

ISSUE

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THE FREE  
NEWSLETTER  
FOR OUR  
PATIENTS



# Ivy Grove News

## This Issue

We continue our aim to keep you informed of the services at Ivy Grove and also let you know about the latest medical developments.

## Focus on infections

In light of the current pandemic of swine flu sweeping the country, we focus on infectious diseases.

Measles is making a comeback in some parts of Derbyshire so a reminder of the importance of the MMR vaccine is timely. Sister Debbie Lock, our newest practice nurse, writes about the HPV vaccine and also Chlamydia testing.

## Services at Ivy Grove

Dr Ross, our newest partner, briefly introduces our new warfarin INR (anticoagulation) clinic and Mr Crowther of Citizens Advice Bureau writes about the service being provided here in the surgery.

## Your feedback

Your feedback is important to us – feel free to write to us with your comments or questions. Our address is on the back page of this newsletter. In future issues, we hope to provide a small letters section from patients (anonymised if wished) where we will also aim to answer your queries about surgery services.



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## Dr Jones to retire after 37 years of service

Some of you may already know that Dr Martin Jones is set to retire next year. He will have given an outstanding 37 years of commitment to the Health Service when he retires at the beginning of February 2010.

Dr Jones qualified in 1973 at Liverpool Medical School, and worked in Liverpool for a few years before moving to Derby to work in the old Children's Hospital on North Street, Derby.

From there, he was recruited by Drs Thomson, Aspinall and Cox to join the surgery in Ripley as a GP trainee in 1977 and a full partner the following year. He has been senior partner at the practice since the retirement of Dr Aspinall in 2001.

As many of you know, Dr Jones is perhaps one of the most caring, compassionate and patient-orientated doctors one would hope to meet. He will not hesitate to give people both the time and space they need within the consultation, making the patient the sole focus of his attention.

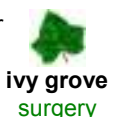
Throughout his career, he has always enjoyed the interaction with patients, especially when looking after the young and the elderly. A very popular doctor, he will always do his best to help patients, staff and colleagues when necessary.

In his clinical work, he is the Clinical Governance Lead in the practice, helping to maintain high quality standards within the practice and ensure that we all work to evidence-based guidelines and protocols, with the aim of achieving the best outcome for our patients.

He is currently the clinical lead for high blood pressure in the practice and has always maintained a special interest in orthopaedics and psychological issues.

He has been licensed as a reader (lay preacher) in the Church of England since 1996 and is planning to retire at the age of sixty to dedicate more time to work in the church and to spend more time with his family, and if there is any spare, a little to his interests which include hiking, gardening and golf.

All of us here at Ivy Grove wish him the very best on his retirement and thank him for his dedication and hard work throughout the years. Those of you wishing to pass on your messages and wishes may do so at the reception desk.



## Our new warfarin (anticoagulation) clinic

Dr Ross briefly introduces our new service to patients

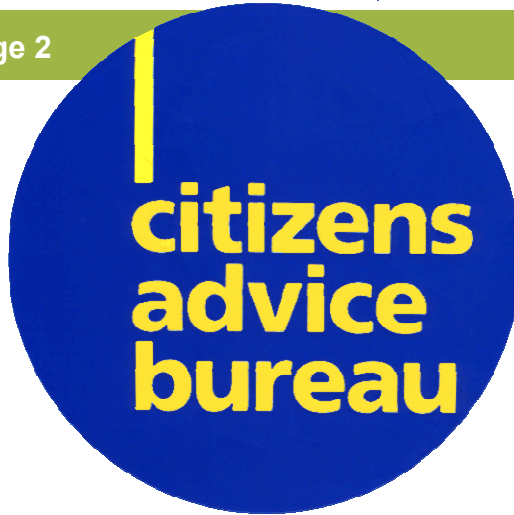
We are delighted to announce a new anticoagulation monitoring service for our patients on Warfarin. Patients at Ivy Grove Surgery can now have their Warfarin level (INR) measured at one of our clinics with the convenience and safety of our local service.

The hospital-based Warfarin monitoring service will cease in the near future. This will mean that instead of attending Ripley Hospital to have a blood test, patients will be seen at Ivy Grove Surgery by one of the specially trained nurses. Our service will offer the advantage that patients will have a simple finger prick test, know the INR result within minutes, and leave knowing their Warfarin dose and the date of their next appointment. Any problems with INR levels or Warfarin doses can be discussed there and then, and any urgent problems discussed with one of the on-site doctors.

We have spent considerable time and resources setting up this efficient, safe and accessible service for our patients. Those who have already had appointments in our INR clinic have been very pleased with the service.

