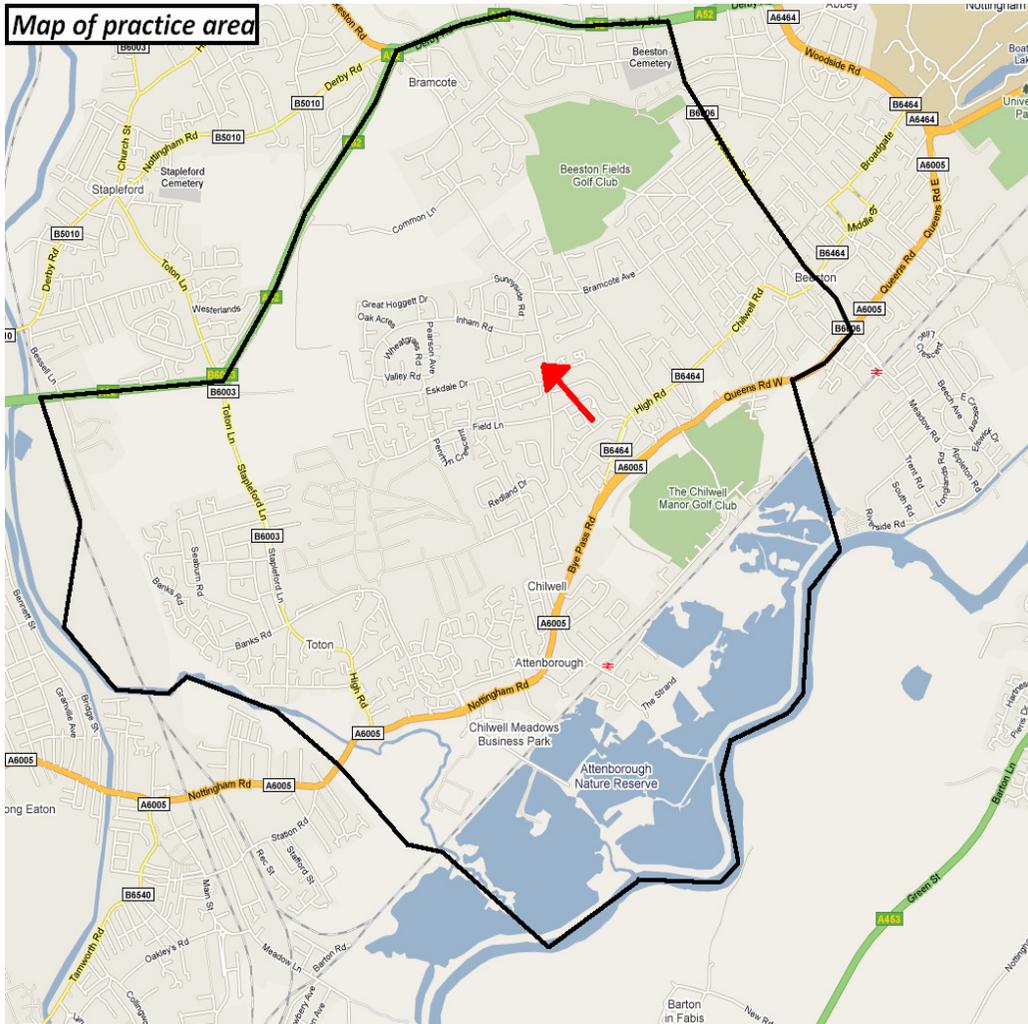


MAP OF PRACTICE AREA



THE VALLEY SURGERY

81 Bramcote Lane
Chilwell
Beeston
Nottingham NG9 4ET



Telephone: (0115) 943 0530
Fax: (0115) 943 1958

Visit Our Website: www.thevalleysurgery.co.uk

WELCOME TO VALLEY SURGERY

The Valley Surgery is run by Dr A Gavrilovic and partners.

The partnership used to be based solely here at the Valley Surgery but now also has a satellite surgery at Chilwell Meadows.

We aim to be a friendly and approachable team providing holistic medical, nursing and social care to all our patients. We offer a wide range of medical services and are committed to ongoing training for all members of our team.

We are a teaching and training practice and believe in supporting the education of future health care professionals.

THE DOCTORS

Ani Gavrilovic MBBS, MRCP

Qualified from Newcastle-upon-Tyne in 1978. She joined the practice in 1985 and has spent many years involved in the training of doctors to become GPs within the practice. Her clinical interests include women's and child health, counselling and palliative care.

