



Trent Valley Surgery

A Practice Guide for Patients

Welcome To Our Practice

We look after patients in Saxilby, Torksey, Sturton-by-Stow, Skellingthorpe and the surrounding villages, within an eight mile radius of Saxilby and endeavour to offer you the best possible service.



The Surgeries

The main surgery in Saxilby, built in 2001, offers the latest facilities with disabled access.

The Torksey Surgery is a new, purpose-built surgery and offers full and comprehensive care with disabled access.



The Practice Team

Dr AM Robbins-Cherry BSc MBBS MRCS LRCP (St Mary's Hospital, London 1973)

Dr Robbins-Cherry was a Medical Officer in the RAF specialising in renal medicine. He joined the practice in 1994 and is involved in all aspects of General Practice especially cardiology, endocrinology and renal disease. His outside interests include trying to play golf, gardening and supporting local football and rugby teams.

Dr E Vipas MBChB MRCGP (Leicester 2000) Salaried GP

Dianne Goddard - Nurse Practitioner

Dawn Poynton - Practice Nurse

Mandy Teece - Health Care Assistant

Yvonne Whitelock - Practice Manager

Lisa Johnson - Practice Secretary

Lincolnshire Teaching Primary Care Trust also employ district nurses and health visitors etc who work from within the Medical Centre.

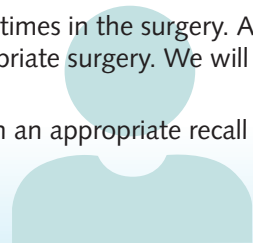
The practice manager and team of receptionists are always available to help with appointments, enquiries, general advice and to listen to your ideas and comments.



How To See The Doctor

Surgery times are by appointment. This is to reduce waiting times in the surgery. An appointment can be made by calling in or ringing the appropriate surgery. We will always do our best to see you on the day you request.

Review appointment/consultations are automatically sent on an appropriate recall basis.



Opening Times

Saxilby Surgery and Dispensary Monday to Friday 8.00am-6.30pm

Torksey Surgery and Dispensary Monday - Friday 10.30am-2.30pm

For appointments, telephone Saxilby Surgery

Clinic Times

Clinic times may vary but, for general guidance, run as follows:

Saxilby Clinic Times 8.30-10.30am and 3.00-5.30pm (not Wednesday pm)

Torksey Clinic Times 11.30am-1.00pm



Telephone Advice

A doctor is usually available between 10.30 and 11.00am for telephone advice each weekday. The practice nurse is available during various times of the day but is generally obtainable between 2.30 and 3.00pm each weekday.

Out-of-Hours Service

When the surgery is closed, there will always be a doctor on call at night and at weekends to deal with emergencies. Patients requiring a doctor should telephone 0844 815 1954 and the call will automatically be transferred to the out-of-hours team.

NHS Direct

0845 4647 This is a national 24-hour telephone helpline run by nurses.

Home Visits

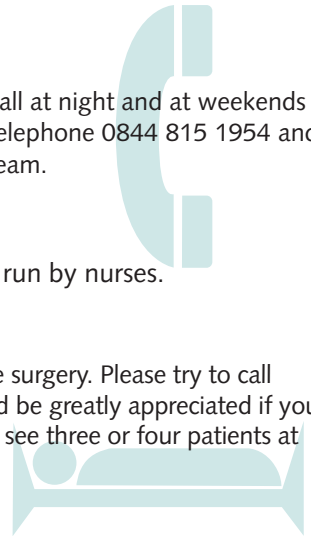
The doctor will visit you at home if you are unfit to travel to the surgery. Please try to call before 10.00am so that the doctor can plan his rounds. It would be greatly appreciated if you could come to the surgery whenever possible as the doctor can see three or four patients at the surgery in the same time it takes to make one home visit.

How to Register as a Patient

Patients who wish to register must live within the practice boundary.

To register, patients need to bring along their existing medical card or complete the registration form at reception. Following this, a health check appointment will be booked with the practice nurse.

It is essential for the smooth running of the practice that you attend this. It enables us to check on any potential problems you may have and also helps us to monitor the health needs of the practice as a whole. Blood pressure, urine testing and general health enquiries will be carried out at this appointment. It often takes some time for your records to reach us from your previous doctor so please take advantage of this service, which is free to you as an NHS patient.



