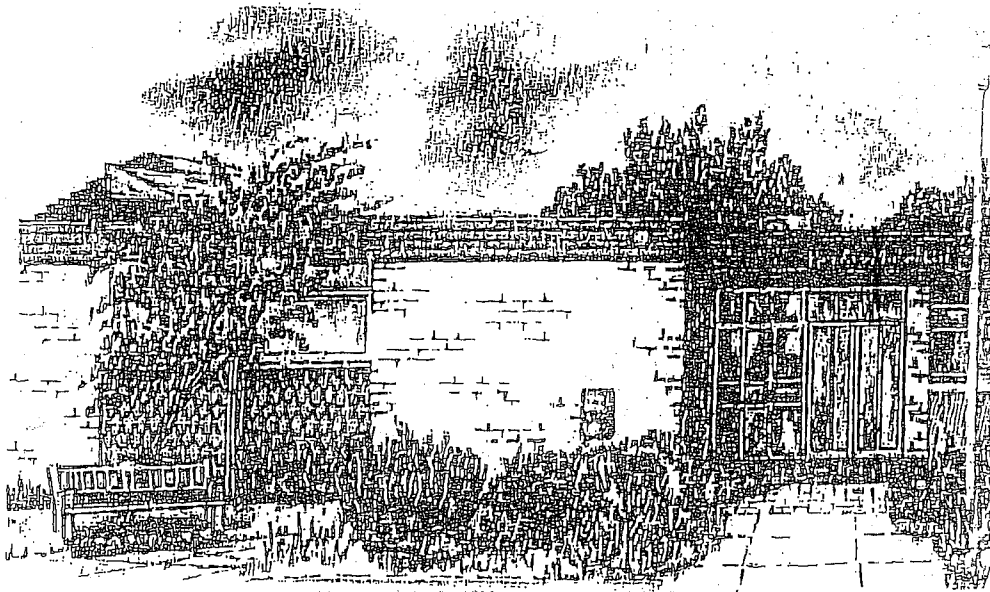


MEASHAM
Medical
Unit

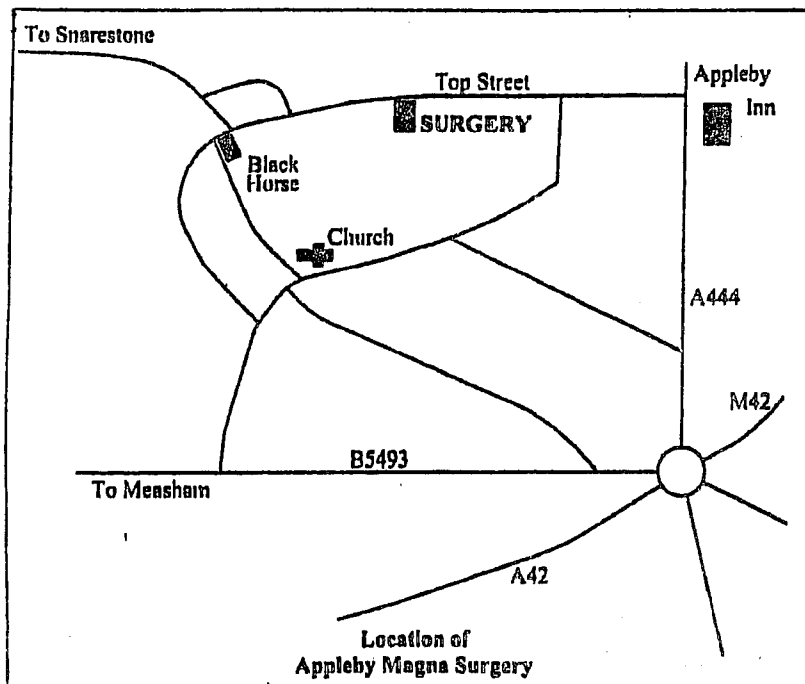
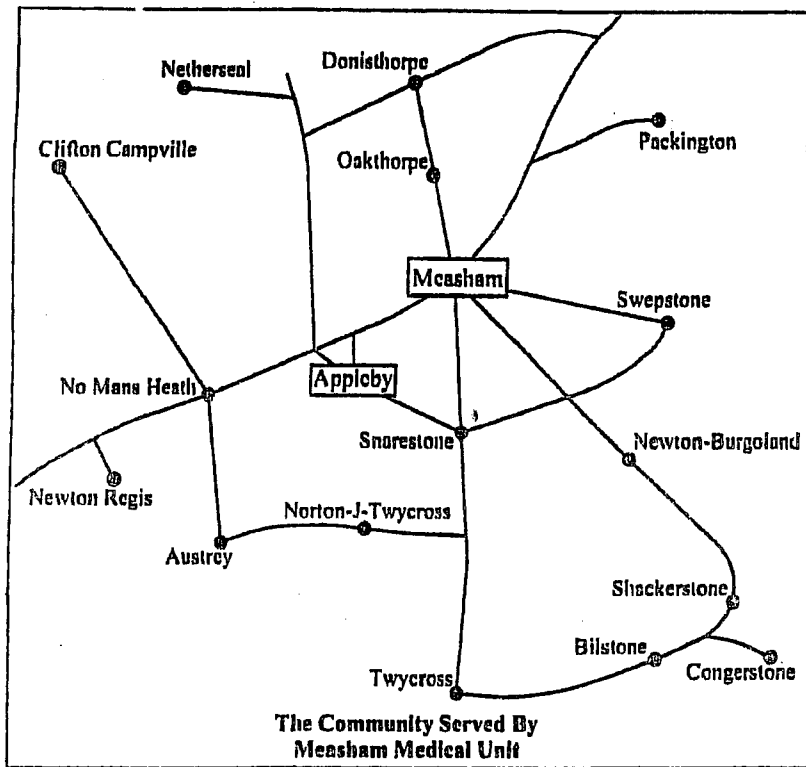