We will contact all our patients on Warfarin to establish when their next INR test is due and arrange an appointment at Ivy Grove for that time. To ensure a safe transfer of care, we will contact the hospital anticoagulation team.

We anticipate that all of our patients who are considered suitable for general practice monitoring will have their anticoagulation monitoring at the surgery by the end of the year.



### The Surgery Service

Mid Derbyshire Citizens Advice Bureau provides weekly advice sessions for practice patients at Ivy Grove Surgery. **Advice sessions are held every Friday between 9.00am and 12.00pm on an appointment only basis.**

We have been providing this service for just over one year.

The service aims to:

- provide the advice people need for the problems they face
- improve the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities and is available to every one regardless of race, sex, disability, sexuality or nationality.

Citizens Advice Bureau can provide a listening ear and can offer information and advice about a wide range of issues.

### Free Impartial Advice

• Advice on benefit entitlement and the claiming process, helping with the completion of claim forms and advice and assistance with the appeal process.

• Money advice and assistance dealing with debt. This includes advising on the various options available, providing budgeting advice,

## A listening ear and information and advice

drawing up financial statements, negotiating with creditors and advising on court procedure including possession proceedings and completion of court forms.

• Advising clients with employment issues including employments rights, redundancy, dismissal and claims to an Employment Tribunal.

## Free, Impartial, Independent and Confidential

Richard Crowther, Outreach Manager (Amber Valley) writes about the service at Ivy Grove Surgery

- Housing advice and negotiation on tenancy rights, homelessness and disrepair.
- Consumer problems. Giving advice on credit, unsatisfactory goods and services, drafting letters and offering further negotiation.
- Providing advice and information regarding family and relationship issues such as divorce, separation, maintenance, death and bereavement.

Our service does not end with your appointment. If required, follow up work and ongoing casework can be undertaken on your behalf liaising with bureau specialist workers and outside organisations where appropriate.

### More information

If you would like an appointment, then please ask your GP, Health Professional or reception staff for an appointment.

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

# SWINE FLU INFO

Ring Pandemic Flu Service on  
**0800 1513 100**

Ring NHS Direct on  
**0845 4647**



## What is swine flu?

Swine flu is a respiratory illness caused by a virus that usually infects pigs. People do not normally get swine flu but human infection can happen. People have some natural immunity to flu strains that are in common circulation, but not to strains that circulate in other animals.

Sometimes, humans and animals can pass strains of flu back and forth to one another, such as when people become ill with bird or swine flu. This usually occurs after a human has direct and close contact with animals that are ill.

Mixing of human and animal flu viruses can lead to the development of new, changed viruses, to which people may have little or no immunity. Infection can develop and then spread quickly.

## What are the symptoms?

The symptoms of this swine flu in people are similar to the symptoms of regular seasonal flu and include fever, fatigue, lack of appetite, coughing, sore throat, pain in muscles and joints, headache and chills. Some people with swine flu have also reported vomiting and diarrhoea.

## I think I have swine flu!

If you develop flu-like symptoms, you should stay at home and phone the National Pandemic Flu Service on 0800 1513100 or NHS Direct on 0845 4647. If you have internet access please visit [www.pandemicflu.direct.gov.uk](http://www.pandemicflu.direct.gov.uk) or [www.nhs.uk](http://www.nhs.uk)

**PLEASE DO NOT COME TO SURGERY IF YOU THINK YOU MAY HAVE SWINE FLU**

Please see our detailed leaflets on swine flu and antiviral treatment, which may be enclosed with this newsletter or available at reception for healthy people to collect.

## Some Questions and Answers about Swine Flu

### Q: How can I avoid catching swine flu?

**A:** Swine flu is highly contagious and spread person to person by coughing or sneezing and transmitted on objects like door handles. To prevent spread, cover your nose and mouth with a tissue when coughing or sneezing and bin the tissue. Wash hands regularly with soap and water and clean hard surfaces frequently.

### Q: Do I need antiviral treatment?

**A:** Antiviral treatment for flu is being co-ordinated centrally by government, and is recommended for confirmed cases of flu (as a treatment measure). Antiviral treatment does not cure the infection, but reduces its

impact and helps the body recover slightly more quickly.

The treatment is, however, not without side effects. Our leaflet will give more information on this.

### Q: Do I need to wear a face mask?

**A:** The wearing of face masks by healthy people, who are not involved in caring for people who are ill, is not recommended. Masks have a limited lifespan during use (breathing into the mask produces perspiration which renders the mask useless after a time) and there is a risk of infecting yourself with secretions when you come to replace the mask.

