



## 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.

## Couch to 5K

Read Dr Smith's positive, honest and personal account of his steps towards fitness. You can do this too by making '...one day' today.

## Make the Most of your GP

Part 17 of our series of articles on making the most of GP services.

## Autism Service

Relate Derby and Southern Derbyshire inform you of a new service to support people affected by Autistic Spectrum Condition.

## PLCV

Find out more about what PLCV means and why Derbyshire CCGs wants to let you know about it.

## Sickness in pupils

We inform you of official guidance when dealing with letter and certificate requests for school children.

## 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.



## 'Couch to 5K' – make '...one day' today by Dr Peter Smith

**On Thursday May 24th, I did something that millions of people do every day, but not me. I went for a run.** Or to be more precise, I did eight lots of 60 second runs, with 90 seconds of brisk walking between them. I had started week 1 of the 'Couch to 5K' (C25K) app. If you have never heard of it, C25K is a smartphone app from 'Change For Life' designed specifically for people who have never seriously exercised. Gradually, over 9 weeks, it builds the intensity up, so by the end you will be doing a non-stop 5K run.

So why have I decided to do this? Despite my medical training, I have always thought of doing exercise and getting fit as 'something that other people do'. A bit like how we all have different hobbies.

I know I have been overweight for much of my adult life, and I suppose I always thought that I would get round to doing something about it 'one day'. I had lots of excuses not to exercise. I have a busy job and have 2 children at home, so I just don't have the time. I don't want to pay for a gym, only to never use it. I could go swimming, but the pool isn't always open when I am free, and getting there, and getting changed, all takes up time I don't have. I could go running, but I don't really know how to, I don't know where my trainers are, and, if I am honest with myself, can't really be bothered. Exercise is fine for others, but not my kind of thing.

So what has changed? In a nutshell, I have finally decided that I need to grow up, take responsibility, and sort myself out. If I don't start getting fitter and doing something about my weight now, then when? And who knows how long until I am diagnosed with high blood pressure, diabetes, or have a heart attack. The risk of several cancers is also increased by being overweight.

Lots of us are overweight. We find ways to ignore it. Or we tell ourselves we are 'just a bit chubby', nothing more. With the population generally getting fatter, it can be easy to trick yourself into thinking you are roughly the same size as those around you, so that must be ok. But if your BMI is over 25, it isn't OK.

### WE ALL HAVE A RESPONSIBILITY TO LOOK AFTER OURSELVES

I want to be healthy to enjoy seeing my children grow up, and to be able to keep up with them in the park! I am fed up of feeling self-conscious about my weight, causing me to avoid certain activities or situations. As a Yorkshireman, I also want to make sure I get every penny's worth out of my pension contributions! There are also very real mental health benefits too.

Another factor that persuaded me is the responsibility we all share to look after our NHS. You can't have failed to notice that the NHS is strapped for cash. I won't get into the politics of it here, but, realistically, this situation seems very unlikely to change. I hope that if I do ever need the NHS to help me, it will have the resources to be able to give me the help I need. But this is a two-way street.

I really do believe that we all have a responsibility to look after ourselves as best as we possibility can, so that we are less likely to need help from the NHS in the first place. We can then feel safe knowing that the NHS will have the resources available for us if we truly do need it. The current burden of preventable 'lifestyle related' conditions is swamping the NHS, and it is not sustainable. (contd. p4)

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

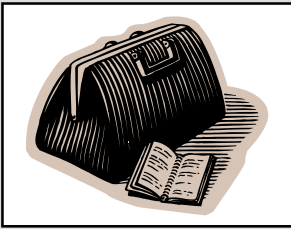
## in this issue

Couch to 5K P.1

Living Well with Autism P.2

PLCV / GP numbers falling P.3

Couch to 5K / School Sickness P.4



## Make the Most of Your GP part 17

### Try not to worry!

If you get a letter, message or call from us telling you to book an appointment with the doctor following a result, please try not to worry. Your doctor will have already looked at the result and deemed that your condition can be reviewed at their next available appointment, which may entail a wait to be seen.

Please be assured that we will always contact you urgently (often by telephone) should you need to be aware of any results which could be caused by a serious health problem.

### Tests arranged by hospital

We are often asked about results, or actions on results of tests that have been arranged by the hospital. Patients should be aware that we do not automatically receive copies of results from the hospital, and that such results will always go to the doctor who organised the test in the first place.

