



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.

Physical Activity

We all know of the health benefits from physical activity, but here Dr Smith tells us how it really can be thought of as the 'Magic Pill'.

Winter Top Tips

Part 18 of our series of articles on making the most of GP services focuses on top tips for getting through winter.

Dr Horton

A personal message from Dr Horton who left Ivy Grove this summer.

Coffee Mornings

Come along to one of our regular monthly coffee mornings for help and support.

Self-Care Week

November 18th to 24th is self-care week – make sure you check our website at ivy.gs/selfcare for resources that will help you to look after yourself.

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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Physical Activity, the 'Magic Pill'

by Dr Smith

We all know it's good for us to be physically active. But do you know just how good it is for you? Regular physical activity can reduce the risk of developing some of health problems that you might expect, such as heart disease and raised blood pressure. But it can have many more benefits than that. Regular physical activity can reduce your risk of:

- ▶ Type 2 Diabetes by 40%
- ▶ Cardiovascular Disease by 35%
- ▶ Falls, depression and dementia by 30%
- ▶ Joint and Back Pain by 25%
- ▶ Bowel and Breast cancer by 20%

It is hard to explain just how significant these numbers are! The impact of this is far more significant than most preventative medications we can give you. It really is the 'Magic Pill'! However, even if you are physically active, research has also shown that sitting for long periods of time also increases your risk of obesity, type 2 diabetes, and some cancers. The problem is, a lot of us don't know where to start, feel we don't have time, or just feel that being physically active is just 'not for me'. So what can you do? Essentially sit less, and move more.

There are 3 main important principles to this which I tell my patients about.

1. **'Something is better than nothing'** - i.e. even if you can't yet meet the guidelines (see below), people who currently do very little physical activity will benefit even if they just do a small amount extra.
2. **'Quality matters more than quantity'** - on an almost daily basis, a patient will tell me that they always do their '10,000 steps', or they walk the dog 5 times per day, or that they are on their feet all day at work. All these things are great.

However, the type of physical activity which gives the most benefit is smaller amounts of higher intensity activity.

3. Sit less - Now I admit, as a GP, I can be guilty of sitting down for hours on end in front of my computer. Trying to build in small moments to get up and out of the chair as often as possible is the way to tackle this one - e.g. every 30mins walk across the room.

So what could you do? The guidelines recommend you will get the maximum benefit by doing either 75 minutes per week (about 10 minutes per day, so not a lot!) of 'Vigorous' intensity activity, or 150 minutes (about 20 minutes per day) of 'Moderate' intensity activity.

10 MINUTES VIGOROUS INTENSITY ACTIVITY A DAY IS NOT A LOT

Vigorous is defined as breathing quickly, struggling to speak, and probably getting quite sweaty. Moderate is defined as breathing a little heavily, but still able to talk fairly normally. But remember point 1. Even if you can't reach these targets yet, doing *something* will give you some benefit.

In addition to this, some of this activity should focus on muscle strengthening. This can mean things like lifting some weights with your arms (tins of baked beans are very good for this), or doing some digging in the garden. You can achieve this physical activity any way you want. You can do 20 minutes per day of moderate activity, all in one go. You can break this up into 2x 10 minute sessions, 4x 5 minute sessions, 20x 1 minute sessions and so on. (contd. p4)





Top Tips for Winter

(or Make the Most of Your GP, Part 18)

Get a flu jab if eligible

You're eligible if you are over 65, or have heart, lung, liver or kidney problems, stroke or diabetes, or are pregnant.

We don't need to see you with a cold

The best thing for cold and flu is to go home, rest, take paracetamol and plenty of fluids.

Winter vomiting bug

Prevent spread by not coming to the doctors, avoid school or work for 72 hours after getting better.

Stock up medicine cabinet

Get cold remedies, painkillers, antiseptic cream, plasters – every home should have a medicine cabinet to turn to.

Get your meds on time

Make sure you order early, don't order more than you need, and use our online service.

Your pharmacist will help

They offer advice on minor illness and over the counter remedies for most conditions.

Call earlier rather than later

This helps us to plan our day better for the benefit of all.

Call 111 if we are closed

Walk-in and urgent care centres are also available, but only go to A+E with medical emergencies.