Tony Avery DM, FRCGP, BMedSci, DCH, DGM

Qualified from Sheffield University in 1986. He is a head of the division of Primary Care at Nottingham University Medical School and this involves him in teaching, research and administration duties. His clinical interests include prevention and treatment of cardiovascular problems, men's health, travel medicine and minor surgery.

Amanda Gunther BM BS BMedSci, DRCOG, DFFP, MRCP

Qualified from Nottingham in 1993. She joined the practice as a partner in 2002 having previously worked as a doctor both in this country and overseas. She tutors medical students within the practice and has a special interest in joint injections.

USEFUL TELEPHONE NUMBERS AND ADDRESSES

NHS Nottinghamshire County.....	01 623 784 677
Stapleford Care Centre	0115 883 5000
Nottingham University Hospital (QMC).....	0115 924 9924
Nottingham University Hospital (City campus).....	0115 969 1169
Social Services Broxtowe office	0115 917 5800
Out Of Hours (emergencies only)	0300 4564546
Police: Station Road, Beeston	0115 967 0999
Self-help Team.....	0115 911 1661
Carers' Federation, Nottingham	0115 962 9310
Alzheimer's Society.....	0115 934 3800
Samaritans.....	0845 790 9090
Citizens Advice Bureau.....	0844 848 7997
MASTA Travellers Health Line.....	0870 606 2782
New Leaf (help to quit smoking)	0800 389 7712
Alcohol Problems Advisory Service	0845 762 6316
ChildLine.....	0800 1111

Nosebleeds

Sit down, 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. If this fails to work repeat the procedure. If the bleeding persists then attend QMC Accident and Emergency Department. Do not blow the nose and avoid hot drinks or food for 24 hours. Apply a small amount of Vaseline to the inside of the nostril if there are recurrences soon afterwards. If the problem persists consult your doctor.

Sunburn

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the sun. Factor 25 (or even higher) sun cream should be used, wear light cotton clothing and keep in the shade.

If sunburn occurs, treat as for other burns ie with cold water to remove the heat. Calamine lotion will relieve irritation whilst paracetamol will also help.

Insect Bites And Stings

Antihistamine tablets and cream will usually relieve most symptoms and can be bought from the chemist without a prescription. Bee stings should be scraped away rather than 'plucked' to avoid squeezing the contents of the venom sac into the wound. If the surrounding redness is getting bigger after two days the bite may be infected and you will need to consult your doctor, as antibiotics may be needed.

Chickenpox

On the first day a rash appears about 3-4 mm across. Within a few hours small water blisters appear in the centre of the patches. During the next three or four days further patches appear and earlier ones will turn crusty and fall off. Calamine lotion may be applied to soothe the often severe itchy rash. Cool baths may help. The most infectious period is from two to 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. Children with chickenpox should avoid pregnant women.

Warts And Verrucae

These are caused by a virus and given time will disappear. There are various treatments available from the chemist.

Jane Giddins BM BS BMedSci, DRCOG, DFFP, MRCP

Qualified from Nottingham Medical School in 1991. She joined the practice in 1998 and is now working as a partner. She tutors medical students within the practice and is interested in all aspects of general practice.

Jim Threlfall BM BS BMedSci, MRCS, DRCOG

Qualified from Nottingham in 1997. He joined the practice in 2005 as a partner. His clinical interests include musculoskeletal medicine and minor surgery.

Fiona McCracken BMedSci BM BS DRCOG MRCP

Qualified from Nottingham Medical School in 1990. She was previously a partner at a practice in Arnold for 17 years and has now joined the practice in 2013 working as a part-time partner at both Chilwell Meadows and Chilwell Valley surgeries. Her clinical interests include all areas of general practice, especially women's health, child health and terminal care.

Dr Kate Hainsworth McChB, MRCP, DCH, DRCOG

Qualified from Sheffield in 2006. Joined the practice in 2013 as a partner, having previously worked at both the Valley and Chilwell Meadows as a trainee and locum. Her clinical interests include Childs health, ENT and Palliative care.

OUR PRACTICE TEAM

Practice Manager and admin team

Linda Allum is responsible for the efficient administration of the practice and is happy to discuss queries, comments and suggestions regarding the day-to-day running of the practice. She has a full complement of receptionists who are specially trained and do a very difficult job in trying to meet the needs of both patients and doctors. They will deal with your queries, appointments and repeat prescriptions as efficiently and as quickly as possible. Sometimes they need to ask one or two questions to help judge the urgency of the request but they are bound by the same codes of conduct, with respect to confidentiality, as the medical and nursing staff.

