procedures. Dr Wordley also performs removal of toenails for painful ingrowing toenails.

Whilst we appreciate that

some people would like something removing as they feel it appears unsightly, unfortunately we are not able to offer this service for this reason, as it would be classed as a cosmetic procedure, which is not available under the NHS.

WE CAN REMOVE SIMPLE SKIN LESIONS THAT ARE CAUSING PAIN OR DISCOMFORT

If you have a problem which you feel could be dealt with by a minor surgical procedure then please make an appointment with the relevant GP.

They will be able to assess

the problem to determine whether it is suitable and they will also be able to discuss the procedure in more detail including any risks involved.

Whilst all GPs can assess the suitability of a problem for a minor surgical procedure, it may not be the same doctor performing the procedure on the day. This will depend on which doctor has been allocated to be performing operations on the day the procedure is performed.

Please also be aware that the final decision to perform a minor surgical procedure will be made by the operating doctor on the day in question.

Doctor, doctor, where are you? Australia probably...



The situation with the continuing national shortage of GPs is reflected in our own practice where we have been advertising

for a new doctor for the last four months, but are still without a single suitable applicant. We have shared our advert with local medical committees, and with NHS jobs, and it is also on our website at ivy.gs/jobs.

The doctors and nurses here continue to work hard to provide a quality service, however, we again ask that all patients follow current NHS guidance, which is to seek the right help from the right professional in the first instance.

We therefore urge all patients to pause a moment

before they pick up the phone and perhaps think about whether the GP surgery should be the first port of call and/or whether they can self-care. We have many resources available to help patients, from our leaflets, to download or pick up from reception, to our symptom checker at ivy.gs/symptoms and help page at ivy.gs/help.

Our help page shows you who does what within the NHS and most of these workers do accept referrals from patients without the need to see a GP. This should save you time on the phones and time waiting to see a GP.

As mentioned, we are always trying to improve our service within the above constraints, but we ask all our patients for their help and co-operation in what continue to be very difficult circumstances for the NHS. Your GP service and the NHS are precious commodities, please use them responsibly.



GLUTEN FREE FOODS

The four Derbyshire CCGs have made the decision to decommission the prescribing of gluten free foods. From May 31, 2018, the Amber Valley Community Pharmacy Gluten Free Food Scheme provided by community pharmacy services will end and gluten-free foods will no longer be available on NHS prescription. This decision affects all patients in Derbyshire.

Gluten-free foods are widely available in shops and supermarkets. Support can be obtained from Coeliac UK (0333 332 2033 or coeliac.org.uk) or if you have any questions, contact Patient Advice & Liaison Service PALS (0800 032 32 35).

Derbyshire CCGs to introduce self-care policy

Encouraging patients to explore self-care is necessary in order to help everyone

Self-care is now widely acknowledged as an important solution to managing demand and keeping the NHS sustainable and promoting self-care is officially part of NHS plans. At Ivy Grove Surgery we have always tried to empower our patients to self-care through the use of patient education materials and directly from within the consultation itself, so we are pleased that the NHS has finally started to catch up.

Supporting people to self-manage common conditions such as coughs and colds could help bring down the 57 million GP consultations each year for minor ailments, a situation which costs the NHS approximately £2 billion and takes up to an hour a day on average for every GP, if not significantly more.

Promoting the concept of self-care and increasing the awareness that there are alternatives to making GP appointments, or attendance at OOHs or A&E departments with minor conditions, will encourage patients to explore self-care in the future, so changing the culture of dependency on the NHS.

Together, the four CCGs in Derbyshire (Erewash, Hardwick, North Derbyshire and Southern Derbyshire) spent over £3 million in 2015/2016 on some of the medicines that are available to purchase over-the-counter.

Whilst it is recognised that much of this cost is attributable to long-term or complex conditions, removing specific medications from routine prescription, for minor, short-term conditions and for conditions, such as a common cold, sore throat or minor cough, which would naturally get better themselves in the majority of patients if untreated - would release money to treat more serious conditions such as heart disease and diabetes and would help with the overall health economy.

The exact policy wording is currently in the process of being finalised and we will be able to give details of this in due course. In the meantime, please refer to our website resources at bit.ly/ivyselfcare or check our ivy.gs/help and ivy.gs/symptoms pages.

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



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surgery

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

ivygrove.org.uk
ivy.gs/contact

Ivy Grove News

This newsletter is also available online at ivy.gs/newsletter

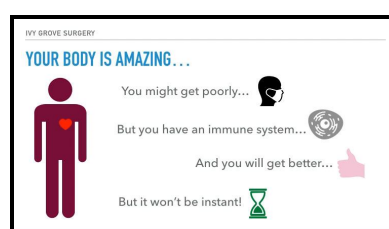
NEWSLETTER FUTURE

Dr Wong writes the patient newsletter for the benefit of all patients, all in his own time. As the newsletter enters its 16th year, the job doesn't get any easier. In fact, it would be safe to say it is becoming more difficult, given the pressures of work and the need to balance home life.

