

Welcome to Castle Donington

There has been a doctor's practice in Castle Donington for over 150 years and in that time we have grown from a tiny rural practice with a single doctor to a busy GP practice with 10,500 patients.

We opened our current building in 1975 and although 70% of our patients still live in, or close to, Castle Donington, the practice catchment area now covers a number of the surrounding villages too.

Surgeries and clinics are conducted daily Monday - Friday in the surgery on an appointment basis. As well as our six GPs and 2 Registrars, patients can also see our Nurses, Health Care Assistant, Midwife or Pharmacists to help manage all their health needs.

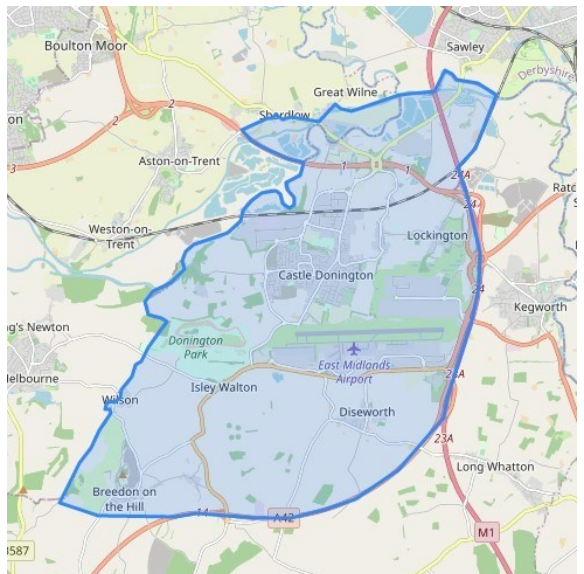
Patient Registration

Patients living within our practice area can register with the practice.

All patients are required to complete a GMS-1 form and a new patient questionnaire.

Please ask one of our receptionists for these registration forms or download them from our website.

The completed form should be returned to reception to check that you have given all the information required.



The Partners

MALE

Dr James Ward-Campbell
BM BS, MRCGP, B Med Sci
Graduated Nottingham 1994

FEMALE

Dr Jane Young
MBBS, MRCGP, DFFP, DRCOG, D.Occ.Med
Graduated Charing Cross & Westminster
London 1994

FEMALE

Dr Amanda Woodgate
BM BS, B Med Sci, DRCOG, MRCGP
Graduated Nottingham 2009

MALE

Dr Sanjiv Kudhail
MBChB, MRCGP
Graduated Liverpool 2004

Salaried Doctors

FEMALE

Dr Charlotte Wolstenholme
MBChB (Hons), MRCS, MRCGP, DOHNS, DRCOG,DFSRH
Graduated Leicester 1999

FEMALE

Dr Aimee Palace
MBChB, MRCGP, FSRH, BSc
Graduated Birmingham 2009

FEMALE

Dr Catherine Clark
MBChB, MRCGP
Graduated Liverpool 2016

Our Team

CLINICAL TEAM

Practice Nurses

Jane Foster RGN,
Ruth Askam RGN
Di Kenyon-Brown RGN
Sarah Dakin RGN

Nurse Associate

Amy Taylor

Health Care Assistant

Carrie Winfield

Clinical Pharmacists

Jason Punyer
John Hopkins
Kloris Lo

Pharmacy Technician

Sadie Lilley

Phlebotomist

Bev Hollins

ADMIN TEAM

Practice Manager

Carl Cheadle

Care Co-Ordinator

Linda Conkay

Administration

Bev, Brenda, Chris, Holly, Liz, Sam, Sue,

Management Assistant

Karen Bilsby

RECEPTION TEAM

Receptionists

Carly, Jo, Linda, Mandy, Michelle, Melissa & Nicky

How to Make an Appointment

We will always endeavour to see **URGENT MEDICAL** problems on the **same day**.

Appointments can be made in the following ways:

- Telephone the surgery on 01332 856050 between: **8:15am and 6:30pm Mon to Fri**. We can only offer a limited number of appointments each day, so for **same-day appointments** we advise ringing as close to **8.15am** as possible.
- Enquiring in person at reception, however **staff will not be available to deal with appointment requests at reception before 10:30am**



CHEST PAIN

If you suspect a heart attack or stroke please ring 999 and ask for an ambulance

TELEPHONE CONSULTATIONS

As well as face-to-face appointments, we offer telephone consultations with the clinicians. Telephone consultations are designed for medication queries, follow-up appointments or general problems where no examination is needed. If you would prefer a telephone consultation, please ask when booking your appointment.

