

Welcome to Castle Donington

Originally this was a small scattered rural practice run by a single doctor. After the war the village became a development area with the population expanding from 2,000 to 9,000 in little more than a decade. The surgery opened in its current location in 1975.

Approximately 70% of our patients live in or close to Castle Donington, but the practice actually covers 150 square miles. Surgeries and clinics are conducted daily Monday - Friday in the surgery on an appointment basis.

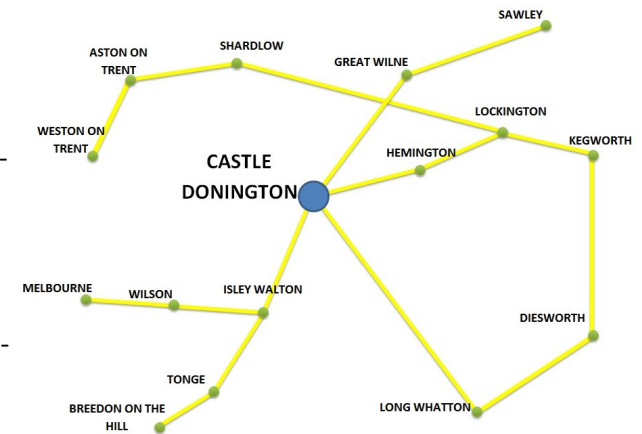
Patient Registration

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.

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



The Partners

FEMALE

Dr Helen Godridge
BM BS, MRCGP, B Med Sci
 Graduated Nottingham 1988

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, BMedSci, DRCOG, MRCGP
 Graduated Nottingham 2009

MALE

Dr Sanjiv Kudhail
MBChB, MRCGP
 Graduated Liverpool 2004

NOTE :

Partners are approved for

- Maternity medical services
- Minor surgery
- Contraception
- Child health surveillance

The Salaried Doctors

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

FEMALE

Dr Jaspal Taggar
MBChB, MRCP, MRCGP, DRCOG, MSc
 Graduated Sheffield 2002

MALE

Useful Telephone Numbers

HOSPITALS/MEDICAL

NHS 111	111
NHS Dental Out of Hours:	0845 6031407
Queen's Medical Centre, Nottingham	0115 9249924
Nottingham City, Nottingham	0115 9691169
London Road Community Hospital, Derby	01332 265500
The Royal Derby Hospital	01332 340131
Loughborough General Hospital	01509 611600
Ward 47 at the RDH (Formerly The Grove)	01332 258047
Shardlow Manor, Nursing Home	01332 792466
Urgent Care Centre, Loughborough	01509 568800
Walk in Centre, Derby	01332 224700
Walk in Centre, Nottingham	0115 8440212
Evans Pharmacy	01332 810213

OTHER

Age Concern, Nottingham	0115 9475892
Age Concern, Leicestershire	01162992233
AIDS Helpline	0800 622738
Apas Nottingham (email:apas@apas.org.uk)	0115 9414747
Alcoline Nottingham	0115 9414747
Citizens Advice Bureau Nottingham	0115 2414747
Citizens Advice Bureau Loughborough	01509 267376
Rape Crisis Centre	0115 9410440
Relate (Marriage Guidance)	0115 9507836
Samaritans linkline	0345 909090
Police Leicestershire	0116 2222222

Clinical Commissioning Group

The practice is a member of the :



**West Leicestershire
Clinical Commissioning Group**

Who are based at :-

55 Woodgate
Loughborough
Leicestershire
LE11 2TZ
01509 567734

Our Contact Details

Castle Donington Surgery

53 Borough Street
Castle Donington
Derby
DE74 2LB

Tel: 01332 856050

Fax: 01332 811748

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

www.castledoningtonsurgery.co.uk

Our Team

CLINICAL TEAM

Practice Nurses

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

Phlebotomists

Lynne
Emma

School Nurse

Based at Coalville Health
Centre 01530 468570
(term time)

Health Care Assistant

Lynne Olsson

Midwife

Sarah Cleobury

Health Visitor

Pippa Hall

Nursery Nurse

Rachel Roberts

ADMIN TEAM

Practice Manager

Carl Cheadle

Business & Finance Manager

Karen Moffatt

Clinical Pharmacist

Jason Punyer

Administration

Liz, Chris, Jade, Sue, Emma, Sam, Donna, Kelly & Holly

RECEPTION TEAM

Senior Receptionists

Mandy, Michelle & Jo

Receptionists

Alison, Beverley, Louise & Angie

How to See Your Doctor

Except for emergencies you will always need to make an appointment to see a doctor. We will always see **URGENT MEDICAL** problems on the same day.

Appointments can be made in any of the following ways;

- By telephoning the surgery on 01332 856050 (Option 1) between: **8:15am and 6:30pm Mon to Fri.**
- Booking online (password and username required, available from reception)
- In person at reception



CHEST PAIN

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

EARLY DOCTORS SURGERIES

Monday to Wednesday starting from 7:30am. These appointment slots are ideal if you struggle to get to us within our normal opening hours. When attending these appointments, please use the self-check-in screen in reception to let the doctor know you are waiting.

TELEPHONE SERVICE

It **may** be possible to speak with a doctor between 11:30am and 11:45am.