Repeat Prescriptions

Repeat prescriptions will normally be ready within 48 hours from your initial request and can be collected either from the surgery or the local pharmacy.

WE DO NOT TAKE TELEPHONE REQUESTS FOR REPEAT PRESCRIPTIONS. There are post boxes both internally and externally at Torksey and Saxilby Surgeries. Alternatively, requests can be faxed, posted to the surgery or ordered on our website. Please ring reception for more details on how to obtain your unique password.

Dispensing

Patients on our dispensing list may collect their medication from the surgery. The local chemist is available during surgery hours to dispense your prescriptions for you if you live in Saxilby.

We will arrange for prescriptions for non-dispensing patients to be collected by the chemist in Saxilby, if required, and Skellingthorpe patients can collect their medication from Skellingthorpe Chemist, if required.

Clinics

Antenatal Clinics

These are run by the midwife, fortnightly. The midwife will provide details of Parentcraft and Relaxation Classes. She will visit mothers and their babies after they leave hospital.

Child Health Clinics

The health and wellbeing of the babies and pre-school children in our practice is monitored jointly by the doctor and the health visitor. Children will be checked at regular intervals during their first five years and you will be advised when your child is due for examination. Arrangements will be made for your child to receive all the necessary immunisations at the appropriate times.

The health visitor is contactable on 01427 810801.

Immunisations And Vaccinations

These can be done by the practice nurse and we are always happy to give the relevant advice. If you are travelling abroad you may well require special immunisations or anti-malarial tablets. Most immunisations for travelling abroad are free under the NHS but a charge is made for some injections, including Hepatitis B injections and for anti-malarial tablets, which are not available under the NHS.

Family Planning

We provide a full range of contraceptive services and advice. For contraceptive advice, please book a routine appointment with the doctor or practice nurse. The doctor and practice nurse are also happy to give advice on prenatal care if you are planning to become pregnant.

Primary Care Trust

Lincolnshire Teaching Primary Care Trust
Cross O'Cliff, Bracebridge Heath, Lincoln LN4 2HY
Tel: 01522 513355

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.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Patients' Charter

Surgery Responsibilities

- The practice aims to provide the best possible service within the resources available.
- You will be treated with courtesy and confidentiality at all times.
- An appointment will be offered to you on the same day if you need to be seen urgently.
- Routine appointments will be offered to you within two working days.
- Home visits may be requested if you are unable to attend the surgery due to ill health and should be requested before 10.00am.
- 24-hour cover is provided by the practice by telephoning 0844 815 1954. This will contact the surgery during office hours. After office hours, the call will be automatically diverted to Ambulance Control Answering Service who will contact the doctor on call for you. If you need a doctor in an extreme emergency and cannot obtain a reply on the surgery number for a period of time, dial 999 and request an ambulance.
- We will keep you informed of the services available to you through the practice booklet, practice notice board and newsletter.
- Health promotion clinics are available to you. Please ask at reception if you would like an appointment.
- You have the right to see your own medical records, within the restriction of the law.
- Repeat prescriptions will be ready for collection 48 hours after your request is received.
- Complaints and comments: we are very interested to hear any comments regarding the service we provide and you will always receive a reply. These should be directed to the practice manager, who will deal with any problems immediately, provide you with a complaints form and keep you informed of the procedure followed.

Patient Responsibilities

- We ask that you treat our doctors and practice staff with courtesy and respect.
- If you are unable to keep an appointment, please let the surgery know as soon as possible.
- Inform the surgery of any changes to your name, address or telephone number.

Self Treatment of Common Illnesses & Accidents

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish take aspirin or paracetamol. Antibiotics have no effect on the common cold.

Diarrhoea

Diarrhoea in adults usually clears by itself in a few days. The symptoms can usually be eased by a medicine called Loperamide, available from the chemist. Consult your doctor if the symptoms persist for more than a few days.

Nosebleeds

Sit in a chair (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. Repeat once if necessary. If symptoms persist, consult your doctor.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Applying calamine lotion is also helpful. Note: bee stings should be scraped away rather than "plucked" in order to avoid squeezing the contents of the venom sac into the wound.

