

CHILWELL MEADOWS SURGERY

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Visit Our Website:
www.chilwellmeadowssurgery.co.uk

Reviewed: October 2015

Next review: October 2016

WELCOME TO CHILWELL MEADOWS SURGERY

Chilwell Meadows Surgery is run by Dr R Churchill and Partners.

The partnership used to be based solely at the Valley Surgery but now have a second surgery at Chilwell Meadows. We aim to be a friendly and approachable team providing holistic medical, nursing and social care to all our patients.

We offer a wide range of medical services and are committed to ongoing training for all members of our team. We are a teaching and training practice and believe in supporting the education of future health care professionals.

THE DOCTORS

Dr Susanne Bond MB ChB FRCGP

Qualified from Sheffield Medical School in 1990. She is closely involved with the monitoring and supervision of doctors training to become GPs. She works full time and monitors the standards of care within the practice. Her clinical interests include all areas of general practice, especially women's health and child health.

Dr Richard Churchill BM BS MSc DFFP FRCGP

Qualified in medicine from Nottingham Medical School in 1989 having previously trained and worked as a clinical biochemist. He also works part time as a Senior Lecturer in the medical school where he co-ordinates aspects of clinical training for medical students and carries out research into mental health and the health care of young people. He is very involved in activities of the Royal College of General Practitioners, both at local and national level. He is currently working part time in the practice.

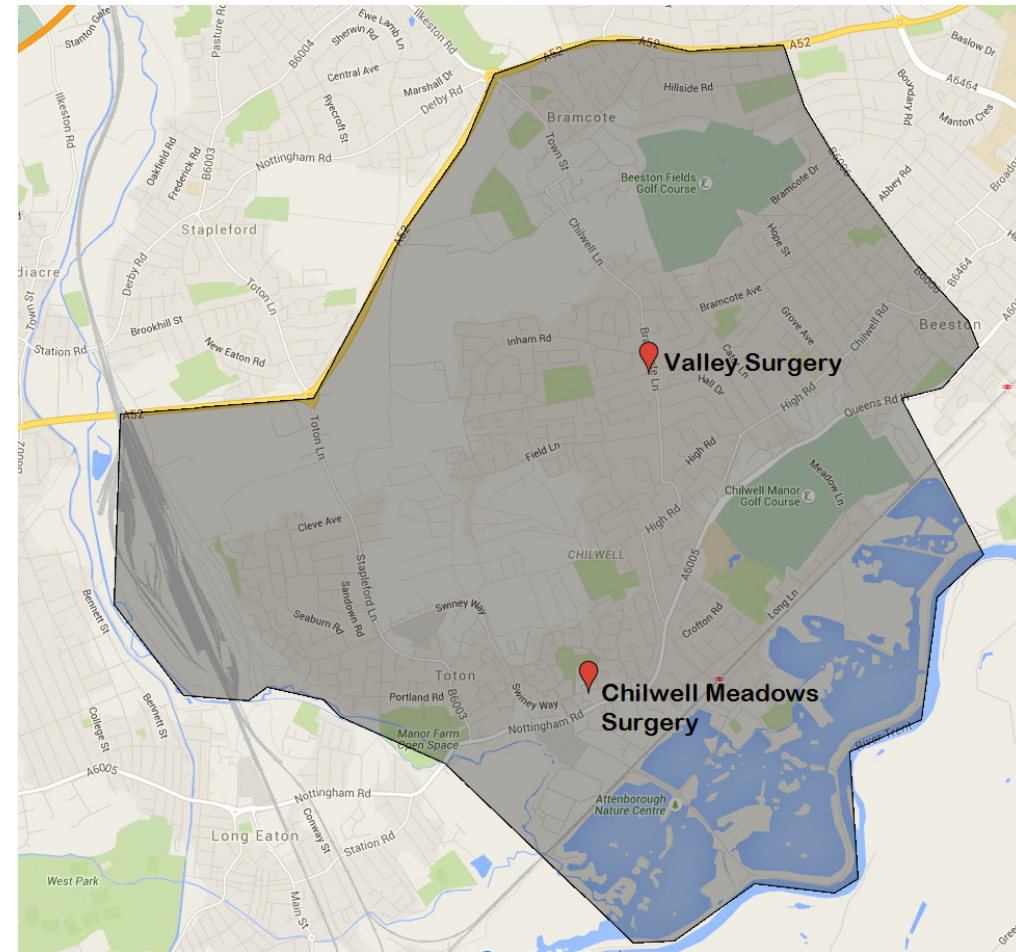
Dr Alison McKnespiey BM BS MRCGP DFFP DRCOG

Qualified from Nottingham Medical School in 1999. She joined the practice in 2005 working as a partner. She is interested in contraception and sexual health.