This is in line with current guidance which states that the doctor requesting the test has the responsibility of ensuring that the result of such a test is acted upon. Therefore should you need hospital test results or have a query on what action is required, then please contact the hospital directly. They are obliged to answer your queries.

### Read our previous top tips

This is now part 17 of our top tips series. If you missed any of the previous parts, you can always catch up on our website at [ivy.gs/top tips](http://ivy.gs/top tips).

# Living Well with Autism



Support for people affected by Autistic Spectrum Condition by Relate Derby and Southern Derbyshire

## Relate Derby and Southern Derbyshire is launching a package of services on behalf on Derbyshire County Council – Living Well with Autism.

Relate Derby and Southern Derbyshire are delighted to announce the launch of the 'Living Well with Autism' service. Over the past 10 years, Relate has seen an increasing number of adults, individuals and Couples, who are experiencing difficulties in their personal and work relationships because of an Autism Spectrum Condition (ASC), including Aspergers. Counselling support is provided for, not only the individual with ASC, but also their partner and close family members who may have an equally difficult time living with someone with ASC.

People with ASC have a unique condition. A well-used quote is "If you've met one person with Autism, you've met one person with autism"; meaning that although there are common features for people with ASC, the way each person will experience this is individual to them and the support they require may differ from one person to the next.

With this in mind Relate Derby and Southern Derbyshire is able to offer a range of services, allowing the individual to choose the support that suits them.

The aim of the service is to support people living with Autism Spectrum Conditions (ASC) and their families/carers to gain a better understanding of the condition, help them deal with how this may affect their daily lives and support them to make positive improvements.

**RELATE DERBY AND SOUTHERN DERBYSHIRE IS ABLE TO OFFER A RANGE OF SERVICES FOR PEOPLE WITH AUTISTIC SPECTRUM CONDITION**

Living Well with Autism services are available to Adults (18yrs +) who are resident in Derbyshire County, who have a diagnosis of ASC and their immediate support network, (partner, parents, siblings, carer). Services are also available to Derbyshire residents who display some characteristics of ASC who have been referred by a health professional.

Service users will have access to a One day Group Education Course where they can gain more understanding of ASC, enabling the participants to address the impact ASC has on their social and communication skills, personal goal setting and action planning and guidance on health and well-being; such as coping with anxiety and avoiding depression.

A Support Pack provides relevant information to enable further learning and sign posting to relevant information sources and support services,

and links to online support tools.

Relate can offer up to 12 sessions of individual Coaching if you want to focus on Life or Relationships with practical solutions and goals, improving communication and fulfilling your potential. Or up to 12 Counselling sessions for individuals, Couples or Families to work towards improving the quality of your relationships, communication and emotional expression.

There is also a Free Telephone Helpline and LiveChat service available. This drop in service is currently available Tuesday 10.30am-4.30pm and Thursday 10.30pm-4.30pm. The Relationship and Family Counsellors have additional training and experience in understanding ASC. And LiveChat is available every Wednesday 2pm-5pm through [www.relatederby.org.uk/live\\_chat.html](http://www.relatederby.org.uk/live_chat.html)

For more information or to express interest in these services please contact Relate Derby.

[info@livingwellwithautism.org.uk](mailto:info@livingwellwithautism.org.uk)  
[www.livingwellwithautism.org.uk](http://www.livingwellwithautism.org.uk)  
01332 301350

### SUMMER HOLIDAY

We will be closed on Monday August 27th.

If you need medical attention or advice when we are closed, please ring NHS 111 on 111, or see our website at [ivy.gs](http://ivy.gs).

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



**Procedures of Limited Clinical Value (PLCV)**

*The following is extracted from a patient information leaflet written by Southern Derbyshire CCG:*

**Clinical Commissioning Groups (CCGs) across Derbyshire have an agreed policy which covers 'Procedures of Limited Clinical Value' (PLCV) to ensure consistency across the county.**

Some treatments are classed as 'Procedures of Limited Clinical Value' (PLCV), this means that they are only of value in certain circumstances. The main reason for having a PLCV policy is to ensure that:

- You receive the right treatment, in the right place and at the right time
- Procedures with no, or a very limited, evidence base are

- not used
- Procedures with minimal benefits to health are restricted
- Procedures which might have been undertaken in the past are now reviewed more thoroughly for each individual patient because clinical evidence explaining the potential benefits or negative effects has improved.