PHONE FOR YOUR RESULTS

We do not inform patients of normal results; however to ask for your results via the telephone please call between after 11am Monday to Friday. Please note that test results may take up to 7 days to be returned. Some specialised tests may take longer.

OUT OF HOURS

Ring 111 (If you call the surgery when we are closed you will be asked to call 111) or visit: www.111.nhs.uk

Home Visits

Please come to the surgery if at all possible as we are better equipped to help you here. Remember we can see several people at the surgery in the time it takes to do one home visit. Home visits are for terminally ill and bed-bound patients and take place after 12.30pm. **If you need a home visit please try to telephone before 10:30am to enable visits to be shared out amongst the doctors.**

Repeat Prescriptions

If you require certain medication on a regular basis, your doctor may authorise you to obtain repeat prescriptions from the surgery.

The best ways to do this are:

- via the website—A username and password is required for this service, which can be obtained from reception with ID. And then visit www.castledoningtonsurgery.co.uk/prescriptions to order via SystemOnline
- by email, sending your request to **prescriptions.cds@nhs.net** - please include the full name, date of birth and address of the person who requires the medication
- on the **NHS App** - this is a self-registration process and may not require input from the practice

If you received a paper prescription, you can use the white repeat slip attached to your prescription ticking the boxes for the items you require. If you do not have a repeat slip you can fill in a prescription request form available from reception.

We regret that, except in exceptional circumstances, we cannot take repeat prescription requests over the telephone.

Your prescription can then be collected or sent to a chemist of your choice to dispense. The closest chemist is Evans pharmacy which is next door to the surgery

In some circumstances where medication remains unchanged it can be possible to send prescriptions to the chemist for collection without having to submit a repeat prescription request. This is called repeat dispensing, and if you think it will be helpful to you, please discuss it with your doctor.

Electronic Prescriptions

We now process prescriptions electronically. This means that prescriptions can be sent to the pharmacy of your choice electronically without printing the usual green prescription.

You are able to nominate which pharmacy receives your prescription by either informing us here at the surgery or at your choice of pharmacy.

Usual rules apply; if you require a review or your medication is out of date, we will not process your request automatically.

Free Prescriptions

You MAY be entitled to free prescriptions if you suffer from certain conditions or are on a low income. Ask your doctor or pharmacist and read the NHS leaflet NHS Prescriptions. If you cannot get free prescriptions you may still be able to save money by buying a prepayment certificate, which is like a season ticket for either 4 or 12 months. We keep a small supply of the leaflets and forms. Please ask for one or ring 0845 8500030 to buy one.

Fit Note

For the first seven days of illness (including Saturday and Sunday) you can self-certify. Form SC1 is available at the surgery for the unemployed and self-employed. Other patients should obtain a self-certificate from their employers or from the Gov.uk website

If you are unable to return to work after seven days you will need a Fit to Work certificate (fit note) signed by the doctor. This fit note is also sometimes referred to as a "sick note" or a "Med 3". These 3 terms all mean the same thing.

If employers insist on a fit note during the first week of illness this will be in the form of a private note for which there is a charge.

Change of Personal Details

Keeping us up-to-date of your address and phone numbers is vital as changes in details can mean changes to the services we can provide.

If you need to change your name, address or telephone number please remember to complete a form at reception in order that your records can be amended. Change of details can also be updated via our website.

Surgery Services

PRACTICE NURSES

Our practice nurses hold clinics each weekday and are available to give general health checks, take cervical smears and give some travel and routine injections. Hearing tests, ECG's and oral contraceptive checks may also be carried out by the practice nurses.

Please contact reception to make an appointment for any of these services.

CHRONIC DISEASE CLINICS

We aim to see people suffering from chronic diseases such as asthma, diabetes and COPD at least once a year.

FAMILY PLANNING

Contraceptive services and advice are available from all the doctors and nurses in normal surgery hours. We recommend that patients who are on the pill see the nurse every 6-12 months. Patients with an intrauterine device (coil) should see the nurse once a year for a check-up. Please contact reception to make an appointment.

MINOR SURGERY

Some of our doctors carry out minor surgery, which may save you having to attend hospital. Please discuss this with your doctor.

CERVICAL CYTOLOGY

Cervical Cytology Screening (smear test) is carried out by the practice nurse at the daily clinic. It is recommended that all women have smears, unless they have had a hysterectomy or never been sexually active, at the following intervals according to their ages. 25-49 every 3 years, 50-59 every 5 years and 60+ are required to have a final smear. Please specify that a smear test is required when arranging the appointment as a longer consultation time should be allocated.

PREGNANCY

If you think you are pregnant and have had a positive pregnancy test, a “booking appointment” is required with the midwife. In the first instance, please complete a pregnancy information form available from reception or the practice website. The midwife will then contact you to arrange your first booking appointment.