WELCOME GUIDE

Measham Medical Unit, High Street,
Measham, Nr Swadlincote, Derbyshire DE12 7HR

Emergencies, Visits and Enquiries	01530 270667
Appointments	01530 270933
Health Visitor	01530 270391
Fax line (prescriptions)	01530 271433
Travel Line	01530 279672
Delivery Line	01530 279675
(Out of Hours)	0845 0450411

Website address: www.meashamdoctors.co.uk
Email: admin@meashamdoctors.co.uk



Branch surgery:

Appleby Surgery
Top Street
Appleby Magna
Nr Swadlincote
Derbys DE12 7AH
Tel: 01530 270316

Doctors at Measham Medical Unit

There are nine Partners at the Unit. You may see any of them, but please remember that some of them do not work full-time, so you may have to wait longer for an appointment.

Partners:-

Dr Nicholas Gravestock (full-time, ½ day Wednesday afternoon)
Dr Donna Turfrey (Monday, Tuesday and Wednesday)
Dr Carol Ashton (full-time, ½ day Wednesday afternoon)
Dr Clare Swaebe (Wednesday, Thursday and Friday)
Dr Kirk Moore (full-time)
Dr Pawan Randev (Monday, Tuesday and Thursday or Friday)
Dr Nicola Waymont (Tuesday, Wednesday, Thursday and Friday)
Dr Vipul Ravji (full-time, half-day variable)
Dr Tom Charles (full-time, half day variable)

Also employed by the Medical Unit :

Dr Elizabeth Corbett
Dr Nia Henderson

We may also have one or two Registrars per year on placement. A Registrar is a fully qualified Doctor, who has already worked in a hospital. In order to become a GP, they are required to work an extra year before entering a Practice of their own, sitting final exams and becoming a GP in their own right.

The Medical Unit has a tradition of teaching and prides itself in its standards. You will sometimes find that a Doctor may have a Registrar present or the Nurse, Midwife or the Health Visitor may have a student sitting in with them. Your consent will always be sought beforehand and you have the right to refuse if you wish.

Nurse Practitioner—Sally Brooks and Jacqui Hale

Our nurse practitioners can see patients (although Sally can only see patients over the age of 2 years-old) in surgery with a wide variety of acute illnesses and health problems. They are able to write out prescriptions if required.

Chronic disease management is usually monitored by the Practice Nurses but our Nurse Practitioners will see those patients if acute problems occur.

Patients who are trying to stop smoking can also see them for support.

Opening Times:

Monday to Friday (except Bank Holidays, when we are closed).

And Saturdays (9.00 am—11.50 am, **Emergencies only**).

