

THE DOWER HOUSE SURGERY



27 Pyle Street, Newport PO30 1JW

Appointments

522060

Enquiries and
Daytime Emergencies

523525

Out of Hours Emergency Calls
after 6.30pm weekdays and
all weekend

111

www.dowerhousesurgery.co.uk

INFORMATION FOR PATIENTS

WELCOME TO THE PRACTICE

We hope that the following information will help you get the best possible service from us with the least worry to yourself.

PRACTICE AREA

The surgery has a catchment area in which patients must live in order to register with us. This is from Newport to Northwood as far as the County Showground, Porchfield, Shalfleet, Newbridge, Calbourne, Bowcombe, Gatcombe, Arreton, Briddlesford, Binfield and Wootton as far as the Crematorium.

HOW TO REGISTER

If you wish to become a patient with us and currently reside within our catchment area, please come into the surgery and collect a registration form. You will need to complete this form, giving us your name, address, date of birth, previous address and doctor, and return it to us as quickly as possible. You can request registration with a specific doctor but please note this may not always be possible.

We require photographic proof of ID (eg passport, driving licence etc) together with proof of address (eg utility bill, bank statement etc) before we can accept new registrations.

TELEPHONE NUMBERS

APPOINTMENTS ONLY	522060 Between 8.30am and 6.30pm 523525 for all other purposes
EMERGENCIES	523525 This number will always be answered. It may be engaged when you first dial so please keep trying.
FAX	535710
HEALTH VISITORS	522298
DISTRICT NURSES	534323

For the latest information click to: www.dowerhousesurgery.co.uk



Blackwater Mill
Residential Home

In beautiful surroundings, Blackwater Mill Residential Home offers both permanent and respite Care.

The home offers many amenities and all rooms are en suite.

"We focus on retaining independence and helping to make choices"

Come and have a look for yourself.

Call (01983) 520539 to make an appointment or just pop in.

www.bucklandcare.co.uk

Blackwater Mill Residential Home, Blackwater,
Newport PO30 3BJ



A home from home for all

There is a real homely atmosphere at Blackwater Mill Residential Home, and that's just how the residents like it. We offer 24-hour residential care to elderly residents from throughout the local community. Our aim is to provide excellent quality care that respects each resident's right to independence and dignity at every phase of their life. Situated within what was originally known as the Old Mill House, a charming building dating back to 1790, the 50-bedded home was converted into a residential care facility in the late 1980s and is now part of the Bucklands Care Group.

Having been carefully and sensitively redeveloped to create a serene, interesting and idyllic retirement environment, the home provides all the facilities residents would expect to help them to maintain a happy and fulfilling life in peaceful, relaxed surroundings. We have eight separate lounges, for example, catering for differing requirements: some have a TV, while some are there for those who want a little peace and quiet. We also have a library and a spacious dining room where we serve a variety of nutritious, home-cooked meals, freshly prepared by our resident chef. Taking full advantage of the beautiful location, the current owners have created five acres of stunning gardens. Our residents enjoy an independent lifestyle with good company and plenty to do, and often choose to spend the rest of their days with us.

For more information, call (01983) 520539, or visit www.bucklandcare.co.uk

Attract more business by placing your advert here. Simply call 0800 0234 196.

DOCTORS

NAME	DATE AND PLACE OF FIRST QUALIFICATION	QUALIFICATIONS
PARTNERS		
Hester Clarke	1981 London	MB BS (special interest in Forensic Medicine)
Maureen Simmons	1985 Southampton	BM DGM
Timothy Whelan	1981 Cambridge	MA MB BChir MRCGP (special interest in ENT)
Louay Al-Mukhtar	1990 Basrah, Iraq	MB ChB MRCP DRCOG MRCGP (special interest in Dermatology)
Christian Lemm	1993 Dusseldorf	German State Exam
Shanti Kakurla	1998 India	MBBS MRCGP MDGynaeOb
Stephen Selby	1981 Birmingham	MB ChB MRCGP
SALARIED GP		
Emma Dexter	1985 Nottingham	BMedSci BM BS MFPHM MRCGP
Amy Poyner	1998 London	MBBS MRCS DRCOG MRCGP

The doctors' partnership is not a limited partnership.