Antenatal clinics are held in conjunction with our midwife. All partner GPs are on the obstetrics list and hold clinics for antenatal care and postnatal examinations.

NHS Health Check

The NHS Health Check is a free check-up of your overall health. It can tell you whether you're at higher risk of getting certain health problems, such as heart disease, diabetes, kidney disease or stroke. During the check-up you'll discuss how to reduce your risk of these conditions and dementia.

An NHS Health Check takes about 20 to 30 minutes. The health professional – often a nurse or healthcare assistant – will ask you some questions about your lifestyle and family history, measure your height and weight, and take your blood pressure and do a blood test.

You'll be invited for a free NHS Health Check every 5 years if you're between 40 and 74 years of age and do not already have a pre-existing condition.

OVER 75 YEARS OF AGE

We would like you to stay as fit and healthy as possible, so if you have not had a check up in the last 3 years, please telephone to make an appointment for one with the practice nurse.

Child Immunisations

It is very important that your child receives the following courses of immunisations:

- 2 months: 1st diphtheria, tetanus, pertussis, poliomyelitis, Haemophilus influenzae type b (Hib) and hepatitis B, 1st pneumococcal, Meningococcal group B (MenB) and 1st Rotavirus gastroenteritis
- 3 months: 2nd diphtheria, tetanus, pertussis, poliomyelitis, Hib and hepatitis B, 2nd Rotavirus
- 4 months: 3rd diphtheria, tetanus, pertussis, poliomyelitis, Hib and hepatitis B, 2nd pneumococcal and MenB
- One year old: Hib and Meningitis C, booster pneumococcal, MenB and 1st measles, mumps, rubella (MMR)
- 2-8 years old: children's flu (each year from September)
- 3 years 4 months or soon after: booster diphtheria, tetanus, pertussis and poliomyelitis and booster measles, mumps, rubella (MMR)
- Girls aged 12-13 years: HPV
- 14 years: booster diphtheria, tetanus, poliomyelitis and Meningococcal groups A, C, W and Y disease

Other Immunisations

Tetanus & Polio – To maintain protection a booster is required every 10 years, with tetanus, up to a maximum of five

Meningitis C – Is available for children and young adults up to 25 years of age

Influenza Vaccine – We offer free flu vaccinations to all of our patients aged 65 and over or those at higher risk from the effects of flu i.e. pregnant women, those suffering from chronic heart disease, chronic respiratory disease, diabetes, chronic renal failure or immuno-suppression due to disease or treatment. Certain ages of young children are also offered the vaccine each year - this age group can change on a yearly basis based on Government advice.

Vaccination will normally take place in October.

Other Immunisations

Please note there are a few vaccinations which cannot be provided on the NHS and for which we must charge. Our nurses will advise you.

District/Community Nurses

Our team of district/community nurses provides nursing services in the home for the housebound and those just out of hospital. The team is based at Thurmaston and their telephone number is:-
0300 300 7777.

Access for Disabled Patients

The practice premises have automatic doors at the main entrance and a ramp at the front to give better access for disabled patients. and there is a hearing loop at the reception desk. There are suitable toilet facilities and a wheelchair is available on request if required.

Registering with a Doctor

You are now registered with the practice rather than a specific doctor, but every patient has been allocated a named GP. If you wish to know which doctor this is, please contact reception. Many patients prefer to see the same doctor each time and you are welcome to consult any of the doctors within the practice, even if he/she is not your registered doctor. We will always do our best, but we may not always be able to offer you an appointment with the doctor of your choice.

These are notes for guidance only; should patients or their relatives or carers be sufficiently anxious about a complaint because of its severity, persistence or failure to respond to appropriate measures they should, of course, contact the surgery for advice.

MINOR ILLNESSES

Many of you treat your own illnesses - coughs, colds, diarrhoea, aches and pains— by going to the chemist for advice. We think this is correct and by doing this you will leave the practice team free to cope with more serious problems. Chemists are experts on minor illnesses and know about appropriate remedies. Consult the chemist first but if your symptoms persist then contact the doctor.

Many minor illnesses get better without treatment. All we often need is some reassurance that what we have is indeed truly minor and advice about what to do until it gets better. Pills and medicine are often unnecessary and sometimes unhelpful. **Be prepared to leave the surgery without a prescription as one will not always be necessary.**

You can access support and a number of helpful resources and factsheets at

- **www.111.nhs.uk**—takes you to NHS 111 online which will direct you to the best place to get help for your symptoms
- **www.selfcareforum.org** has some great factsheets on common illnesses
- **<https://leicesterleicestershireandrutland.icb.nhs.uk/your-health/get-in-the-know>** everything you need in one place to find a local healthcare service
- **<https://lr.movingmedicine.ac.uk>**
and
<https://www.active-together.org>

Both offer healthy, active lifestyle advice and are based in Leicestershire so can signpost you to activities that are local to you.