Dr Carolyn Lott MB ChB DFFP

Qualified from Sheffield Medical School in 1987. She joined the practice in 1997 and became a partner in 2008 and works part time. Her clinical inter-

Practice Area



ests include family planning and sexual health.

Dr Katie Rhodes BM BS BMedSci DGM DRCOG DFFP FRCGP

Qualified from Nottingham Medical School in 1986. She joined the practice in 2002 working as a part-time partner. She also works as a Lecturer in the Medical School and is involved with teaching medical students in the practice. Her clinical interests include family planning and terminal care.

Dr Fiona McCracken BMedSci BM BS DRCOG MRCGP

Qualified from Nottingham Medical School in 1990. She was previously a partner at a practice in Arnold for 17 years and has now joined the practice in 2013 working as a part-time partner at Chilwell Meadows surgery. Her clinical interests include all areas of general practice, especially women's health, child health and terminal care.

Dr Sarah Thomas BM BS

Qualified from Nottingham Medical School in 2009. She was previously a Registrar (trainee GP) at Chilwell Meadows Surgery.

OUR PRACTICE TEAM

Practice Manager and admin team

Linda Allum is responsible for the efficient administration of the practice and is happy to discuss queries, comments and suggestions regarding the day-to-day running of the practice. She has a full complement of receptionists who are specially trained and do a very difficult job in trying to meet the needs of both patients and doctors. They will deal with your queries, appointments and repeat prescriptions as efficiently and as quickly as possible. Sometimes they need to ask one or two questions to help judge the urgency of the request but they are bound by the same codes of conduct with respect to confidentiality, as the medical and nursing staff.

Information Technology Manager

Ed Longridge helps us manage our communication systems and information technology. Ed is very experienced in medical IT.

Secretary

Our practice secretary is here every morning. She often liaises with hospitals for us.

Practice Nurses

Rhian Schofield RGN is our senior practice nurse who is also qualified to prescribe some medication. She works closely with Jill Cheetham and Vickie Verhoeven, our other practice nurses, and together they offer a wide range of services including health advice, asthma and diabetic care, blood pressure and coronary heart disease monitoring, family planning and cervical smears, travel health, baby immunisations as well as other nursing tasks such as dressings. Appointments can be made at reception to see them. We need to know the reason for the appointment so we can allocate you the right amount of time you need with them.

Healthcare assistants

Debbie Leivers is our Healthcare Assistant. She is trained to take blood pressures, give flu vaccinations and take blood for blood tests.

Phlebotomist

Our phlebotomists are with us on Tuesday, Wednesday and Friday. She is especially trained to do blood tests. Appointments to see her can be made at reception.

Community Health Visitors

The Health Visitor is available by appointment, please ring their team on 8835500 to make an appointment.

Community Nurses

A team of experienced community nurses is based at Stapleford Care Centre. They offer a wide variety of services to the housebound and those recently discharged from hospital. This includes care of the young disabled, wound care, injections and terminal nursing care. They can be contacted by telephoning 03000830100 Monday to Friday 8.30am-5.00pm.

If sunburn occurs, treat as for other burns ie with cold water to remove the heat. Calamine lotion will relieve irritation whilst paracetamol will also help.

Insect Bites And Stings

Antihistamine tablets and cream will usually relieve most symptoms and can be bought from the chemist without a prescription. Bee stings should be scraped away rather than 'plucked' to avoid squeezing the contents of the venom sac into the wound. If the surrounding redness is getting bigger after two days the bite may be infected and you will need to consult your doctor, as antibiotics may be needed.