Keep yourself warm

Keep your main living room warm at 18-21°C and wrap up when going out.

Keep healthy with a good diet

Have regular hot meals and drinks and keep in touch with friends and family.

Check the weather forecast

Watch roads and pavements in icy weather and attend Minor Injuries Unit if injured.

Visit our website ivy.gs/winter

A message from Dr Justine Horton

Dr Horton left Ivy Grove this summer

Here we present her personal message to patients

Dear Patients,

It is with great sadness that I am writing to you. After 19 years at Ivy Grove Surgery, the time has come for me to move to new pastures. I would love to have spoken to each and every one of you and bid you farewell more personally.

19 years was time enough to see some of the bumps and babies I met at the start of my time here grow and produce the next generation. I have seen the circle of life first hand, held new life and held the hand of some drawing their final breath.

It has been an incredible experience and honour to be allowed to enter into your world, an intimate world with the opportunity to hear your stories and help find solutions; to support you to make the best of what were sometimes difficult situations.

I look back on these interactions knowing that your lives were changed in part because you let me

into them. My heart is full because I know that, by your willingness to let me into your world, you helped me become a better doctor, a better person and a better listener than when I started out. It was in your moments of vulnerability that I learned about the humanistic aspect of medicine. Medical school taught me the facts; you taught me how to utilise them to heal and help. All of these have helped shape me as a human being and the doctor I have become.

"I WISH YOU AND YOUR FAMILIES WELL FOR THE FUTURE"

As I prepare to start my new chapter, I will take these experiences with me and reflect upon them. I will be forever humbled and grateful to you for letting me into your world.

I feel a huge loyalty to you all. I wish you and your families well for the future. I feel honoured to have known you, cared for you, smiled with you and

sometimes, on occasion, wept with you.

To be a part of your journey has been a privilege and I am eternally grateful to you for trusting and believing in me. I wish you all health and happiness on your journey.

The team at Ivy Grove Surgery are committed to you and to each other and I know that I leave your care in good hands.

With my very best wishes and heartfelt appreciation,

Justine Horton

CHRISTMAS HOLIDAYS

We will be closed on Wednesday December 25th (Christmas Day), Thursday December 26th (Boxing Day) and Wednesday January 1st (New Year's Day).

Throughout the two week festive period, the number of appointments available to book routinely will be reduced as we expect more patients will require same day appointments.

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 on appointments and order your prescription online at ivy.gs/online.



CHURCH FARM COFFEE MORNING

Church Farm Coffee

Mornings are facilitated by Care Coordinators, Micheala & Alison who are employed by Derbyshire Community Health Services NHS Foundation Trust and are based in GP practices in the Amber Valley Area: Ivy Grove Surgery, Jessop Medical Practice, Ripley Medical Centre, and Crich Medical Practice.

We hold a monthly Coffee Morning at Church Farm Primary Care Centre. The Coffee Morning is to help support socially isolated patients, build friendships in a safe environment and with us on hand to support and

signpost onto appropriate services.

COFFEE MORNINGS ARE HELD ON THE SECOND THURSDAY OF EACH MONTH

The Coffee Mornings are held on the second Thursday of each month and we arrange representatives from different services and agencies to come long and chat about their service for example:- Live Life Better Derbyshire, Healthwatch, Alzheimer's Society, Amber Valley Community Voluntary Services, Derbyshire Carers Association, Fire Service, Sight

Support to name but a few....

It is a very informal morning, we have Dominos', cards, Scrabble and a few card making items which people can use on the day or take away. Free tea, coffee, biscuits and cake are always available.

This has very quickly become a 'hub' for patients to come and find out information about the local area and the services and organisations that are available for them.

Please feel free to come along for help and support.

*Micheala Kirkman,
Care co-ordinator*



NEWS SNIPPETS

Free Help to Live Life Better

Whether you want to feel fitter, lose weight or quit smoking there is help available to the people of Derbyshire to Live Life Better.

Whatever your goal, you'll be amazed how a little extra support and advice can make a big difference.

All the friendly staff at Live Life Better Derbyshire are fully trained and know how difficult it can be to make changes. That's why they can be with you every step of the way offering support and advice.

With New Year coming, take the first steps to a happy, healthy future for you and your family by visiting livebetterderbyshire.org.uk or ringing 0800 085 2299.