ACCIDENTS

Childhood accidents are a major cause for concern for parents. Many can be prevented by simple measures to make your home a safer place. Particular danger areas are: unguarded fires and unattended cookers, trailing kettle or iron leads, hair straighteners left within reach, stairs without gates and open bedroom windows. Tablets, medicines and household chemicals left accessible cause many accidents. Do not let children play near busy roads, on building sites or near water. Teach your child to behave safely on the roads and take them to swimming lessons.

Children are naturally adventurous and don't always think before they act. Simple precautions make them safer.

BACK TROUBLE

Back trouble causes a lot of misery and time off work, but can be prevented in many cases. Never lift heavy objects with your back bent. Get help moving heavy objects. If a load can be split, do so. Lift things by holding them close to your chest, never at arms length. Try to sit and stand with good posture, back as straight as possible and the chair adjusted to an upright position, this also applies to driving. If you are doing unusually heavy work e.g. digging the garden, do it in small bits, resting in between. Take regular exercise to keep supple.

BURNS AND SCALDS

Apply large amounts 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 burn causes severe blistering or the skin is broken, Seek urgent medical advice from a walk-in centre, or consult a clinician at the surgery.

Avoiding long exposure to the sun and covering exposed areas adequately with clothing or a high factor SPF should prevent sunburn. Sunburn may be treated with calamine lotion and soluble aspirin to relieve pain. (Children under 12 can be given paracetamol.)

COLDS

There is no cure for the common cold! A typical cold starts with a mild temperature (37.5 to 38C). After a day or two the nose starts running with a clear liquid changing after 3-4 days to a thick yellow discharge. The whole illness lasts around 7-10 days.

Take paracetamol or soluble aspirin for fever and drink plenty of fluids. To help relieve the discharge inhale the steam from menthol crystals or vapour rub dissolved in hot water. Cough medicines usually have little effect.

COUGHS

During a cold, coughing prevents mucus from entering the air passages and causing infection. To suppress this reflex with cough mixtures can do more harm than good. The best treatment is steam inhalation with menthol crystals or vapour rub.

Consult your doctor in the case of any of the following: coughing lasts more than 10 days after the cold has cleared up; if it produces green or yellow spit; if breathing causes pain; if there is shortness of breath; or if coughing produces blood.

DIARRHOEA

Many attacks are caused by virus or bacterial infections, which usually get better after 2-3 days. Avoid solid food for 24 hours and drink plenty of clear fluids (water or squash). Diarrhoea can last up to 5-7 days, but if you have continuous stomach pain, you should see the GP. Do not attend school or work until 48 hours after the diarrhoea stops as you may still be contagious.

NOSE BLEEDS

Sit on a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or food for 24 hours. If the bleeding does not stop then consult your doctor.

SORE THROATS

Most sore throats are caused by virus infection so cannot be cured with antibiotics. These sore throats usually get better within 7 days and only need simple remedies such as paracetamol or soluble aspirin and plenty of fluids. If the sore throat is getting worse after 2 days, if there is earache or the temperature is over 39.5C then see the doctor.

VOMITING

Virus infection or eating or drinking too much may cause this. It usually stops within 24 hours without treatment. Eat nothing for 24 hours and drink small amounts of water frequently . As the stomach settles slowly return to a normal diet over 2-3 days. Consult the doctor if there is continuous stomach pain, the vomiting lasts more than 24 hours or in a child with a temperature of over 38C. Do not attend school or work until 48 hours after the vomiting stops as you may still be contagious. (You do not need to refrain from work if vomiting was definitely caused by over-consumption of alcohol)

HEALTHY LIFESTYLE

Sadly heart disease is a common cause of death, some of which can be prevented by adopting a healthier lifestyle. We recommend you do not smoke, take regular exercise (30 mins 2-3 times a week), avoid fatty foods, limit alcohol, keep weight within normal limits and try find ways of avoiding or coping with stress.

IF DEATH OCCURS AT HOME AND IS EXPECTED

1. Telephone the doctor who will visit to confirm that death has taken place. If out-of-hours, telephone 111
2. Contact a funeral director.
3. The GP will issue a Medical Certificate of Death and email this to the Registrar's Office.
4. Make an appointment with the Registrar to organise the death certificate.
5. The Registrar will normally issue a certificate for you to give to your funeral director who will look after necessary arrangements for the funeral. The Registrar will also issue a notification certificate for the DWP. They will also enquire as to the number of certified copies you require for dealing with the deceased's finances (a fee is payable for each copy).