**PROCEDURES NEED TO BE CONSIDERED ON A CASE-BY-CASE BASIS**

This means that these procedures will need to be considered on a case-by-case basis to ensure they meet the criteria before they can be provided on the NHS.

Clinicians want to give you the best care and treatment

possible. Some procedures cost a lot of money with little genuine benefit and in some cases can even do more harm than good. In other cases, some treatments might be available which are just as effective but far less expensive. We are required to observe the policy, because the local NHS has put it into effect.

Some examples of affected treatments:

- Varicose Veins
- Cataract surgery
- Grommets
- Hip/knee surgery
- Removal of tonsils
- Ganglion cyst removal

A full list of all treatments, applicable exclusions and criteria is available at:

[southernderbyshireccg.nhs.uk/primary-care/policies](http://southernderbyshireccg.nhs.uk/primary-care/policies)



**NEWS SNIPPETS**

**Yet another Privacy Notice!**

In line with many other businesses, we have updated our privacy policies to reflect changes in the law. Please see our privacy page at <http://ivy.gs/privacy> for more details.

**UK has fewest doctors in EU**

The UK has nearly a third fewer doctors for its population size than the European average, according a new report from the Health Foundation.

The UK has just 2.8 doctors for 1,000 patients – 28% lower than the EU average of 3.9 doctors and in fact the UK has the lowest number of practising doctors per 1,000 people than any other EU15 country, prompting leading doctors to say that it was 'pretty obvious why the medical profession in UK is under such pressure'.

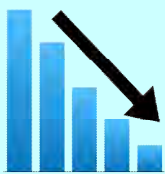
**NHS spends less on GPs**

The same report found that the number of GPs per 1,000 population has been falling since 2010 with spending on primary care falling during the same period, whilst the number of hospital doctors per 1,000 people increased by 72% between 1996 and 2016, whilst the numbers of GPs fell by 5% over the same period, all of which reflects the central decisions on how money is being spent in the system.

**Flu jabs – please support us**

Like all GP surgeries, we rely on funding from giving flu jabs in order to remain strong and viable and to help us to maintain a quality service for our patients. We therefore ask for your full support in sticking with us in this year's forthcoming flu vaccination season. Every flu jab that you have elsewhere puts your GP surgery a little more at risk.

**GP numbers continue to fall despite government promises**



**Latest official figures from NHS Digital shows a further reduction in full-time equivalent GP posts of 157 between December 2017 and**

**March 2018.** Since September 2015, the number of GPs has fallen by more than 1,400. The number of GP trainees (GP registrars) has reduced by 200 over the same period.

This confirms that there has been little progress towards achieving the government's ambitious target of 5,000 extra GPs by 2020, a promise that was made in 2015, more than two and a half years ago. Indeed, things are going backwards.

GP leaders have called for urgent action to tackle the problem, as reduced numbers of GPs struggle

to deliver the care that patients need. This in turn impacts on the sustainability of the wider NHS and the ability of the workforce to make the necessary changes to help improve healthcare provision.

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.

This is why, in line with new official NHS guidance, we place significant emphasis on patient education, and why we encourage all our patients to self-care, self-refer and use severely strained NHS services appropriately, for the benefit of all.



## APPOINTMENT CHOICE

We respect patients' wishes to book appointments for the day and time of their choosing, and we aim to accommodate requests to see us outside office hours, however, if you need to see a doctor urgently or same day, your choice is necessarily limited to the doctors who are available and consulting at the time. We do not have any spare GPs to bring out at a moment's notice to see patients at specified times.

Therefore, should you have an acute medical problem that needs urgent attention, you may have to leave work to see us. We apologise for the inconvenience. Patients are advised to seek advice regarding any statutory or contractual rights to time off to see the doctor.

## 'Couch to 5K' – make '...one day' today (contd. from p1)

So that day, I dug my old trainers out from the garage, and 'one day' became 'today'.

And so far, so good. I have completed the first 3 weeks so far. The app is brilliant. For an 'exercise is what other people do' person like me it is great. It tells you exactly what to do, and can be done whenever suits you. The program is based around 3 lots of 30 minute sessions each week. That really isn't difficult, when you think about it. I tell my patients, and now myself, that for a lifestyle change to be truly effective, it has to be realistic and sustainable. I do think even the busiest of us can find 3 lots of 30mins each week.