GPs now ordering more tests

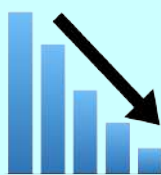
GPs are now ordering 3 times more diagnostic tests than they were 15 years ago, according to a BMJ study. All these extra tests cost in excess of £2.8billion a year, and increases the workload pressures in General Practice. As of 2015/16 it was estimated that GPs spent an average 1.5 to 2 hours each day reviewing results.

We should make it clear to patients that we don't order tests needlessly, but are responding to increased demand and expectation, and increased need for reassurance and the fact that we can now test for a wider variety of conditions.

This month's newsletter

We've not written a newsletter for some time due to issues at work. Do you read this newsletter; do you want us to still publish it? What sort of articles do you like to read? Let us know as it would be good to get some feedback on how we are doing. ivy.gs/contact

GP numbers will fall 7,000 short within 5 years says think tanks



It's been a while since we reported on the wider context of the GP workforce, but given the election promises that will undoubtedly be made regarding GPs and the NHS, it would be worth reminding patients why things remain difficult.

In March 2019, the Health Foundation, the King's Fund and Nuffield Trust released a report stating that, despite increasing the number of GP trainees, there will be a projected gap of 7,000 full-time GPs by 2024 if current trends continue. They further stated that 'unless action is taken, shortages of this scale represent a fundamental threat to the

sustainability of primary care in England.'

The report outlines a series of policy recommendations, focusing on nursing and general practice, where the problems are 'particularly severe'.

Given that the then health secretary, Jeremy Hunt, had pledged 5,000 new GPs by 2020, and that Labour and UKIP pledged 8,000 new GPs, that the Lib Dems said they would stump up enough funding for 38,000 new GPs, and more recently, Labour stating they will increase GP trainee places from 3,500 to 5,000, it's very clear to us that all parties are giving us quite meaningless figures without coming up with any real plan of action on how to fix the crisis. Let's watch this space!



SELF-CARE WEEK

Given all the emphasis we make here at Ivy Grove Surgery on self-care and looking after yourself, you might think we are just here to put you off from seeing us.

Nothing could be further from the truth! We encourage all patients to be more self-care aware as it is often quicker, easier, simple and also considerate to other users of the NHS. Everything we do is in line with national initiatives on prompting patients to think about self-care when it comes to your own health.

Use our website resources at ivy.gs/help, ivy.gs/symptoms, ivy.gs/selfcare and pick up the booklet on being self-care aware.

'Dirty Cajun Rice' Recipe from 'Pinch of Nom'

Servings 4; Prep time 10 mins; Cooking time 30 mins; Calories 369 kcal per portion

Ingredients

- | | |
|----------------------------|-----------------------------|
| 200g rice | 1 bunch spring onions |
| 400g minced beef (<5% fat) | 1 beef stock pot |
| 4 bacon medallions | 200ml boiling water |
| ½ red pepper | 2 tsp Cajun seasoning |
| ½ green pepper | 1 bay leaf |
| ½ yellow pepper | 1 dash Worcestershire sauce |
| ½ onion | Low calorie cooking spray |
| 1 medium carrot | 1 chicken stock cube |
| 6 mushrooms | |

Method

1. Cook the rice to packet instructions adding bay leaf and chicken stock cube to water prior to cooking. Set aside once cooked
2. Fry the beef, bacon and onions until brown
3. Add Cajun seasoning and Worcestershire sauce and stir
4. Add carrots, mushrooms, peppers and stock pot dissolved in 200ml water and cook until peppers start to soften
5. Add cooked rice and spring onions and stir until all rice is coated
6. Taste and add more Cajun seasoning if not spicy enough!

You can use whatever veg you have left in the fridge for this recipe rather than sticking to the veg in this recipe. It tastes great with courgette, baby corn and peas!

Discovered by Dr Greer

All credits to PINCHOFNOM.COM <https://pinchofnom.com/recipes/cajun-dirty-rice/> #pinchofnom

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 and edited by Dr M. Wong unless otherwise stated.

ivy.gs/contact



ivy grove
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Ivy Grove News

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

WELCOME TO DR AKHIL

Dr Akhil Shial joined us in December last year. Here he introduces himself:

I studied preclinical medicine at Oxford University before completing my clinical studies at Guy's King's and St. Thomas' hospitals in London. I have worked around the country in various specialties before moving to Derbyshire where I completed my GP training in Somercotes. I enjoy managing the variety of conditions that we see in general practice.