Measham Medical Unit and its Dispensary are open from 8.00 am to 6.30 pm (Mon, Tue, Thur and Fri) and 7.30 am on a Wednesday

Appleby Surgery is open from 8.30 am to 10.30 am on weekdays. Please note that no gynaecological appointments can be made or casualties seen at the Appleby Surgery

How to make an appointment

Appointments can be made with a doctor at Measham or Appleby by phoning the appointments line between 8.30 am and 6.00 pm or calling in to the surgery. We can offer you several types of appointments:

- **Telephone Triage**: You can be offered an appointment where the Doctor will telephone you back, providing you feel the matter is suitable for discussing over the telephone. If the Doctor feels you should be seen, an appointment will be made by the Doctor to come to the surgery.
- A 5 minute **Express** appointment for one straightforward problem you believe can be dealt with quickly.
- A **routine** 10 minute appointment, whereby you will be offered an appointment that day or the following working day.

“Gift of a Lift” - patient transport for the over 55s

On 22 February 2010, we launched our new patient transport service for patients over the age of 55. The 15-seat minibus, which was kindly purchased and funded by the Barbara Boardman-Weston Charitable Fund, is available Monday, Tuesday, Thursday and Friday for outlying villages. Please ask at Reception for more details (or see our website).

Emergency Care

In the case of an emergency please phone 01530 270667.

Out of Hours arrangements

We are no longer on duty during the hours of 6.30 pm and 8.00 am and weekends or bank holidays. If you need a Doctor or a Nurse urgently, you can ring our telephone number **01530 270667**. You will automatically be transferred to the out-of-hours service. You can also ring the service direct on **08450 450 411**.

You can go straight to a Walk in Centre at:

- Civic Way, Swadlincote DE11 0AE (nearest) or
- Loughborough, Pinfold Gate, Loughborough LE11 1BE
- Leicester Royal Infirmary, Leicester LE1 5WW

If you are unsure about your needs during the out-of-hours period you may wish first of all to contact **NHS Direct** on **0845 46 47**, who will offer you advice by a trained Nurse.

Minor Injuries

We can assess and in most cases treat minor injuries, such as sprains, eye injuries, cuts (including those that need stitches) without the need for you to attend a Casualty department at hospital. If we are unable at the Unit to treat your injury, we will send you to Casualty with a letter, which should mean you are seen more quickly.

Care in the home/Visits

Most terminally ill patients and their carers prefer to be looked after in their home rather than in hospital. We will do our best to make this possible.

For a home visit, please telephone 01530 270667 before 10.30 am (if possible), as this will enable the Doctor to see you on their normal rounds.

Getting the best from your doctor

Chaperones

You are always welcome to bring a family member or a friend with you into any consultation at our premises or ask a trained member of staff.

Prescriptions

We are fortunate in being able to offer most of our patients a dispensing service. This means that if you live more than a mile from a chemist, you can collect your medicines from our dispensary.

Patients using the Appleby surgery can collect their repeat prescriptions from there, but need to give 3 working days notice.

If you are on a long-term medication you can obtain repeat prescriptions by:-

- Using our 'Tick And Save' service, where you leave your prescription request as you collect your current prescription (please ask our staff for more details)
- Dropping in the repeat prescription to the surgery
- Posting your request to the surgery
- Faxing your medication request on **01530 271433**
- Via the website: www.meashamdoctors.co.uk

We do not take repeat prescription orders over the telephone, as this can block the line for emergencies and may lead to mistakes.

Services provided by Measham Medical Unit

Dispensary—Delivery Service

We offer a delivery service to those patients over 60 years of age who receive their medications from our Dispensary. Please ask for details at Reception or look on our website.

Cancer services

Alison Menzies co-ordinates care for our cancer patients and provides Patient Held Records. Direct line: **01530 279691**

Community Nurse Team

Our Nursing team offers comprehensive care in the home, allowing the very ill to remain at home if preferred. They work with other nursing agencies, such as Hospice at Home, Marie Curie, Macmillan and the out-of-hours teams.

The team is dedicated to providing the best care at home when it is needed, but travelling takes up time we would rather spend with

patients. For this reason, we only make home visits when patients are too ill to come to the surgery.

There are daily clinics (by appointment) for expert management of wounds, leg ulcers and post-operative care. Other procedures include ear syringing, injections and venepuncture.

Blood tests

If you are seen by a Doctor or are attending a clinic at the surgery, you may be asked to give a blood sample. Our Phlebotomist's appointments are made between 8.00 am and 11.30 am, as the samples are collected by courier service late morning.

Health Sisters

Our Health Sisters provide specialist clinics for diabetes, asthma, heart disease management and advice on the menopause. They offer a cervical smear service (as do most Doctors—please ask).