NURSES

NAME	MAIN QUALIFICATIONS
Susan Stroud	RGN 1981, Diploma Asthma Care, COPD Care, Paediatric Asthma Care, Allergy Care, BTEC Intermediate Award Infection Control, Introduction to Triage in General Practice
Nicola Jolliffe	RGN 2009, Bachelor of Nursing (Hons) 2009
Denise Digweed	RGN 1985, ENB 998, Certificate of Primary Diabetes Care, Post-registration Diploma in Nursing Studies, BTEC Intermediate Award Infection Control, BSc Autonomous Nurse Practitioner
Marita Rawsthorne	RGN 1988, BSc, ENB 998, ENB 219, BTEC Intermediate Award Infection Control, Contraception and Screening for Reproductive and Sexual Health, Foundation in Travel Medicine
Kim Turner	Diploma in Adult Nursing, ENB 998, NVQ Assessor, Triage in Primary Care, ENB Care of Critically Ill, Certificate Diabetes Care
Gill Jones	RGN 1997, District Nurse Certificate, ENB 998, ENB Care of Critically Ill

HEALTH CARE ASSISTANTS

Rose Grainger	Georgia Little
Nichola Dee	

PRACTICE MANAGER - Mrs Glenda Morey RGN, BSc (Hons)

Our practice manager oversees the day-to-day administration and smooth running of the practice. She is assisted by our office manager, Sue Kennedy.

SURGERY TIMES

The surgery is open every weekday between 8.30am and 6.30pm. We are also open for extended hours on Monday and Saturday mornings for patients with pre-booked appointments only. Normal reception (making appointments, collecting/dropping off prescriptions etc) is not available during these extended hours.

RECEPTIONISTS

The surgery employs three full-time and seven part-time receptionists. They are your first contact with the surgery and are there to help you with your needs.

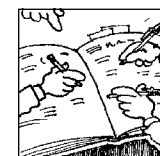
The more information you can give them, the more they will be able to help you. They are bound by the same rules of confidentiality as doctors and nurses.



APPOINTMENTS

The surgery is run on an appointments system. Our doctors like to see their own patients, so please make appointments in advance. If you need to see a doctor more urgently and your own doctor is not available, one of the other partners will be pleased to help. If you are unable to keep an appointment for any reason **please make sure that you let us know** so that we can reallocate your appointment to another patient.

An emergency service is run daily for patients who need to be seen urgently when no appointments are available. You will be asked to attend at a given time when you will be given a red card advising you: 'This is a five minute emergency appointment. Please be concise and to the point. Please note - one patient with one problem only.'



FOLLOW-UP APPOINTMENTS

If the doctor asks you to come back to the surgery for another appointment, please do not forget to make this appointment before you leave the surgery.

As we are a training practice, we have with us, from time to time, either a GP registrar, medical student or student nurse for part of the year. You may be asked to see the registrar if your own doctor is unavailable.

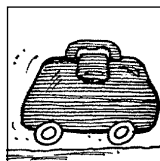
HOME VISITS

If you are too ill to attend the surgery and require a home visit please telephone 523525, if possible between 8.30 and 10.30am. This will help the doctors organise their visits.

If you are able to attend the surgery, please do so as the doctors can see several patients in the surgery in the time it takes to do one visit.

Please only call the duty doctor for emergencies.

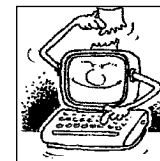
Your co-operation will be appreciated as unnecessary calls are a trial to the doctors.



REPEAT PRESCRIPTIONS

Patients on long-term medication will be given a repeat prescription computer printout attached to their prescription. To obtain a repeat, just put a tick beside the items required and either post the list or bring it to the surgery. (REPEAT PRESCRIPTIONS ARE NOT ACCEPTED OVER THE TELEPHONE DUE TO THE RISK OF ERRORS IN THIS PROCESS.)

Please leave your repeat prescription slip in the box in the surgery entrance, ensuring that your name and address are correct. Please allow two working days when collecting your repeat prescription. Prescriptions ordered on a Friday morning will be ready for collection after 1.00pm on the following Tuesday.



ACCESS FOR THE DISABLED

Suitable access is available to all disabled patients and a disabled toilet is available. There is a lift for patients who need to go upstairs to the consulting rooms.

We have endeavoured to meet the needs of the disabled patient, but please ask the receptionists if further help is required.



NURSES

Specially trained nurses work at the surgery and there is always one available during the day for help and advice. Their duties include assisting with minor operations, blood tests, routine wound dressings, ear wash-outs, as well as specialised clinics.



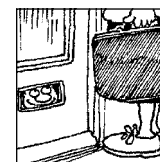
COMMUNITY NURSES

We have community nurses attached to the practice who nurse patients who are ill at home. They can be contacted through reception or by telephoning 534323.



HEALTH VISITORS

We have experienced health visitors based at the surgery who can offer help and advice on family health matters. Open clinics are run on Tuesdays between 9.30am and 3.30pm and on Wednesdays, there is an appointment clinic running from 9.30am-12.30pm. You can contact them through reception, or by telephoning 522298, which is also an answerphone if you wish to leave a message when they are out.