The secretaries, amongst other tasks, will type the hospital referral letters. If you have an issue with any of these, please speak to them. We also have a data entry clerk and an audit clerk.

Information Technology Manager

Ed Longridge helps us manage our communication systems and information technology. Ed is very experienced in medical IT.

Practice Nurses

Helen Collier, Julie Astle and Jill Cheetham are our highly qualified practice nurses and offer a wide range of services including health advice, respiratory and diabetic checks, blood pressure and coronary heart disease monitoring, family planning and cervical smears, childhood immunisations as well as other nursing tasks such as dressings. Appointments to see them can be made at reception. We need to know the reason for the appointment so we can give them the appropriate length of time they need.

Healthcare assistants

Dee Curtis and Debbie Leivers are our Healthcare Assistants. They are trained to take blood pressures, give flu vaccinations and take blood for blood tests.

Phlebotomists

Appointments can be made at reception for blood tests with our phlebotomists.

District Nurses

We have a team of experienced district nurses who are based at Dovecote House in Beeston. They offer a wide variety of services to the housebound and those recently discharged from hospital. This includes care of the young disabled, wound care, injections and terminal nursing care. They can be contacted by phoning Stapleford Care Centre Monday - Friday 8.30am - 5.00pm on 9287716 or by leaving a message at our reception. At bank holidays, weekends, evenings and nights ring 8462377.

Health Visitor

The health visitor's primary role is with families with young children and those with special needs. They advise on specific health needs and closely monitor the development of young children. They can be contacted by phoning her directly on 8835500.

Sickness And Diarrhoea

In most cases this is caused by a viral infection which is easily spread from person to person. It is not treatable with antibiotics. In addition to sickness and diarrhoea there may be tummy cramps and a temperature. Water or juices should be taken as often as possible to avoid dehydration, and when settling, gradually introduce a light diet. In very young children and babies, diarrhoea or sickness needs careful attention to avoid dehydration and, if the symptoms persist longer than 24 hours without settling, consult your doctor.

Head Lice

These are common in schoolchildren and not a sign of poor hygiene. Medicated shampoos and lotions are available from the chemist without a prescription. However, it is now recommended that children's hair should be washed, and after using a normal hair conditioner, combed with a fine nit comb to dislodge the eggs. Regular nit combing like this can keep the problem away.

Cystitis

This is not uncommon in women. It causes a burning sensation during frequent passing of urine. Drink plenty of fluids. If you have a fever, any blood in the urine, or if the symptoms last more than 48 hours consult your doctor and bring in a urine sample if you can.

Sprains

First apply a cold compress, such as a bag of frozen peas or ice for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until all the discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. Painkillers are available via consultation with your pharmacist.

Moles

These are normal on the skin: some are present at birth, others appear later in life. You should, however, consult your doctor if your mole develops any of the following:

- a change in colour
- an increase in size
- ulceration
- becomes irregular in edge or colour

Colds

Even in this day and age there is no magic cure for the common cold. Take plenty of drinks and rest. Paracetamol will help relieve the headache, sore throat and aching as well as bringing down the temperature. Antibiotics will

not get you better any quicker as they make no difference and may even cause harmful side effects.

Dental Emergencies

You should see your dentist for regular check-ups; also, there is an out-of-hours emergency dental service available to you once you have registered.

Dental problems should be treated by dentists, not by doctors. Dentists can prescribe antibiotics and painkillers just as doctors do. People not registered with a dentist or just visiting locally can consult any dentist for advice. If you have difficulty finding a dentist please ring NHS Nottinghamshire County on 01623 414114. If you or your child has a tooth knocked out, carefully pick up the tooth but do not attempt to wash or clean it. Put it straight into a little cold milk and take it with the patient to the dentist.

Earache

This can be helped with painkillers and decongestants in the first instance. Most bouts of earache will settle within 24 hours. If persistent or accompanied with discharge see the doctor.

Fever In children

Cooling a child down will make them feel better and is worth doing even if you want them seen by a doctor as well. Give paracetamol suspension (Calpol or Disprol) regularly four times a day. Ibuprofen syrup can be given in between three times a day. Both are available from the chemist. Give plenty of fluids and strip the child down to light underwear.

Minor Cuts And Grazes

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

Community Midwives

Angie Rowland is involved in the care of all mothers before and after the birth of their child. They are available for any queries or concerns at Dovecote House on 8835500. Appointments to see them are made at reception. There is also a clinic at the SureStart Centre on Great Hoggett Drive.