The run can be done anywhere. I am fortunate to live very near to a recreation ground. On a sunny morning, running alongside the cow parsley, listening to some of my favourite music, or simply the birds, I must admit I am actually surprising myself with how much I enjoy it! And after completing a session, even if it felt difficult at the time, the sense of achievement is fantastic. This is a great time of year to take up outdoor exercise. I tend to head out first thing in the morning, before the sun gets too hot. The intensity in the early weeks is challenging, but achievable, giving a real sense of satisfaction. And obviously, you decide how fast to run, and there is nothing wrong with taking it very slow and very gradually building it up - far better that, than setting off like Usain Bolt and having to abandon due to exhaustion after the first 5 minutes.

I still have a long way to go, and the real test will be once I have completed the 9 weeks of the app, can I keep it up on my own? Once I have achieved 5K, can I push myself to a new target? Who knows, perhaps I could end up joining Dr Greer in 10K and half marathon runs!

If you are someone who, like me, knows you are unhealthy, overweight, but thinks getting fit is for 'other people', then I hope this might give you some inspiration. Part of my reason for writing this is simply that if people know about it, it is harder for me to give up on it! And if you are going to make a positive lifestyle change, I would recommend telling as many people as you can, for the same reason.

Running is flexible, and free. However, you might feel happier dusting off an old squash racket and start playing regularly with a friend, or giving your bike chain some oil and going for a ride. Whatever you choose, if like me, when you are honest with yourself, you know change is needed, the important thing is that you do something, and keep doing something. Stop waiting for '...one day'. Make it today. Download the app from [www.nhs.uk/Tools/Pages/couch-to-5k.aspx](http://www.nhs.uk/Tools/Pages/couch-to-5k.aspx).

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)



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## Ivy Grove News

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

## SMOKING AND VISITS

On several occasions now, our doctors have had to endure significant amounts of cigarette smoke when they were visiting patients in their homes.

Not only have the doctors concerned had to breathe in harmful cigarette smoke, but they have then had to return to the practice with their clothes reeking of smoke for the rest of the day.

We are here to try and help patients, but this should not be at the expense of our own health and wellbeing. We therefore ask that all patients who are being visited at home kindly refrain from smoking for at least 4 hours before the doctor visits and to ensure that their rooms are well ventilated. We appreciate your co-operation in this matter.

## Managing Sickness in School Children

### Official guidance on absence, illness, prescriptions and exclusion

**Absence** – GPs have no legal or contractual obligation to provide sick notes, medical certificates or letters for children to verify their absence from school or to excuse them from certain activities. In most cases an explanation from the parents of an absence from school is sufficient. In fact, GPs cannot issue 'sick notes' or fit notes to school children because they are designed for social security purposes. Schools and Education Welfare Officers should not seek routine confirmation of a medical reason for absence from GPs, and in most circumstances the GP will have no more information than that already provided by the parents or carers.

**Missing exams** – With regard to missing exams, or poor performance at exams due to illness, students can apply for special consideration, but again there is no requirement for a medical certificate or letter from a GP. Ofqual confirms that examination boards make no requirement for a medical certificate in support of a student's application for special consideration. Boards do require information, however this can be in the form of a statement from the school and especially so where school is aware of the situation and is supportive of the student being absent.

**Over the counter (OTC) medication** – we receive requests from parents to prescribe over the counter medications for their children because schools and nurseries say they must have medication with doctor's prescription labels on them. In fact, Ofsted supports schools and nurseries giving OTC medication as long as they have written permission beforehand from parents and as long as they follow the same recording procedures as those for prescribed medication.

**Exclusion from school** – we get many queries from parents regarding exclusion from school or nursery when their child has a particular condition. Parents may wish to refer to official published guidance tables. Search for 'public health england school exclusion'.