Chickenpox

On the first day a rash appears about 3-4 mm across. Within a few hours small water blisters appear in the centre of the patches. During the next three or four days further patches appear and earlier ones will turn crusty and fall off. Calamine lotion may be applied to soothe the often severe itchy rash. Cool baths may help. The most infectious period is from two to three days before the rash appears and up to five days after this date. Children may return to school as soon as the last crusts have dropped off. Children with chickenpox should avoid pregnant women.

Warts And Verrucae

These are caused by a virus and given time will disappear. There are various treatments available from the chemist.

Worms

These can be seen in the motions or suspected by intense itching around the back passage. A simple treatment is available from the chemist.

Cystitis

This is not uncommon in women. It causes a burning sensation during frequent passing of urine. Drink plenty of fluids. If you have a fever, any blood in the urine, or if the symptoms last more than 48 hours consult your doctor and bring in a urine sample if you can.

Sprains

First apply a cold compress, such as a bag of frozen peas or ice for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until all the discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. Painkillers are available via consultation with your pharmacist.

Moles

These are normal on the skin: some are present at birth, others appear later in life. You should, however, consult your doctor if your mole develops any of the following:

- a change in colour
- an increase in size
- ulceration
- becomes irregular in edge or colour

Nosebleeds

Sit down, leaning forward with your mouth open and pinch your nose just below the bone for approximately 10 minutes by which time the bleeding should have stopped. If this fails to work repeat the procedure. If the bleeding persists then attend QMC Accident and Emergency Department. Do not blow the nose and avoid hot drinks or food for 24 hours. Apply a small amount of Vaseline to the inside of the nostril if there are recurrences soon afterwards. If the problem persists consult your doctor.

Sunburn

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the sun. Factor 25 (or even higher) sun cream should be used, wear light cotton clothing and keep in the shade.

Community Midwife

Our Community Midwife, Katrina West, is involved in the care of all mothers before and after the birth of their child. She is available for any queries or concerns at Dovecote House on 8835500. The Midwife team will organise all appointments.

HOW TO SEE YOUR DOCTOR OR PRACTICE NURSE

Surgery Opening Times

The surgery is open from Monday to Friday 8.00am - 6.30pm.

Seeing A Doctor

All consultations are made by appointment. An appointment can be made by calling in at the surgery, online or telephoning 946 2767. You are free to consult with any doctor within the practice but it is obviously an advantage to see the same doctor with the same problem so that continuity can be maintained. Please let the receptionist know whom you would like to see.

If you have an urgent medical appointment you will be seen the same day but not necessarily by the doctor of your choice. If you cannot keep your appointment please let us know, however late, so that we can offer it to another patient.

Children Who Are Ill

If you contact us about children who are unwell we will arrange for them to be seen as soon as possible at the surgery. This is often much quicker than waiting for a doctor to visit.

Speaking To A Doctor Or Nurse

If you would like advice or feel that your problem can be best sorted with a phone call please leave a message with the reception. You will be telephoned back as soon as possible.

Home Visits

These are carried out at the discretion of the doctor and are reserved for patients who are genuinely too ill to come to the surgery. **If you require a home visit please call before 10.30am.** The receptionist will need details of the patient and the problem so that the doctors can assess the urgency of the call. Most visits are done in the late morning or early afternoon. Please note that a doctor can see three patients in the surgery in the time taken to do one home visit.

Laboratory Specimens And Test Results

Please bring any specimens requested by the doctor to the reception desk **before 12.30pm** as they are transported to the hospital the same day. **Please phone for test results after 11.00am** when the telephone lines are less busy. It is practice policy that results should only be given to the patient themselves except in the case of children.

Repeat Prescriptions

Repeat prescriptions can be issued without a consultation if this has previously been agreed with your doctor. Requests can be made in person, online (ask Reception for details), or by post with an SAE. Whenever possible please tick the boxes on your prescription slip and give that to us as this ensures accuracy. **Telephone requests can be made between 10am-12noon but we prefer to reserve this service for the housebound and elderly.** Please allow two working days for the prescription to be processed. A review date is written on your prescription. If you have not seen the doctor or practice nurse recently then you may be asked to make an appointment for your medication to be reviewed. If there are any difficulties with your repeat prescriptions please discuss this with the reception staff.