Physiotherapist

Kathy Betts, our NHS senior physiotherapist, is available to see appropriate patients at the surgery on a Tuesday and Wednesday. Please discuss this with your GP as she can get booked up very quickly.

Dietician

Penny Churchill visits Chilwell Meadows Surgery on Ranson Road once a month to give advice on particular diets and healthy eating. If you wish to see her, talk to your doctor first.

HOW TO SEE YOUR DOCTOR OR PRACTICE NURSE

Surgery Opening Times

The surgery is open from Monday to Friday 8.30am - 6.30pm.

Seeing A Doctor

All consultations are made by appointment. An appointment can be made by calling in at the surgery or telephoning 943 0530. You are free to consult with any doctor within the practice but it is obviously an advantage to see the same doctor with the same problem so that continuity can be maintained. Please let the receptionist know whom you would like to see.

If you have an urgent medical appointment you will be seen the same day but not necessarily by the doctor of your choice. If you cannot keep your appointment please let us know, however late, so that we can offer it to another patient.

Children Who Are Ill

If you contact us about children who are unwell we will arrange for them to be seen as soon as possible at the surgery. This is often much quicker than waiting for a doctor to visit.

Speaking To A Doctor Or Nurse

If you would like advice or feel that your problem can be best sorted with a phone call please leave a message with the reception. You will be telephoned back as soon as possible.

Home Visits

These are carried out at the discretion of the doctor and are reserved for patients who are genuinely too ill to come to the surgery. **If you require a home visit please call before 10.30am.** The receptionist will need details of the patient and the problem so that the doctors can assess the urgency of the call. Most visits are done in the late morning or early afternoon. Please note that a doctor can see three patients in the surgery in the time taken to do one home visit.

Laboratory Specimens And Test Results

Please bring any specimens requested by the doctor to the reception desk **before 12.30pm** as they are transported to the hospital the same day. **Please phone for test results after 12.00pm** when the telephone lines are less busy. It is practice policy that results should only be given to the patient themselves except in the case of children.

Repeat Prescriptions

Repeat prescriptions can be issued without a consultation if this has previously been agreed with your doctor.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common problems can be treated at home without the need to consult a doctor.

Back Pain

Most back pain will settle by itself if the back is rested by sitting as upright as possible or lying flat on your back with your knees bent (a cushion under your knees often helps). Gentle stretching exercises improve the speed of recovery. Swimming, walking and cycling are excellent when you feel a little more mobile. If there is no improvement after a few days, or if the bladder or bowel control is affected, make an appointment to see a doctor.

Bedsores

Bedsores are far easier to prevent than cure. They are caused by prolonged pressure on certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the person to shift position as often as possible and taking care to smooth out creases in the bottom sheet. Watch out for red marks appearing at pressure points such as heels, elbows, buttocks and hips. If they begin to appear then contact the district nurses before they get worse.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered apply a loose dressing. If the burn is larger than 10cm or the skin is broken, consult your doctor, practice nurse or attend the casualty unit at the Queen's Medical Centre.

UNACCEPTABLE BEHAVIOUR

In the rare event of a patient becoming violent or abusive to any doctors, members of staff or other persons present on the practice premises, the partners must consider the safety of all people concerned and, if a situation appears threatening to any individual(s), the police will be called. A meeting of the partners will review the occurrence to try to understand why an individual may be behaving in such a manner and what subsequent steps need to be taken. This may include writing to the individual to arrange a meeting to discuss unacceptable behaviour or reviewing ways that the individual can be helped so that this does not reoccur. Only after a person has received written warnings about their behaviour, cannot be helped/reformed and has flagrantly ignored the warnings given, will we resort to the possibility of their being removed from the list. This would need the full agreement of all partners.

CONFIDENTIALITY AND USE OF PATIENT INFORMATION

We are aware that we sometimes have to ask you for personal information. This is so that you can receive appropriate care and treatment. This information is recorded on the computer and sometimes in manual medical records. Its disclosure to other health professionals is on a "need to know" basis such as letting a hospital consultant know of previous hospital admissions and medication. Please be assured that confidentiality is part of the training of all members of the practice team and we take your trust in us most seriously. We are registered under the Data Protection Act and you have the right of access to view your personal medical records. If you would like to do this please speak to or write to one of the doctors or the practice manager so that we can arrange for this to happen.

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. This scheme is available from reception.

