

► Q25. Occupational therapist

- Assessing function
- Identifying goals
- Maintain independence
- Aids & equipment
- Improving daily activity
- Rehabilitation

► Q26. Counsellor

- Anger issues
- Depression
- OCD (obsessive-compulsive disorders)
- Panic
- Stress
- Anxiety
- Mood problems
- Phobias
- Trauma

► Q27. Citizens Advice Bureau

- Benefits advice
- Discrimination
- Financial worries
- Law and rights
- Work issues
- Debt information
- Employment advice
- Housing
- Tax

Q9. Do you need social services?

Contact ► social services directly for these issues:

- Abuse concerns
- Benefits help
- Respite care
- Social issues
- Aids for the home
- Domestic violence
- Safeguarding issues
- Welfare rights

Q10. Do you need to see a dentist?

You must see a ► dentist if you have:

- Dental abscess
- Gum problems
- Toothache

Q11. Did you know you can refer yourself?

► Refer yourself without seeing doctor first:

- Alcohol abuse
- Back, neck & joint pain
- Continence issues
- Drug abuse
- Family planning
- Mild to moderate anxiety
- Citizens advice
- Counselling
- Mild-moderate depression
- Genito-urinary (GUM/STD)

- Mobility aids
- Physio/OT
- Stop smoking advice
- Podiatry (foot) care
- Social services

Q12. Do you need a telephone appointment?

These can be dealt with by telephone:

- Simple urine infections
- Discussing results
- Medication advice
- Minor illness
- Conjunctivitis
- Ongoing sick notes
- Viral illnesses
- Certain reviews

Q13. Do you need a home visit?

Ring before 10.30am and we will assess if:

- Terminally ill
- Would come to harm if moved
- Bedbound

Q14. Can you find out more info on our website?

Our website contains useful information:

- Symptom checker
- Medical advice
- Download leaflets
- Useful contacts
- Top tips
- Online services

Q15. Where else can you go for some help?

► You can get help from these sources:

- Our website
- Patient group
- Citizens advice
- NHS 111

Q16. Do you need to see a nurse?

Our nurses deal with a range of conditions:

- Asthma
- Blocked ears and wax
- Chronic bronchitis care
- Family planning
- Ring pessaries
- Travel advice
- Weight monitoring
- Blood pressure
- Cardiovascular reviews
- Dressings
- Health checks
- Smears and swabs
- Vaccinations

Designed and written by Dr M. Wong © Jan 2018 v2.01

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IVY GROVE SURGERY

Get the right help for your condition



*Things to consider before
you pick up the phone*

ivy.gs/help

Tel: 01773 514130

START HERE! What is this leaflet is about?

The NHS aims to empower all patients to self-care and to seek the most appropriate source of help for their condition. A GP appointment is not always the best option and may even lead to delays in treatment or a poorer standard of care. Studies show that up to 40% of consultations with the doctor are unnecessary. This may be because the doctor was not the best person to see, or the patient may have been able to self-care or refer themselves to the right person without seeing the doctor. Question numbers below match those on our online help page.

Q1. Why can't you just book an appointment?

Given the current crisis in General Practice, appointments are in very short supply. Our other leaflets give a full explanation, but in summary, there are issues with fewer GPs, lack of resources and rising workload. Our limited appointments should only be used for those who truly need to us. Please help us to help you by first asking yourself, you do actually need to see us or can you get the right help elsewhere?

PLEASE NOTE: In this leaflet ► means you can get in touch directly without going through the doctor first

Q2. Is your life potentially in danger?

Ring ► 999 if you have these conditions:

- Anaphylactic shock
- Severe bleeding
- Severe breathlessness
- Severe burns
- Suspected heart attack
- Choking
- Drowning incident
- Uncontrollable fits
- Hypo (low sugar)
- Hypothermia
- Deep lacerations
- Suspected meningitis
- Suspected stroke
- Unconscious
- Looking very poorly or condition significantly deteriorating

Q3. Have you got a medical emergency?