Minor Surgery

Joint injections and treatment of simple skin lesions and ingrowing toenails are all available in minor surgery clinics run by Dr Churchill. Please consult the doctor to discuss this.

Out Of Hours

If you or your family need urgent medical attention when the surgery is

have difficulty finding a dentist please ring NHS Nottinghamshire County on 01623 414114. If you or your child has a tooth knocked out, carefully pick

up the tooth but do not attempt to wash or clean it. Put it straight into a little cold milk and take it with the patient to the dentist.

Earache

This can be helped with painkillers and decongestants in the first instance. Most bouts of earache will settle within 24 hours. If persistent or accompanied with discharge see the doctor.

Fever In children

Cooling a child down will make them feel better and is worth doing even if you want them seen by a doctor as well. Give paracetamol suspension (Calpol or Disprol) regularly four times a day. Ibuprofen syrup can be given in between three times a day. Both are available from the chemist. Give plenty of fluids and strip the child down to light underwear.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop the bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sickness And Diarrhoea

In most cases this is caused by a viral infection which is easily spread from person to person. It is not treatable with antibiotics. In addition to sickness and diarrhoea there may be tummy cramps and a temperature. Water or juices should be taken as often as possible to avoid dehydration, and when settling, gradually introduce a light diet. In very young children and babies, diarrhoea or sickness needs careful attention to avoid dehydration and, if the symptoms persist longer than 24 hours without settling, consult your doctor.

Head Lice

These are common in schoolchildren and not a sign of poor hygiene. Medicated shampoos and lotions are available from the chemist without a prescription. However, it is now recommended that children's hair should be washed, and after using a normal hair conditioner, combed with a fine nit comb to dislodge the eggs. Regular nit combing like this can keep the problem away.

Back Pain

Most back pain will settle by itself if the back is rested by sitting as upright as possible or lying flat on your back with your knees bent (a cushion under your knees often helps). Gentle stretching exercises improve the speed of

recovery. Swimming, walking and cycling are excellent when you feel a little more mobile. If there is no improvement after a few days, or if the bladder or bowel control is affected, make an appointment to see a doctor.

Bedsores

Bedsore are far easier to prevent than cure. They are caused by prolonged pressure on certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the person to shift position as often as possible and taking care to smooth out creases in the bottom sheet. Watch out for red marks appearing at pressure points such as heels, elbows, buttocks and hips. If they begin to appear then contact the district nurses before they get worse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered apply a loose dressing. If the burn is larger than 10cm or the skin is broken, consult your doctor, practice nurse or attend the casualty unit at the Queen's Medical Centre.

Colds

Even in this day and age there is no magic cure for the common cold. Take plenty of drinks and rest. Paracetamol will help relieve the headache, sore throat and aching as well as bringing down the temperature. Antibiotics will not get you better any quicker as they make no difference and may even cause harmful side effects.

Dental Emergencies

You should see your dentist for regular check-ups; also, there is an out-of-hours emergency dental service available to you once you have registered.

Dental problems should be treated by dentists, not by doctors. Dentists can prescribe antibiotics and painkillers just as doctors do. People not registered with a dentist or just visiting locally can consult any dentist for advice. If you

closed, please phone the usual daytime surgery number and your call will be redirected to the out-of-hours service. Your needs will be assessed and you will either be given advice or arrangements will be made for you to be seen by a healthcare professional. You can also call 111 which provides a 24-hour advice and health information service or visit the NHS Urgent Care Centre on London Rd in Nottingham or at Ilkeston Hospital. The Urgent Care Centre provides access to assessment and treatment if you need help with a health problem that is **urgent, but not life-threatening**. This is a walk-in service, open between 7am and 9pm, 365 days a year, with **no appointment needed**. You can call 0115 883 8500 for directions, current waiting times or to make an appointment for appointment based services, however the centre focuses on helping patients face-to-face and healthcare advice cannot be given out over the telephone. Your local pharmacy can also offer a range of services including advice and medicines to relieve symptoms of minor ailments.