We send out hundreds by email and print out many more hundreds of copies, all of which are consumed, however, it would be good to hear some feedback or ideas about the newsletter, that may help to inform us on the its future or its content. Do you enjoy the newsletter? Does it just go in the bin? Do you keep the leaflets for reference? Should we continue publishing it? Please do let us know at ivy.gs/contact. We would love to hear from you.

Waiting Room Display Videos

A valuable resource for our patients



Regular visitors to the surgery will have noticed that we have radically updated our waiting room display and replaced many of the usual uninspiring scaremongering doctors' surgery videos with something a bit more useful.

At Ivy Grove Surgery, we are always striving to provide a high quality and friendly family service. We feel, however, that we have a duty to inform our patients about what is happening in the wider political context of General Practice, as unfortunately, such external constraints do have a significant bearing on what we are able to reasonably achieve within practice. To this end, we display our State of and Politics of General Practice videos for your information.

It's not all doom and gloom though, so we also have 200 slides showing top tips and pointers on using your GP service, as well as educational videos on self-care, recovery and home visiting, hospital contract, winter illness, self-referral amongst many others.

And finally just for fun, we have a new true false quiz series and for interest, we have a series of touching personal perspectives about *Diabetes in Days Gone By* from one of our receptionists. We hope you enjoy all these videos, and hope you can see we are trying our best for you and your family.

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/online.

GET HELP

If you need medical help, go to our website help landing page at 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/newsletter.

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.

Suspect a stroke? Act **FAST**. Call 999.

F

acial weakness

Can the person smile?

Has their mouth or eye drooped?

A

rm weakness

Can the person raise both arms?

S

peech problems

Can the person speak clearly
and understand what you say?

T

ime to call 999

Stroke is a medical emergency.

Stroke Helpline 0303 303 3100
stroke.org.uk

Stroke
association

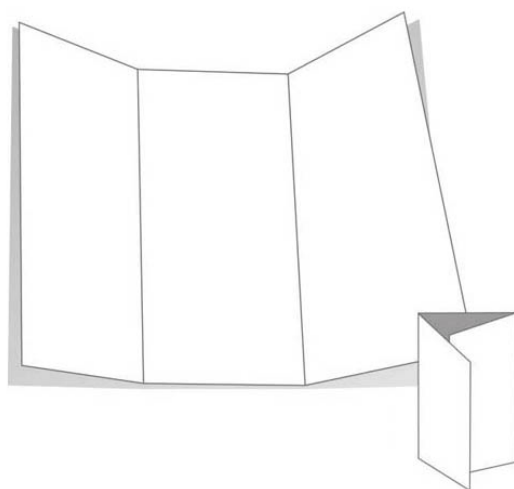
Item Code: A08FA03

Stroke Association is a Company Limited by Guarantee, registered in England and Wales (No 61274). Registered office: Stroke Association House, 240 City Road, London EC1V 2PR.
Registered as a Charity in England and Wales (No 211015) and in Scotland (SC037789). Also registered in Northern Ireland (XT33805) Isle of Man (No 945) and Jersey (NPO 369).

DO NOT THROW YOUR NEWSLETTER AWAY !

IMPORTANT INFO LEAFLET(S) INCLUDED !

▶ 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 leaflets which you can keep for future reference and for advice and information:

Get the right help for your condition

▶ You can search for, and download more useful information leaflets from our website at ivy.gs/dl

► Q25. Occupational therapist

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

► Q26. Counsellor

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

► Q27. Citizens Advice Bureau

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

Q9. Do you need social services?

Contact ► social services directly for these issues:

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

Q10. Do you need to see a dentist?

You must see a ► dentist if you have:

- Dental abscess
- Gum problems
- Toothache

Q11. Did you know you can refer yourself?

► Refer yourself without seeing doctor first:

- Alcohol abuse
- Back, neck & joint pain
- Confinence issues
- Drug abuse
- Family planning
- Mild to moderate anxiety
- Citizens advice
- Counselling
- Mild-moderate depression
- Genito-urinary (GUM/STD)

- Mobility aids
- Physio/OT
- Stop smoking advice
- Podiatry (foot) care
- Social services

Q12. 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

Q13. Do you need a home visit?

Ring before 10.30am and we will assess if:

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

Q14. Can you find out more info on our website?

Our website contains useful information:

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

Q15. Where else can you go for some help?

► You can get help from these sources:

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

Q16. Do you need to see a nurse?

Our nurses deal with a range of conditions:

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

Designed and written by Dr M. Wong © Jan 2018 v2.01

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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

START HERE! What is this leaflet about?