Telephone consultations are designed for medication review, follow-up appointments or general problems, where no examination is needed.

PHONE FOR YOUR RESULTS

We do not inform patients of normal results; however to ask for your results via the telephone please call between 2:00pm and 4:00pm 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 told to call 111.

Complaints or Suggestions

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

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

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!



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**

Home Visits

Please come to the surgery if at all possible. 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. Please use the white repeat slip (that was attached to your prescription), ticking the boxes for the items you require.

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

If you do not have a repeat slip please fill in a prescription request form available from reception. Your prescription can then be collected or sent to the chemist next door to dispense.

You should allow two working days for the prescription to be printed and issued.

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.

Repeat prescriptions are also available via the website. A username and password is required for this service, which can be obtained from reception.

Electronic Prescriptions

We can 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.

Sickness Certificate

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.

If you are unable to return to work after seven days you will need a Fit to Work certificate signed by the doctor.

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

In Times of Bereavement

IF DEATH OCCURS AT HOME AND IS EXPECTED

1. Telephone the doctor who will visit to confirm that death has taken place.
2. Contact a funeral director.
3. Arrange to collect the doctor's Medical Certificate of Death (usually from the surgery).
4. Take this to the Registrar's Office, (together with the deceased's Medical Card and Birth Certificate, if available) for the area in which the death took place. Alternatively you can register by declaration at any convenient Registrar's Office but certificates will not be available as these will have to be posted to you a few days later.
5. The Registrar will normally issue a green coloured certificate for you to give to your funeral director who will look after necessary arrangements for the funeral. The Registrar will also issue a white notification certificate for the DSS. 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 RE CREMATIONS

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

Advice for Common Illnesses

SORE THROATS

Most sore throats are caused by virus infection so cannot be cured with antibiotics. These sore throats usually get better within 5 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; drink frequently small amounts of water. 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.

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. Find ways of avoiding or coping with stress – relax!

We can offer help and advice with all these types of illnesses.

See the practice nurse or a doctor.

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, give some travel and routine injections and carry out heart checks. Hearing tests, ECG's, oral contraceptive and HRT checks may also be carried out by the practice nurses.

Please call at 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. We run a recall system and patients will be invited by letter to attend clinics.

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 call at reception to make an appointment.

MINOR SURGERY

Some of our doctors are on the minor surgery list and 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 her 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, please request a "booking appointment" with the midwife.

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

CHLAMYDIA SCREENING

We operate alongside national guidelines and routinely screen all patients between the ages of 15-24. If you require further information please speak to a practice nurse or see noticeboards in the waiting room.

CHILDREN'S CLINIC

Held on Monday afternoons 1:30pm to 3:00pm at the Children's Centre, Mount Pleasant, Castle Donington DE74 2LN, staffed by the Health Visitor or Nursery Nurse. You are welcome to bring your child along just to be weighed or to seek help or advice with any problems. The health visitor can be contacted on 01332 853280 for advice on any problem.

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

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 7-10 days.

Take paracetamol or soluble aspirin 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 can 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 if coughing lasts more than 10 days after the cold has cleared up: or if it produces green or yellow spit: or breathing causes pain or there is shortness of breath: 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). If the diarrhoea is not beginning to settle after 24 hours or there is continuous stomach pain then consult your doctor.

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.

ACCIDENTS

Childhood accidents are a major cause for concern. Many can be prevented by simple measures to make your home a safer place. Particular danger areas are: un-guarded fires and unattended cookers, trailing kettle or iron leads, stairs without gates and bedroom windows. Tablets and 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 him/her 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, the doctor should be consulted. Avoiding long exposure to the sun and covering exposed areas adequately should prevent sunburn. It may be treated with calamine lotion and soluble aspirin to relieve pain. **(Children under 12 should be given paracetamol.)**

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 years and over or who are 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. 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

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 Coalville and their telephone number is:-
0300 300 7777.

The team also runs a clinic Monday & Thursday 11:35am-12:20pm at the surgery to deal with dressings.

Access for the Disabled

The premises have automatic doors at the main entrance and a ramp at the front to give better access for the disabled. Signage has been introduced as required under the Disability Discrimination Act and there is a hearing loop at the reception desk. There are suitable toilet facilities and a wheelchair is available on request if required.

Changing Your Doctor

You are now registered with the practice rather than a specific doctor, but many patients prefer to see the same doctor each time. You are welcome to consult any of the doctors within the practice, even if he/she is not your registered doctor.

Although registered with the practice, every patient has been allocated a named GP. If you wish to know which doctor this is, please contact reception.

Should you move home or wish to change practice for any reason, your medical card gives information on the steps to be taken. If you have any difficulties the appropriate CCG can advise you (see telephone numbers at the end of this leaflet). Alternatively look on the NHS Choices website at <http://www.nhs.uk/>

Advice for Common Illnesses

These are notes for guidance only; should patients or their relatives 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 your own doctor.

Many minor illnesses get better without treatment. All you often need is some reassurance that what you have is indeed truly minor and advice about what to do until it gets better. Pills and medicine are often completely unnecessary. **Be prepared to leave the surgery without a prescription.**