Life-threatening Emergencies

If you are uncertain what to do in an emergency situation please do not hesitate to call our usual number 9462767 but do remember that many life-threatening emergencies such as choking, heart attacks or total collapse need immediate life-saving treatment from the emergency services. Please call 999 in these situations before calling the surgery.

OTHER SERVICES AVAILABLE

Family Planning And Contraception

A full range of contraceptive services is available from the doctors and practice nurse. Confidential emergency contraception and preconception advice is also available. If you are planning a pregnancy it is a good idea to see the practice nurse who can advise you about having your rubella (German measles) immunity checked. It is also recommended that you take folic acid from the chemist from before conception until the first three months of the pregnancy.

Cervical Smears

We recommend that women aged 25-50 should have a cervical smear every three years and every five years from the age of 50 until aged 64. Please make an appointment with the practice nurse or one of the doctors.

Foreign Travel

Our practice nurse offers immunisations and health advice on foreign travel.

Please enquire at reception at least eight weeks prior to departure. The Chilwell Valley and Meadows Surgeries are an authorised yellow fever vaccination centre. There is a fee payable for this and other travel immunisations.

Teenage Health

Our practice nurse and doctors are happy to see teenagers for discussion of health issues on a confidential basis, irrespective of age. Whilst we are happy for parents to accompany younger teenagers we may encourage young people to develop some independence by seeing them alone for at least part of the consultation. Teenagers can also make appointments to be seen alone.

Health Promotion

We are committed to improving the health of our patients. The practice nurses will see patients with asthma, diabetes and heart disease for monitoring and education. In addition to this they are available to discuss other health issues such as diet and weight control, stopping smoking and will carry out well person checks (including cholesterol monitoring) if warranted.

Help to Stop Smoking

A New Leaf clinic operates at the Valley Surgery (our sister site) to help anybody who wants to stop smoking. Leaflets are available in the waiting room with contact details.

Flu Clinics

There is an annual clinic held on a Saturday morning in October for this. Otherwise an appointment can be made with the practice nurse. Current recommendations are that anyone over 65 or suffering from heart, kidney or lung conditions should have an annual flu immunisation. A pneumonia immunisation is also available for these individuals but does not usually need repeating.

partners must consider the safety of all people concerned and, if a situation appears threatening to any individual(s), the police will be called. A meeting of the partners will review the occurrence to try to understand why an individual may be behaving in such a manner and what subsequent steps need to be taken. This may include writing to the individual to arrange a meeting to discuss unacceptable behaviour or reviewing ways that the individual can be helped so that this does not reoccur. Only after a person has received written warnings about their behaviour, cannot be helped/reformed and has flagrantly ignored the warnings given, will we resort to the possibility of their being removed from the list. This would need the full agreement of all partners.

CONFIDENTIALITY AND USE OF PATIENT INFORMATION

We are aware that we sometimes have to ask you for personal information. This is so that you can receive appropriate care and treatment. This information is recorded on the computer and sometimes in manual medical records. Its disclosure to other health professionals is on a "need to know" basis such as letting a hospital consultant know of previous hospital admissions and medication. Please be assured that confidentiality is part of the training of all members of the practice team and we take your trust in us most seriously. We are registered under the Data Protection Act and you have the right of access to view your personal medical records. If you would like to do this please speak to or write to one of the doctors or the practice manager so that we can arrange for this to happen.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common problems can be treated at home without the need to consult a doctor.

Practice Responsibilities

- You will be treated as an individual and afforded courtesy, respect and confidentiality at all times.
- You will be offered an appointment for an urgent medical condition on the same day. Routine appointments will, under normal circumstances, be available within a week.
- We will try and see you within 30 minutes of your appointment time. An explanation will be offered if we cannot do this.
- We will visit you if you are too ill or infirm to be brought to the surgery.
- Your suggestions and comments about the services will be listened to and acted upon when appropriate. Any complaints will be dealt with quickly.
- Please let us know if you feel that we have not met our responsibilities to you and give us a chance to discuss this with you.

Patient Responsibilities

- We ask that you treat the doctors and all practice staff with the same courtesy and respect that you would expect.
- Please remember that the doctor you may prefer may not always be available due to other professional commitments.
- Please inform us as soon as possible of changes in address and telephone number.
- Please let us know as soon as possible if you are unable to keep your appointment.
- Please try to be seen at the surgery if at all possible as this saves precious time.
- Please remember that urgent cases will be seen the next day and do not call out of hours except in real emergencies.