TELEPHONE ADVICE

Should you wish to speak to a doctor, a telephone consultation can be requested for you. Your name will be put on the doctor's telephone list and calls are normally made at the end of both morning and afternoon surgeries. The more information you can give the receptionist about the matter in hand, the more prepared the doctor will be when they ring you back.

CAR PARKING

There is a small car park attached to the surgery but this is strictly for the use of our GPs. Patients are not to use this car park as our doctors can be called out in an emergency at any time. There is road-side parking at either side of the surgery (pay & display). The nearest pay & display car park is just off Coppins Bridge roundabout.

GP TRAINING

We are an accredited GP training practice and you may occasionally be asked to allow a GP trainee to "sit-in" on a consultation. Thank you in advance for your assistance with this.

OUT-OF-HOURS SERVICE

Beacon Health operate the out-of hours service for the island. If you require a house call or emergency medical advice after 6.30pm weekdays or over the weekend, please dial 111. Your call will be answered and dealt with by trained staff who will give you appropriate help and advice and arrange for a doctor to call you back, to organise an appointment, or visit if necessary.

PLEASE NOTE:

Life-threatening medical emergencies will still be dealt with by the ambulance service who are contacted by telephoning 999. This service remains unchanged.

Let our practice publications promote your business for you!



To place an eye catching advertising feature in our vitally important Practice Booklets and our indispensable Appointment Cards and Website simply phone Jenny Mellenchip now on 0800 612 1516.

MINOR SURGERY

We do most of these ourselves and offer a wide range of operations which we hope will save you time and unnecessary trips to hospital.

SPECIALISED CLINICS

In addition to the daily surgeries, we also run various specialised nurse-led clinics. These include:

FAMILY PLANNING CLINIC

Twice a week



ANTENATAL CLINIC

Once a week



BABY CLINIC

Once a week



SMEAR CLINIC

Twice a week



ASTHMA CLINIC

Four times a week



COPD CLINIC

Once a week

DIABETIC CLINIC

Once a week

BLOOD PRESSURE CLINIC

Once a week

CORONARY HEART DISEASE CLINIC AND STROKE/TIA CLINIC

Twice a week

STOP SMOKE CLINIC

Twice a week run by Island Quitters

HRT CLINIC

Once a week

ANTI COAGULATION CLINIC

All day Wednesday

TRAVEL CLINIC

Once a week.

There may be a charge for your vaccinations, but the nurse will advise you before they are given. Please ensure that you book in six weeks prior to travel.

SEXUAL HEALTH DROP-IN CLINIC

Every Wednesday we hold a confidential drop-in clinic between 3.30-6.30pm for under 25s. You do not have to make an appointment and you do not have to be a patient at this surgery to attend this clinic.

COMMUNITY PSYCHIATRIC NURSE

These sessions are held weekly by a highly trained counsellor. You will be referred to him in the first instance by your GP.

For 24 hour information click to: www.dowerhousesurgery.co.uk

OTHER INFORMATION

TEST RESULTS

If you have had any blood tests or X-rays etc we would be grateful if you could wait until the afternoon to telephone us for the results. This is because the doctors receive a large number every morning and they need time to check them before they can be filed into your notes. Most blood test results are available a week after the test has been taken. However, it usually takes about 14 days for any other correspondence, such as X-ray results or out-patient attendance letters, to be received.

Confidentiality must be observed at all times. Therefore results will only be given to the individual concerned, rather than to another person requesting the result. When one of our receptionists insists on this, she is acting on instructions, not being awkward.

CONFIDENTIALITY

This practice endeavours to follow NHS guidelines (Caldicott Guardianship) regarding patient information. We are registered under the Data Protection Act and the Freedom of Information Act.

CHAPERONE POLICY

The practice has a policy of offering all patients a chaperone when they are to undergo an examination – please inform the receptionist or the doctor if you would like to have a chaperone present. The full policy is available at the surgery.

PRIVATE MEDICALS, REPORTS AND CERTIFICATES

Our doctors produce a wide range of reports and certificates including driving licence applications. They also offer a wide range of non-NHS services including medicals for life insurance purposes, HGV etc. As these are not covered under the NHS they attract a fee as recommended by the British Medical Association. Details of these charges are available at the reception desk.

PATIENTS' CAR SERVICE

As a patient of this practice you may be entitled to use this service if a car is available. It is for those patients who have difficulty in getting to hospital for appointments. There will be a fee charged for any journey.

EQUIPMENT FUND

This fund has been especially set up to cater for the purchase of new medical equipment. Any donation, no matter how small, is gratefully received!