Requests can be made in person, online (ask Reception for details), or by post with an SAE. Whenever possible please tick the boxes on your prescription slip and give that to us as this ensures accuracy. Telephone requests can be made **after 11.00am**

but we prefer to reserve this service for the housebound and elderly. Please allow two working days for the prescription to be processed.

A review date is written on your prescription. If you have not seen the doctor or practice nurse recently then you may be asked to make an appointment for your medication to be reviewed. If there are any difficulties with your repeat prescriptions please discuss this with the reception staff.

Minor Surgery

Joint injections and treatment of simple skin lesions and ingrowing toenails are all available in minor surgery clinics run by Dr Threlfall. Please consult the doctor to discuss this.

Out Of Hours

If you or your family need urgent medical attention when the surgery is closed, please phone the usual daytime surgery number and your call will be redirected to the out-of-hours service. Your needs will be assessed and you will either be given advice or arrangements will be made for you to be seen by a healthcare professional. You can also call 111 which provides a 24-hour advice and health information service. Your local pharmacy can also offer a range of services including advice and medicines to relieve symptoms of minor ailments.

Life-threatening Emergencies

If you are uncertain what to do in an emergency situation please do not hesitate to call our usual number 943 0530, but do remember that many life-threatening emergencies such as choking, heart attacks or total collapse need immediate life-saving treatment from the emergency services. Please call 999 in these situations before calling the surgery.

OTHER SERVICES AVAILABLE

Family Planning And Contraception

A full range of contraceptive services is available from the doctors and practice nurse. Confidential emergency contraception and preconception advice is also available. If you are planning a pregnancy it is a good idea to see the practice nurse who can advise you about having your rubella (German measles) immunity checked. It is also recommended that you take folic acid from the chemist from before conception until the first three months of the pregnancy.

Cervical Smears

We recommend that women aged 25-50 should have a cervical smear every three years and every five years from the age of 50 until aged 64 unless otherwise advised. Please make an appointment with the practice nurse or one of the doctors.

Foreign Travel

Our practice nurse offers immunisations and health advice on foreign travel. Please enquire at reception at least eight weeks prior to departure. The Valley Surgery is an authorised yellow fever vaccination centre. There is a fee payable for this and some other travel immunisations.

Minor Surgery

Joint injections and treatment of simple skin lesions and ingrowing toenails are all in minor surgery clinics run by Dr Threlfall and Dr Henderson.

Please consult either of these doctors to discuss this.

Antenatal services

Appointments are available at The Valley Surgery and Surestart Centre by appointment

PRACTICE/PATIENT CHARTER

We believe that the relationship between the practice and its patients is a partnership. The more help you can give us the more help we can give you.

Practice Responsibilities

- You will be treated as an individual and afforded courtesy, respect and confidentiality at all times.
- You will be offered an appointment for an urgent medical condition on the same day. Routine appointments will, under normal circumstances, be available within a week.
- We will try and see you within 30 minutes of your appointment time. An explanation will be offered if we cannot do this.
- We will visit you if you are too ill or infirm to be brought to the surgery.
- Your suggestions and comments about the services will be listened to and acted upon when appropriate. Any complaints will be dealt with quickly.
- Please let us know if you feel that we have not met our responsibilities to you and give us a chance to discuss this with you.

Patient Responsibilities

- We ask that you treat the doctors and all practice staff with the same courtesy and respect that you would expect.
- Please remember that the doctor you may prefer may not always be available due to other professional commitments.
- Please inform us as soon as possible of changes in address and telephone number.
- Please let us know as soon as possible if you are unable to keep your appointment.
- Please try to be seen at the surgery if at all possible as this saves precious time.
- Please remember that urgent cases will be seen the next day and do not call out of hours except in real emergencies.

Data For Research

As part of the practice's contribution to medical research, we provide completely anonymous details of patient treatment to certain reputable third party organisations. No individual is ever identified from the information and we ourselves as potential patients stand to benefit from this work. If you would like more information on this issue please speak to one of the doctors.

Asking For A Chaperone

If you are concerned about seeing a doctor or nurse on your own, please mention this at reception when you make the appointment and a chaperone will be arranged.

COMMENTS, COMPLAINTS AND SUGGESTIONS FOR IMPROVEMENTS

We are always interested to hear any complaints or observations you have so that we can act upon them and improve the service we give.