The NHS aims to empower all patients to self-care and 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 refer themselves to the right person without seeing the doctor. Question numbers below match those on our online help page.

Q1. Why can't you just book an appointment?

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

Q2. Is your life potentially in danger?

Ring ► 999 if you have these conditions:

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

Q3. 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
- Sudden blindness
- Suspected fractures
- Severe head injury
- Persistent nose bleed
- Swallowed foreign body

Q4. 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

Q5. 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

Q6. Can you look after yourself?

These conditions respond well to self-care:

- Coughs and colds
- Earache
- Hangover
- Sunburn
- Sore throat
- Diarrhoea
- Flu
- Minor grazes
- Viral illness

Q7. Do you need to see a district nurse?

► District nurses see the household for:

- Catheter problems
- End of life care
- Dressings
- Heparin injections

- Hospital discharge care
- Wound and ulcer care

Q8. Who else can you contact directly?

► Q19. Care co-ordinator

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

► Q20. Community matron

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

► Q21. Health visitor

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

► Q22. School nurse

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

► Q23. Midwife

- Normal antenatal care
- Postnatal care
- Pregnancy advice

► Q24. Physiotherapist

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

PLEASE NOTE CONTACT NUMBERS ARE ON INCLUDED INSERT

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 5 to 18 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


Are we just putting you off from seeing us?

No, we are not here to put you off from seeing us if it is appropriate. But as mentioned earlier, up to 4 out of 10 people who come to see us, don't actually need to. In fact, it is now official NHS guidance that we actively encourage self-care and self-help and to see the right person.

Why should you bother with self-care?

Why do we ask patients to try and help themselves before getting in touch with us? A large part of our work involves seeing patients with minor illness. In reality though, most of these conditions do get better with some self-care.

Why should you refer yourself?

Many people do not realise that there is a vast array of other workers in the NHS and many of these accept direct contact from patients without the need to see a GP first. By self-referring, you save yourself time, and save waiting for a GP appointment. In this leaflet  means you can self-refer.

If you are concerned that by self-referring, you might be doing the wrong thing or wasting someone's time, please be assured that should your symptoms suggest that you actually do need to see a doctor, you will always be advised.

Why do you need to see the right person?

We understand the very natural reaction for most problems is to pick up the phone and book an appointment with the GP, however, every inappropriate consultation with us may be causing a person with genuine need to suffer. We do this to maintain safe care, not only for you but for other patients too.

For example, if you think you are having a heart attack or a stroke, booking an appointment with the doctor instead of ringing for a 999 ambulance would introduce unnecessary delays into your care, and increase the risk of harm to you. On the other hand, if you booked with us for a simple cold and sniffles, that would easily get better with self-care, you will have used up an appointment that may have been more

appropriately taken by someone with say, pneumonia, who really does need our help.

Too much information? Where do you start?

Reading this leaflet, you may be completely confused on where to start looking for information on how you actually self-care of self-refer. In fact, this leaflet has all the information that you require including all contact numbers on the reverse, however, you will find more comprehensive details on our website.

If you are still lost, please follow these 3 simple directions.

1. Please STOP and THINK


Before you just pick up the phone, we kindly ask that you pause, and just 'stop and think'. Do you need to see us, can you self-care, or will another professional or service be able to help you better? By asking yourself, you help us to help you better.

The best way to check that you get the right help for your condition is to look on our website. The address of our website is easy to remember (IVY Grove Surgery). Just type this into your browser:

ivy.gs

2. Check your SYMPTOMS

On the front page of our website, you will find a prominent orange link to our symptom checker.

Check your
symptoms 

You can also get to our symptom checker by typing the address directly:

ivy.gs/symptoms

Using our symptom checker is really easy. Just enter your postcode to unlock the page, read the important information, then scroll down to your symptom. Next to the symptom is a link, click on it and you will get contact details, or information

on what you can do, including links to patient information leaflets. Why don't you give it a try now?

3. Check who can HELP

On the front page of our website, you will find a prominent orange link to our help page.

Get yourself
the right help 

You can also get to our help page by typing the address directly:

ivy.gs/help

Our help page is easy to navigate. Simply work through each question section until you find out who you need to see.

Can't find what you need? SEARCH for it

For your convenience, to save you manually having to scroll through looking for what you need, both the symptom checker and help pages have a search function.

Search your symptom

enter your search term and
then click the 'search' button

page will go to

Get more information online

To help you reach our website pages easily, they all have simple **ivy.gs** web addresses, for example:

ivy.gs/minorillness **ivy.gs/selfcare**

ivy.gs/numbers **ivy.gs/downloads**

ivy.gs/online **ivy.gs/newsletter**

Even if you don't know the link, you might be able to guess it. Our website is designed to help you get to the right place.