In addition to my medical training, I also have a masters degree in computer science and I maintain an interest in the use of technology within healthcare.

I have now been working at Ivy Grove Surgery for nearly a year - I really appreciate the warm welcome I have received from both patients and staff and I look forward to meeting more of you in the future.

Physical Activity, the 'Magic Pill' Continued from page 1

Don't like wearing Lycra and going to the gym? Neither do I. A good way to try to fit this in is to try to build it into your current daily routine. Do walk down the road every morning to get a newspaper, or down a corridor every day at work? If so, just walk faster! Going up the stairs? Go faster! Watching your favourite TV program? During the adverts, stand up and do some star jumps! Doing the school run? Leave the car at home and walk (quickly). Are you currently sitting in our waiting room reading this? Why not stand up and walk around?

Obviously, it is fantastic to do some dedicated exercise such as running, power walking, swimming, or aerobics classes. But with a little creativity, you can actually fit most of your physical activity into your daily life. Even if you already have a health problem, or if you are older or feel that you are frail, most people can still benefit from some amount of physical activity. You may of course just need to adapt these principles to fit in with your own situation, and be sensible with it. Build up gradually.



For more detailed information, including specific guidelines for children and older adults, please visit nhs.uk/live-well/exercise. Thanks for reading, and keep moving.

Dr Smith

A very Merry Christmas to all our Patients

We wish all our patients the very best for the festive season and all good wishes and health for the New Year. We hope that 2020 brings a better NHS and with it, good news for General Practice, and for you, our patients. Keep well and enjoy yourselves!

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

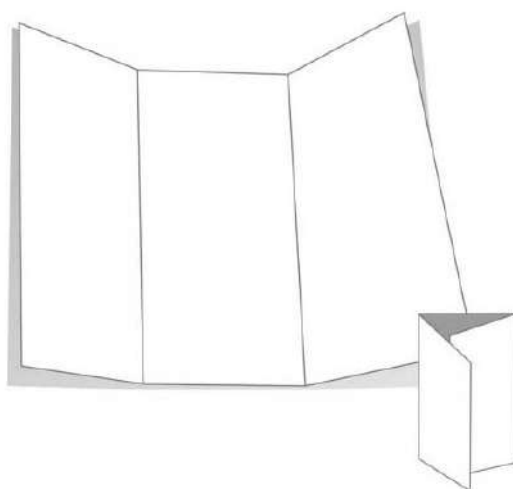
If you want to join our mailing list and get this newsletter sent out to you electronically in PDF format whenever it is published, please visit our newsletter page ivy.gs/newsletter.

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.

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:

Physical Activity Infographic Get the right help for your condition

▶ You can search for, and download more useful information leaflets from our website at 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	-40%
Cardiovascular Disease	-35%
Falls, Depression and Dementia	-30%
Joint and Back Pain	-25%
Cancers (Colon and Breast)	-20%

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!

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

Other professionals you can self-refer to:

- ▶ **Q15. Midwife**
 - Normal antenatal care
 - Postnatal care
- ▶ **Q16. Community matron**
 - Health education
 - Improve quality care
 - Physical assessments
 - Complex patients
- ▶ **Q17. Care co-ordinator**
 - Aids in the home
 - Discharge review
 - Referring for help
- ▶ **Q18. School nurse**
 - Bedwetting
 - Bullying
 - Drug advice
 - Health education
 - Safeguarding
 - Signposting
- ▶ **Q19. Occupational therapist**
 - Assess function
 - Carpal tunnel syndrome
 - Improving daily activity
 - Rehabilitation
- ▶ **Q20. Citizens Advice Bureau**
 - Benefits advice
 - Discrimination
 - Financial worries
 - Law and rights
 - Work issues
- ▶ **Q21. Derbyshire Carers Association**
 - Aids & equipment
 - Identifying goals
 - Maintain independence
 - Debt information
 - Employment advice
 - Housing
 - Tax

Direct contact 01773 743355

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

Q22. 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

Q23. Do you need a home visit?