We hope that most problems can be sorted out easily and quickly, preferably at the time they occur and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint we would like you to let us know as soon as possible. In the first instance please speak with our practice manager. We operate a practice complaints procedure and details of this are available from the practice manager or doctors. Your complaint will be confidentially handled by one of the partners in the practice who will promptly and thoroughly investigate it. You will be kept informed at each stage of the procedure. We hope that, if you have a problem you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity for us to improve our practice. This does not affect your right to approach the local Primary Health Care Trust, PALS (Patient Advice and Liaison Service) if you feel you cannot raise the complaint with us or are dissatisfied with the results of our investigation. You may wish to contact the East Midlands Independent Complaints Advocacy Service (ICAS). They are independent of the NHS and confidential. They can help you in your complaint resolution. ICAS may be contacted on **0300 456 8347**. We also always welcome suggestions and complimentary comments!

Teenage Health

Our practice nurse and doctors are happy to see teenagers for discussion of health issues on a confidential basis, irrespective of age. Whilst we are happy for parents to accompany younger teenagers we may encourage young people to develop some independence by seeing them alone for at least part of the consultation. Teenagers can also make appointments to be seen alone.

Health Promotion

We are committed to improving the health of our patients. The practice nurse will see patients with asthma, diabetes and heart disease for monitoring and education. In addition to this she is available to discuss other health issues such as diet and weight control, stopping smoking and will carry out well person checks (including cholesterol monitoring) if warranted.

Help to Stop Smoking

A New Leaf clinic operates at our surgery to help anybody who wants to stop smoking. Leaflets are also available in the waiting room with contact details.

Flu Clinics

There is an annual clinic held on a Saturday morning in October for this. Otherwise an appointment can be made with the practice nurse. Current recommendations are that anyone over 65 or suffering from heart, kidney or lung conditions should have an annual flu immunisation. A pneumonia immunisation is also available for these individuals but does not usually need repeating.

Non-NHS Services

Like other professionals your doctor is entitled to charge a fee for work which is not paid for by the NHS. This includes insurance reports, private sick notes, holiday cancellation forms and letters to non-NHS organisations eg leisure centres, school and work places. Please see the notice in the waiting room for a list of these together with the charges payable.

Carers

Carers are people who look after family, partners or friends who are ill, frail, have a disability or a mental health problem. They may be caring for another adult or be a parent of a disabled child. The care they provide is unpaid. An estimated 5% of people in Nottingham are carers. Please ask at Reception for further information.

OTHER INFORMATION

Teaching And Training

To help with the education of future doctors we are linked to Nottingham University Medical School. We therefore may have medical students in the surgery from time to time. You will be informed when you book an appointment, or on arrival if this is the case. If you do not wish to have the student present during your consultation please let reception or the doctor know. We also have fully qualified doctors working with us for periods of usually six months so that they gain experience in general practice. These enthusiastic, well trained and supervised doctors bring many benefits to the team and patients alike. Occasionally a consultation may be recorded on video, but only with the patient's permission. These recordings are strictly confidential, seen only by doctors involved in training, and are erased afterwards.

New Patients

Anyone living within our practice boundary may register with the practice. There is no prejudice to race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. To register simply bring along your medical card or fill in a form at reception. We will also ask you to fill in a short questionnaire to give us a quick update on your health. We also offer all new patients an appointment with the nurse for a health check.

Temporary Residents

Any person who is staying in our practice area can be seen at the surgery by us as a temporary resident, though we encourage patients who have been temporary residents for more than three months to register with us.

Overseas Visitors

If the visitor has come from a country which does not share a reciprocal arrangement with the NHS (eg a non-EU country), they will need to consult with us under a private arrangement and any hospital treatment will be charged by the hospital.

Change Of Address Or Telephone Number

Please inform the receptionist of any change as soon as possible. If you move outside the practice area you will need to re-register with another practice. We have to restrict our patient area to provide a satisfactory service to our local population.

Parking Facilities

We offer parking spaces, including one reserved for the disabled, in the private car park adjacent to the surgery building. Please do not use the car spaces reserved for the residents of Sandby Court opposite us and avoid parking in front of the main entrance unless you are disabled or dropping off passengers. We cannot be responsible for the loss or damage to any vehicles or belongings left in the car park.

Access For Disabled Patients

The practice premises have suitable access for disabled patients. Patient services are provided at ground floor level. If you believe there is anything more we can do to help patients with a disability please speak to the receptionist.

Baby Changing And Feeding Facilities

These are available at any time when the surgery is open; please ask at the reception desk. We would rather see babies who are comfortable and happy and we are happy to wait until you are ready.