REMOVAL OF PATIENTS

As a practice we have the right to remove, with immediate effect, any patient who becomes violent or aggressive to any member of staff or anyone else on the practice premises. Violence includes actual or threatened physical violence or verbal abuse leading to a fear for a person's safety. We will not hesitate to remove patients from our list should the need arise.

For the latest information click to: www.dowerhousesurgery.co.uk

COMPLIMENTS AND COMPLAINTS

All of our doctors, nurses and staff aim to provide the most appropriate help or advice to meet the individual needs of our patients. We welcome any comments or suggestions you may have for improving the services which we provide and constructive criticism is always acceptable. If you are dissatisfied with any aspect of our service we do offer a practice complaints procedure. Please ask at reception for a form to complete or, alternatively, our practice manager will give you further information. Complaints are normally dealt with by our Lead GP. Our aim is to give you the highest possible standard of care and we try to deal swiftly with any problems that occur.

FOR MORE INFORMATION

For more details of primary medical services in this area, you can contact:

Isle of Wight NHS Primary Care Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG
Tel: 01983 534301

We would like to extend our thanks to Rupert Besley who kindly designed the drawings for our practice publication. © Besley 1994

USEFUL TELEPHONE NUMBERS

Beacon Health Line.....	111
St Mary's Hospital.....	524081
Dental Helpline.....	0845 603 1007
Police	0845 045 45 45
Social Services	823340
Wight Care (Lifeline telephone for the elderly)	821105
CRUSE (Bereavement care).....	523030
IW Society for the Blind	522205
Sound Advice (Advice on equipment for the hard of hearing)	529533
Red Cross 9.30am-4.30pm.....	522718
IW Women's Refuge	825981
IW Victim Support	539635
IW Youth Trust (Confidential counselling for young people).....	529569
Alcohol Advice Centre (Counselling for alcohol-dependent people and their families).....	521943
IDAS (Independent Drug Advisory Service).....	526654

For the latest information click to: www.dowerhousesurgery.co.uk

PROTECTION AND USE OF INFORMATION WE HOLD ABOUT YOU

When we ask you for information, this is to enable us to give you the best health care and treatment. We then **keep** this information, together with details of your care, because it may be needed if we see you again, and some of this we will need to pass on to others concerned with your care. There are times when we may use some of this information, in an anonymised form (ie no patient names), for other reasons. These are, for example:

- To help us protect the health of the public
- The efficient running of the NHS, ie planning for the future
- Training staff
- Carrying out medical and other health research approved by the Local Research Ethics Committee

Sometimes the law requires us to **pass on** information, for example to notify a birth or death.

We would also like you to be aware that:

- NHS Isle of Wight operates a Shared Data Policy whereby data held by GP Surgeries can be viewed by other Primary Care providers. If you do not want your data shared in this way please contact the Surgery. This system is due to go live in January 2011.
- If you should want your relatives or carers to be kept up to date with progress of your treatment please discuss this with the doctor or nurse delivering you care.
- The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner.
- Everyone working for the NHS has a legal duty to keep information about you confidential; anyone who receives information from us is also under a legal duty to keep it confidential.
- You have the right of access to your health records.

If at any time you would like to know more about how we use information about you please ask to speak to the practice manager.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

BACK PAIN

Back pain causes 13 million working days to be lost in Britain each year. The spine being made up of 24 fragile bones and associated cartilage and tendons supports the whole weight of the upper body and, therefore, it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

For 24 hour information click to: www.dowerhousesurgery.co.uk

BED SORES

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible and taking care to smooth out creases in the bottom sheet which could lead to localised irritation. Keep your eye open for red marks appearing at the pressure points such as heels, elbows, buttocks and hips and, if they begin to appear, inform the doctor before they get worse.

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, or go to the Accident and Emergency Department at the Hospital.

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. Do not bother to take any antibiotics you may have in the house - these will have no effect!

DIARRHOEA

In adults diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine. For the first 24 hours do not try to eat, just drink plenty of cold, boiled water. Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken. In both the above cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding it a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

GASTROENTERITIS

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

STOMACH ACHE

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

For the latest information click to: www.dowerhousesurgery.co.uk

SPRAINS

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

NOSE BLEEDS

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. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor, or go to Casualty.

MINOR CUTS AND GRAZES

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

SUNBURN

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

INSECT BITES AND STINGS

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

HEAD LICE

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

CHICKENPOX

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn crusty and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. 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.

GERMAN MEASLES (RUBELLA)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

MUMPS

Symptoms are swelling of the glands in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease.

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. Our Freedom of Information Act publication scheme is available for viewing and download at www.foi.nhs.uk/practice, then click on the link for Dower House Surgery

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