Ring before 10.30am and we will assess if:

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

Q24. Do you need to see a practice nurse?

Our ▶ practice 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

Q25. Perhaps you do need a see a GP?

Our website has resources to help you make the most of your appointment:

- Top tips
- Sick notes
- Antibiotics and viruses
- One problem at a time

Q26. Why is it so difficult to see a GP?

There is a real crisis in General Practice. Check our website:

- Our opinion on the NHS
- Our letters to PM and MP
- Our viral State of General Practice video

PLEASE NOTE CONTACT NUMBERS ARE ON INCLUDED INSERT

Designed and written by Dr M. Wong © Apr 2019 v2.1

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IVY GROVE SURGERY

Get the right help
for your condition
by ▶ self-referring



Things to consider before
you give us a call

ivy.gs/help
ivy.gs/selfcare
ivy.gs/symptoms

Tel: 01773 514130

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. Are we the right people to see?

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 self-refer without a doctor's appointment.

Q2. Is your life potentially in danger?

Ring ► 999 if you have these conditions:

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

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
- Drug overdose
- 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. Can you refer yourself? OR

Q8. Who else can you contact directly?

Anything marked ► in this leaflet means you can refer yourself without needing to see a GP first

Q9. Do you need a physio?

You can self-refer to ► physio for:

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

Q10. Do you need a counsellor?

You can self-refer for ► counselling for:

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

Q11. Do you need social services?

Contact ► social services directly for these issues:

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

Q12. Do you need to see a dentist?

You must see a ► dentist if you have:

- Dental abscess
- Gum problems
- Toothache

Q13. Do you need to see a district nurse?

► District nurses see the household for:

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

Q14. Do you need a health visitor?

► Health visitors see preschool children with:

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

You can contact these agencies yourself

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

- ▶ **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
- ▶ **Citizens Advice Bureau** 01773 514130
- ▶ **Continence Advisory** 01773 546868
- ▶ **Counselling Services**
Let's Talk Wellbeing 0115 956 0888
Insight Healthcare 0300 555 5582
Talking Mental Health 0300 1230542
Trent Psychological Therapy 01332 265659
- ▶ **Dentists**
Ripley Family Dental 01773 743263
Nottingham Road Dental 01773 742578
Amber Valley Dental 01773 540648
Not registered with one? 111
- ▶ **District Nurse Liaison** 01332 546900
- ▶ **Pharmacies**
Boots the Chemist, Surgery 01773 748192
Boots the Chemist, Ripley 01773 743170
Holmfield Chemist 01773 742376
Hurst Chemist 01773 744333
Manor Pharmacy 01773 744900
Tambers Pharmacy 01773 608405
- ▶ **Physiotherapist/OT** 01335 230079
- ▶ **Social Services** 01629 533190

You can contact these agencies yourself

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

- ▶ **Alcohol and Drug Addiction**
Addaction 01773 744594
Alcoholics Anonymous 0845 769 7555
Derbyshire Alcohol
Advice Service 0845 308 4010
Unity Mill, Belper 01773 829966
Derbyshire Community
Alcohol Team 01332 547900
- ▶ **Amber Valley Single Point of Access**
Urgent same day care 01773 525090
- ▶ **Derby Mobility Services** 01773 513235
- ▶ **Family Planning Clinics**
Alfreton, Heanor, 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

You can contact these agencies yourself

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

- ▶ **Benefit Advice Line** 0800 882200
- ▶ **ChildLine** 0800 1111
- ▶ **Cruse Bereavement Care** 0844 477 9400
- ▶ **Derby Rape Crisis** 01332 341633
- ▶ **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** 116 123 (free)

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
Symptom checker ivy.gs/symptoms
Self-care page ivy.gs/selfcare
Contact numbers ivy.gs/contacts

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 direct you to see the right person.

Why should you bother with self-care?

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. By helping yourself, you might get quicker help and avoid the need to sit in a spluttering waiting room.

Why should you refer yourself?

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 accordingly.

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, booking an appointment with the doctor instead of ringing for an 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?

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 top of every page of our website and in the navigation on the left, you will see a 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, or better still, search for it. 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 not give it a try now?

3. Check who can HELP you

Again, on the top of every page of our website and in the navigation on the left, you will see a 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.

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.