IF DEATH OCCURS IN HOSPITAL

1. Contact a funeral director to inform him his services are required.
2. Collect the certificate from the hospital then follow steps 4 - 5 as above.

NOTE REGARDING CREMATATIONS

Your funeral director will usually liaise directly with the surgery regarding the additional certification required.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, please call our practice manager at Castle Donington Surgery.

Freedom of Information & Data Protection

The practice holds personal and business data under both of these Acts. Our practice publication scheme is available by contacting the practice manager. Methods for accessing information can be found at <http://www.hscic.gov.uk/foi>

All information held in the practice is controlled following these basic principles under the Data Protection Act.

1. Processed fairly and lawfully
2. Processed for specified purposes
3. Adequate, relevant and not excessive
4. Accurate and kept up-to-date
5. Not kept for longer than necessary
6. Processed in accordance with the rights of data subjects
7. Protected by appropriate security
8. Not transferred outside the EEA without adequate protection

Our full privacy notice can be found on our website:

<https://www.castledoningtonsurgery.co.uk/gdpr-and-privacy>

Feedback

We continually review the quality and effectiveness of the services we offer.

If you have a compliment, cause to complain, or wish to make a suggestion then please contact our practice manager at the surgery. Alternatively complete a complaints and comments leaflet, available from reception.

Changing Your Doctor

Should you move home or wish to change practice for any reason, you can find help on how to do that here:

<https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/>

This page will also help you to find a GP who is local to your new area.

The NHS no longer issues medical cards, so if don't have one or can't find yours, don't worry, you can ask us for your NHS number which will help to speed up the transfer process.

Zero Tolerance

The surgery, in keeping with standard procedures throughout the NHS, operates a zero tolerance policy with respect to the protection of its staff, patients and property.

Any person who is violent or abusive in any way to any member of staff, another patient or who deliberately damages property may be removed from the practice list.

Extreme cases will be reported to the police!



Useful Telephone Numbers

HOSPITALS/MEDICAL

NHS Non-Emergency	111
NHS Dental Out of Hours: call own dentist who may have answerphone advice or	111
Queen's Medical Centre (QMC) , Nottingham	0115 924 9924
Nottingham City Hospital, Nottingham	0115 969 1169
London Road Community Hospital, Derby	01332 265500
The Royal Derby Hospital	01332 340131
Loughborough General Hospital	01509 611600
Castle Donington Care Home	01332 853588
Shardlow Manor, Nursing Home	01332 792466
Urgent Care Centre, Loughborough	01509 568800
Walk in Centre, Derby	01332 224700
Walk in Centre, Nottingham	0115 883 8500
Evans Pharmacy	01332 810213

Useful Telephone Numbers

OTHER

Age UK, Nottinghamshire	0115 844 00 11
Age UK, Leicestershire & Rutland	0116 299 2233
Citizens Advice Bureau Nottingham	0115 241 4747
Citizens Advice Bureau Loughborough	01509 649605 0800 144 8848
Drinkline	0300 123 1110
HIV Helpline (Terence Higgins Trust)	0800 802 1221
Living without abuse Helpline	0808 80 200 28
Rape Crisis Centre Nottingham	0115 941 0440
Juniper Lodge SARC (Sexual assault referral centre) Leicestershire	0116 273 3330
S2 Derbyshire SARC (Sexual assault referral centre)	01773 746115
Relate (Marriage Guidance)	0116 254 3011 0115 9507836
Samaritans	116 123 (calls to this number are free)
Police Leicestershire	101 (non emergency) 0116 2222222
Castle Donington Community Hub	01332 810432
Volunteer Centre at the Hub	01332 850526
Library at the hub	01332 805009

Our Contact Details

Castle Donington Surgery

53 Borough Street

Castle Donington

Derby

DE74 2LB

Tel: 01332 856050

Email: castledoningtonsurgery@nhs.net (not to be used for clinical or urgent matters)

www.castledoningtonsurgery.co.uk

Integrated Care Board

The practice is a member of the :



**Leicester, Leicestershire
and Rutland**

Integrated Care Board

Who are based at :-

NHS Leicester, Leicestershire and Rutland Integrated Care Board

Room G30, Pen Lloyd Building,

County Hall

Glenfield

Leicester

LE3 8TB

Tel: 0116 295 7572

Email: llricb-llr.enquiries@nhs.net

www.leicesterleicestershireandrutland.icb.nhs.uk/