**FLU SERVICE 0800 1 513 100**

## MEASLES and the importance of MMR vaccine

As many of you may be aware, there have recently been a number of cases of measles in the Belper area, and a number of suspected mumps cases across Derbyshire County.

The recent measles cases remained well contained, and this was felt to be largely due to the high level of MMR uptake experienced within the Belper area. Nationally the Department of Health reported 602 cases of measles within 2009, almost double that experienced in the previous year. To ensure 'herd immunity' and the protection of the wider population, we need to continue to strive to reach very high uptake rates.

Measles is serious. It can lead to pneumonia and encephalitis (brain inflammation), and it can kill.

Around 10% of cases of measles require hospital admission, and fatality rates of one per 5000 are still seen in the UK, with recent epidemics in industrialised countries having even higher rates. Thankfully all the children involved in the recent outbreak have fully recovered, although several did require a period of hospitalisation.

This highlights the importance of MMR vaccination, not just for your own child, but also for the immunity of the population as a whole.



## PHILIP ASPINALL

Dr Aspinnall, the former senior partner at Ivy Grove, is proud to announce that his son, Philip, has been awarded the MBE for services to the community in the British Virgin Islands.

Philip has been involved in the voluntary Virgin Islands Search And Rescue organisation since 1992, and is currently the President of the internationally recognised service.

Well done!

## HPV Vaccination

### • Sr Debbie Lock explains about the new HPV vaccine

Cervical cancer can be very serious and around 1000 women die from it in the UK each year. If you are **female** aged between 12 and 18 then it's important that you make an appointment with the practice nurse to have the HPV vaccine.

There are over 100 types of human papillomavirus but only 13 of them are known to cause cancer. The virus is very common and you catch it by having sexual contact with another person who already has it. Because it is so common, as much as half the population will get infected at some point in their lives. Most of the time, however, the virus does not cause cancer because it is killed off by the body's immune system. But not always! This is why the vaccine is so important.

It is still essential that when you reach the age of 25 you have cervical screening (smear tests), as the vaccine does not protect against all cervical cancers. However the vaccine you are being offered protects against two types of the virus – type 16 and 18 – these cause over 70% of cervical cancer.

You will need three injections over six months to get the best protection. It is very important that you have all three doses.

If you require any further information about the vaccine please feel free to make an appointment with one of the practice nurses.

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.

Edited by Dr M. Wong.



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[www.ivygrove.org.uk](http://www.ivygrove.org.uk)

## MISSED APPOINTMENTS

Most patients appreciate the importance of cancelling an appointment if they no longer need to be seen or cannot attend.

However, a large proportion of patients fail to attend their appointments and do not notify us. **The number of wasted appointments in one year equates to the surgery being closed completely for two whole weeks!**

This is a huge waste of time and resources and has a significant impact on other patients who need to make appointments to be seen.

Please tell us if you can't make your appointment so that we may give it to someone else in need.

## Chlamydia Testing

### • Details on the free screening kits from Sr Debbie Lock

If you are under the age of 25 **and sexually active** then our surgery is able to offer you a Chlamydia test. It's free, simple, painless and confidential.

Chlamydia is a big deal because 1 in 10 of those under 25 tested has it. Chlamydia is a sexually transmitted infection (STI), which affects the sexual organs in both men and women. The problem is that most people have no signs or symptoms, so you wouldn't know you have it.

The test kits are located in the surgery. Just pick up a test kit which is in a plain white envelope located on a stand in the surgery corridor. You don't have to ask anybody for one. The test is a simple urine sample which can be carried out in the privacy of your own home. There is a form in the envelope which will need to be filled out so that the results can be sent back to you. You can even have the results texted back to you!

For more information please feel free to discuss with the practice nurses or contact the local Chlamydia screening office on 01773 525069.

## Website News

Visit [www.ivygrove.org.uk](http://www.ivygrove.org.uk) for the latest news at Ivy Grove. Here you will find information on our services, recent news and an electronic version of our practice booklet. You can also request repeat prescriptions online. This newsletter is available online.

## NEXT ISSUE

Next issue we hope to bring you some news of the seasonal and swine flu vaccination programme and details of other services at Ivy Grove Surgery.

## REMINDER

Please help to prevent the spread of infectious diseases by simply washing your hands regularly and using a disposable tissue to catch coughs and sneezes – and don't forget – if you think you have swine flu – or normal seasonal flu for that matter, please don't come into the surgery or just sit in our crowded waiting room! The National Pandemic Flu Service will be able to take your call on 0800 1513100.