Chickenpox

The most infectious period is from two or 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.

Head Lice

These are most easily detected by fine tooth combing through really wet hair. If head lice are discovered there are two available options. Firstly, the 'conditioning and wet combing' method is less expensive and more successful. Secondly, by using overnight lotions, which are available from a chemist without a prescription. Contact your health visitor for more advice.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

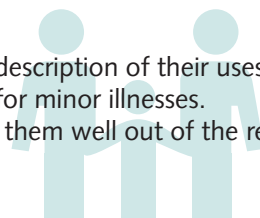
Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst paracetamol will also help.

The Family Medicine Chest

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock - or store them well out of the reach of children.



Soluble Aspirin Tablets

For adults and children over 16. Good for headaches, colds, sore throats and painful bruises.

Paracetamol Mixture

For relief of pain or fever in young children.

Sedative Cough Linctus

For dry or painful coughs - but not coughs caused by common colds.

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Ephedrine Nose Drops

For runny noses in children over one year old. Use before meals and at night but not for more than four days.

Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

Dressing Strips

For minor cuts.

3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

Cotton Wool

For cleaning cuts and grazes.

Thermometer

For fevers.

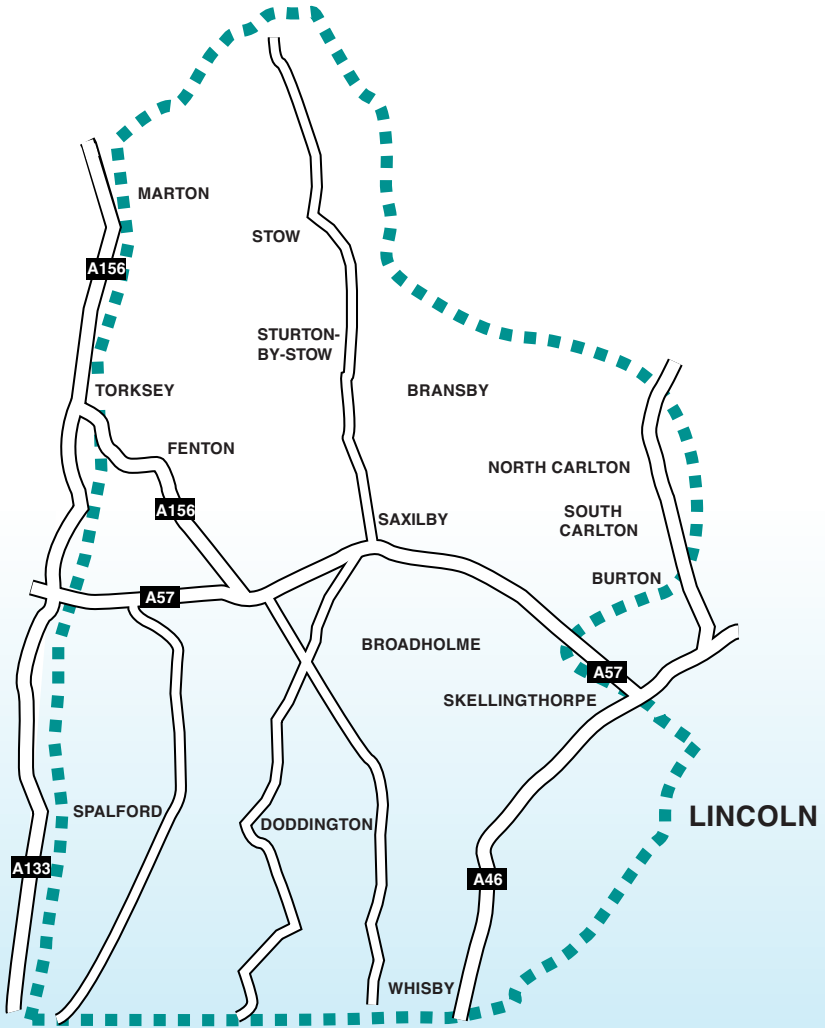
Tweezers

For removing splinters.

Remember that your local chemist can give you advice about medicines.



Practice Area Map



85 Sykes Lane, Saxilby
Lincoln LN1 2NU

Tel: 0844 815 1954

Fax: 0844 815 1955

www.trentvalleysurgery.co.uk