UNACCEPTABLE BEHAVIOUR

In the rare event of a patient becoming violent or abusive to any doctors, members of staff or other persons present on the practice premises, the

Non-NHS Services

Like other professionals your doctor is entitled to charge a fee for work which is not paid for by the NHS. This includes insurance reports, private sick notes, holiday cancellation forms and letters to non-NHS organisations eg leisure centres, school and work places. Please see the notice in the waiting room for a list of these together with the charges payable.

Carers

Carers are people who look after family, partners or friends who are ill, frail, have a disability or a mental health problem. They may be caring for another adult or be a parent of a disabled child. The care they provide is unpaid. An estimated 5% of people in Nottingham are carers. Please ask at Reception for further information.

OTHER INFORMATION

Teaching And Training

To help with the education of future doctors we are linked to Nottingham University Medical School. We therefore may have medical students in the surgery from time to time. You will be informed when you book an appointment, or on arrival if this is the case. If you do not wish to have the student present during your consultation please let reception or the doctor know. We also have fully qualified doctors working with us for periods of usually six months so that they gain experience in general practice. These enthusiastic, well trained and supervised doctors bring many benefits to the team and patients alike. Occasionally a consultation may be recorded on video, but only with the patient's permission. These recordings are strictly confidential, seen only by doctors involved in training, and are erased afterwards.

New Patients

Anyone living within our practice boundary may register with the practice. There is no prejudice to race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. To register simply bring along your medical card or fill in a form at reception. We will also ask you to fill in a short questionnaire to give us a quick update on your health. We also offer all new patients an appointment with the nurse for a health check.

Temporary Residents

Any person who is staying in our practice area can be seen at the surgery by us as a temporary resident, though we encourage patients who have been temporary residents for more than three months to register with us.

Overseas Visitors

If the visitor has come from a country which does not share a reciprocal arrangement with the NHS (eg a non-EU country), they will need to consult with us under a private arrangement and any hospital treatment will be charged by the hospital.

Change Of Address Or Telephone Number

Please inform the receptionist of any change as soon as possible. If you move outside the practice area you will need to re-register with another practice. We have to restrict our patient area to provide a satisfactory service to our local population.

Parking Facilities

We offer parking spaces, including two reserved for the disabled, in the private car park adjacent to the surgery building. We cannot be responsible for the loss or damage to any vehicles or belongings left in the car park.

Access For Disabled Patients

The practice premises have suitable access for disabled patients. Patient services are provided at ground floor level. If you believe there is anything more we can do to help patients with a disability please speak to the receptionist.

Baby Changing And Feeding Facilities

These are available at any time when the surgery is open; please ask at the reception desk. We would rather see babies who are comfortable and happy and we are happy to wait until you are ready.

Data For Research

As part of the practice's contribution to medical research, we provide completely anonymous details of patient treatment to certain reputable third party organisations. No individual is ever identified from the information and we ourselves as potential patients stand to benefit from this work. If you would

like more information on this issue please speak to one of the doctors.

Asking For A Chaperone

If you are concerned about seeing a doctor or nurse on your own, please mention this at reception when you make the appointment and a chaperone will be arranged.

COMMENTS, COMPLAINTS AND SUGGESTIONS FOR IMPROVEMENTS

We are always interested to hear any complaints or observations you have so that we can act upon them and improve the service we give.

We hope that most problems can be sorted out easily and quickly, preferably at the time they occur and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint we would like you to let us know as soon as possible. In the first instance please speak with our practice manager. We operate a practice complaints procedure and details of this are available from the practice manager or online. Your complaint will be confidentially handled by one of the partners in the practice who will promptly and thoroughly investigate it. You will be kept informed at each stage of the procedure. We hope that, if you have a problem you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity for us to improve our practice. We also always welcome suggestions and complimentary comments!

PRACTICE/PATIENT CHARTER

We believe that the relationship between the practice and its patients is a partnership. The more help you can give us the more help we can give you.