Travel Clinic

Travel injections are available through our travel service. If you are travelling abroad our Travel Clerks will deal with all the administration. Please telephone **01530 279672** for guidance (have a pen ready). To ensure vaccinations are given in plenty of time, paperwork needs to be returned no later than 8 weeks before departure. There are extra charges for protection against some illnesses, such as Rabies, Yellow Fever, Japanese Encephalitis and anti-Malarial tablets.

Health Visiting Team—01530 270391

Every family with a child under 5 years-old can access the Health Visiting Team. They offer advice and support on a child's health and development and other issues affecting the family. Both Health Visitors are Nurses with additional midwifery and health visiting qualifications.

Our Nursery Nurse, is qualified to offer routine advice relating to developmental progress, feeding advice and behaviour management.

Immunisations are offered weekly on Tuesday afternoons by appointment.

The Health Visitors and Doctors offer reviews to monitor your child's health and development up to their 5th birthday.

Maternity Services

We provide shared care during pregnancy between our Midwife and a named GP.

If you know you are pregnant you can book your first appointment with the Midwife without seeing a GP. The Midwife will offer you a choice of hospitals for your delivery and the option of a home confinement if appropriate.

Podiatry (Chiropodist)

You can book for an assessment by telephoning the Therapy Centre at Loughborough on **01509 564321** before 1.00 pm or collecting a form from the surgery. You will be given an appointment to see a Podiatrist at Measham.

For a home visit from the Podiatrist, please telephone **01509 564321** (before 1.00 pm).

Family Planning

The Unit provides a completely confidential Family Planning service. Please make an appointment with a Doctor or Nurse Practitioner.

Emergency Contraception

You need to make an appointment to see a Doctor within 48 hours of unprotected sex. You may also obtain emergency contraception from your local chemist.

Health Information Kiosk

Measham Medical Unit patients can now access free health information from a kiosk in the waiting room, which provides an easy to use, safe and controlled facility.

The kiosk is user friendly and has free access to a comprehensive directory of online information and also contains over 3000 patient information leaflets, online resources such as self diagnosis engines, promotional health literature, including advice on diet and exercise, plus links to external health websites.

You can also access our website for help and information.

Unisex Chlamydia Screening

We provide kits for 16 to 24 year-olds in the disabled toilet at the Unit. This is a confidential service but ensure you follow the instructions on the kit.

Dietary advice, Physiotherapy, Speech therapy and Counselling

These are provided in regular clinics here at the Medical Unit. Your Doctor or health care professional will refer you if necessary.

Disability access

At the Medical Unit, the ground up to and through the front and rear doors is level, with no steps, for easy access for the disabled. The front doors open automatically. Two parking spaces, with lowered kerbs, for the disabled are provided at the nearest position to these doors. Companions of patients with limited mobility can

collect a wheelchair from the entrance of the Unit to help the patient into the surgery. There is a disabled toilet near to the waiting room. The building is one-storey with wheelchair access and ramps for easy access.

Appleby Surgery does not have access for the disabled, so patients with mobility problems are advised not to make appointments at this small branch surgery.

Your medical records

All the medical information we have about you is confidential. We are not allowed to share it with anyone—not even your family without your permission.

All our staff who have access to your records are bound by the Data Protection law to protect confidentiality.

Patients Amenity Fund

The Patients Amenity Fund provides much of the equipment used by the Medical Unit, which is not provided by the NHS. For over 30 years, the Fund has received donations from grateful patients, relatives and friends.

Sickness Certificates

For 6 working days or less of illness we do not issue sickness certificates: you must use a Self Certificate form, which are available from reception. If you are off work for more than seven days, you will need to see the Doctor for a certificate.

Suggestions and Complaints

The Practice Manager is often available in person to hear any suggestions to improve our service or to respond to any complaints. If the Practice Manager is not available at the time and you wish to make a complaint, please ask for a leaflet and ask the Receptionist to leave a message. You will have a response within 2 working days.

Useful contacts

The **Primary Care Trust** monitor the services we provide:-

Leicestershire County and Rutland PCT

Lakeside House

4 Smith Way, Grove Park

Enderby

Leicestershire LE19 1SS

Tel: 0116 2957500

NHS Direct: 0845 46 47

Citizens Advice Bureau: 0844 499 2375

NHS Walk-in Centre: The nearest centre offering 24-hour a day treatment and advice is at: Pinfold Gate, Loughborough LE11 1BE. Tel: 0845 450 411.