## 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](http://ivy.gs/online).

## GET HELP

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

## MAILING LIST

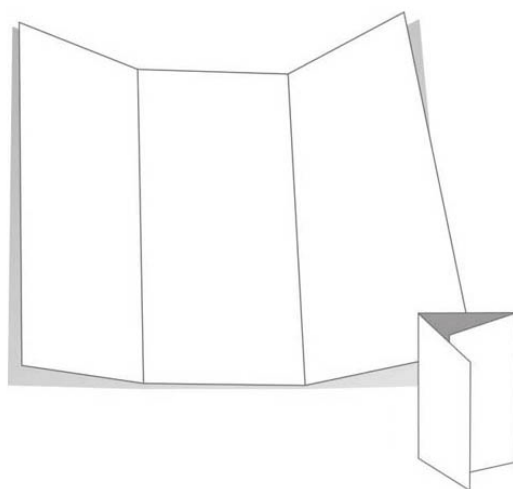
If you want to join our mailing list and get this newsletter sent out to you electronically in PDF format whenever it is published, please visit our newsletter page [ivy.gs/newsletter](http://ivy.gs/newsletter).

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.

# 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 leaflet(s) 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](http://ivy.gs/dl)

# Physical activity benefits for adults and older adults

-  **BENEFITS HEALTH**
-  **IMPROVES SLEEP**
-  **MAINTAINS HEALTHY WEIGHT**
-  **MANAGES STRESS**
-  **IMPROVES QUALITY OF LIFE**

REDUCES YOUR CHANCE OF

Type II Diabetes	<b>-40%</b>
Cardiovascular Disease	<b>-35%</b>
Falls, Depression and Dementia	<b>-30%</b>
Joint and Back Pain	<b>-25%</b>
Cancers (Colon and Breast)	<b>-20%</b>

## What should you do?

For a healthy heart and mind

To keep your muscles, bones and joints strong

To reduce your chance of falls

**Be Active**

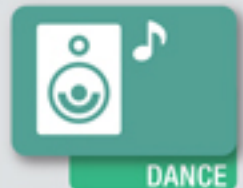
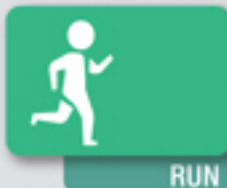
**Sit Less**

**Build Strength**

**Improve Balance**

VIGOROUS

MODERATE



MINUTES PER WEEK

**75 OR 150**

**VIGOROUS INTENSITY**

(BREATHING FAST  
DIFFICULTY TALKING)

**MODERATE INTENSITY**

(INCREASED BREATHING  
ABLE TO TALK)

**OR A COMBINATION OF BOTH**

**BREAK UP SITTING TIME**



**2 DAYS PER WEEK**

Something is better than nothing.

Start small and build up gradually:  
just 10 minutes at a time provides benefit.

**MAKE A START TODAY: it's never too late!**

#### ► Q25. Occupational therapist

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

#### ► Q26. Counsellor

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

#### ► Q27. Citizens Advice Bureau

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

#### Q9. 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

#### Q10. Do you need to see a dentist?

You must see a ► dentist if you have:

- Dental abscess
- Toothache
- Gum problems

#### Q11. 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
- Counselling
- Drug abuse
- Mild-moderate depression
- Family planning
- Genito-urinary (GUM/STD)

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

#### Q12. 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

#### Q13. Do you need a home visit?

Ring before 10.30am and we will assess if:

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

#### Q14. 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

#### Q15. Where else can you go for some help?

► You can get help from these sources:

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

#### Q16. 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

# 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**

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

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## START HERE! What is this leaflet is 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 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

### Q3. 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

### Q4. 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

### Q5. 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
- Threadworms
- Thrush
- Urine infections
- Verrucas
- Viral infections
- Warts

### Q6. Can you look after yourself?

**These conditions respond well to self-care:**

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

### Q7. 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

### Q8. Who else can you contact directly?

**► Q19. Care co-ordinator**

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

**► Q20. Community matron**

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

**► Q21. Health visitor**

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

**► Q22. School nurse**

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

**► Q23. Midwife**

- Normal antenatal care
- Pregnancy advice
- Postnatal care

**► Q24. Physiotherapist**

- Back pain
- Education
- Exercise advice
- Gait problems
- Joint problems
- Neck pain
- Poor mobility
- Posture advice
- Rehabilitation
- Shoulder pain
- Soft tissue problems
- 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**  
(also for District Nurses/Health Visitors) 01773 743456
- ▲ **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 0845 308 4010  
Advice Service 01773 829966  
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](http://ivy.gs)
- Our telephone number 01773 514130
- Help page [ivy.gs/help](http://ivy.gs/help)
- Contact numbers [ivy.gs/contacts](http://ivy.gs/contacts)
- Symptom checker [ivy.gs/symptoms](http://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 (WY 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.



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:



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.



### 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.