Go straight to a major ► A+E if you have:

- Severe abdominal pain
- Sudden blindness
- Breathless, can't speak
- Suspected fractures
- Floppy unresponsive baby
- Severe head injury
- Lethargic/drowsy child
- Persistent nose bleed
- Drug overdose
- Swallowed foreign body

Q4. Do you need the Minor Injuries Unit (MIU)?

These conditions are dealt with by ► MIU:

- Bites and stings
- Burns and scalds
- Cuts and grazes
- Eye problems
- Foreign bodies in skin
- Minor head injuries
- Sprains and strains
- Road traffic accidents
- Minor wound infections

Q5. Do you need to see a pharmacist?

Your ► pharmacist can give you advice on:

- Athlete's foot
- Minor allergies
- Bloating and wind
- Cold sores
- Conjunctivitis
- Constipation
- Coughs and colds
- Cystitis
- Dermatitis and eczema
- Diarrhoea
- Ear wax
- Emergency contraception
- Hayfever
- Headaches
- Headlice
- Indigestion
- Irritable bowel
- Mouth ulcers
- Nasal congestion
- Piles
- Runny nose
- Scabies
- Sinus problems
- Sleep problems
- Sore throat
- Styes
- Teething troubles
- Threadworms
- Thrush
- Urine infections
- Verrucas
- Viral infections
- Warts

Q6. Can you look after yourself?

These conditions respond well to self-care:

- Coughs and colds
- Diarrhoea
- Earache
- Flu
- Hangover
- Minor grazes
- Sunburn
- Viral illness
- Sore throat

Q7. Do you need to see a district nurse?

► District nurses see the housebound for:

- Catheter problems
- Dressings
- End of life care
- Heparin injections

- Hospital discharge care
- Wound and ulcer care

Q8. Who else can you contact directly?

► Q19. Care co-ordinator

- Aids in the home
- Co-ordinating care
- Discharge review
- Liaising with social care
- Referring for help
- Signposting

► Q20. Community matron

- Health education
- Home visits
- Improve quality care
- Manage long-term cases
- Physical assessments
- Reduce admissions
- Complex patients

► Q21. Health visitor

- Abuse concerns
- Healthy eating
- Postnatal blues
- Preschool issues
- Support at home

► Q22. School nurse

- Bedwetting
- Behaviour issues
- Bullying
- Developmental screening
- Drug advice
- General support
- Health education
- Immunisations
- Safeguarding
- Safe sex education
- Signposting
- Stop smoking advice

► Q23. Midwife

- Normal antenatal care
- Pregnancy advice
- Postnatal care

► Q24. Physiotherapist

- Back pain
- Education
- Exercise advice
- Gait problems
- Joint problems
- Neck pain
- Poor mobility
- Posture advice
- Rehabilitation
- Shoulder pain
- Soft tissue problems
- Sports injuries

PLEASE NOTE CONTACT NUMBERS ARE ON INCLUDED INSERT

Contact Numbers

▶ means you can self-refer without a doctor's appointment

▶ A+E (Royal Derby Hospital)

A+E Department 01332 783111
Main switchboard 01332 340131

▶ Ripley Hospital 01773 743456

(also for District Nurses/Health Visitors)

▶ Minor Injuries Unit 01773 571403

▶ Local Pharmacies

Boots the Chemist, Surgery 01773 743170
Boots the Chemist, Ripley 01773 742376
Holmfield Chemist 01773 742376
Hurst Chemist 01773 744333
Manor Pharmacy 01773 744900
Tambers Pharmacy 01773 608405

▶ District Nurse Liaison 01332 258200

▶ Local Dentists

Ripley Family Dental 01773 743263
Nottingham Road Dental 01773 742578
Amber Valley Dental 01773 540648
Not registered with one? 111

▶ Counselling Services

Let's Talk Wellbeing 0115 956 0888
Insight Healthcare 0300 555 5582
Talking Mental Health 0300 1230542
Trent Psychological Therapy 01332 265659

▶ Physio Direct/OT (NHS) 01335 230079

▶ Citizens Advice 01773 514130

▶ Social Services 01629 533190

More Contact Numbers

▶ means you can self-refer without a doctor's appointment

▶ Alcohol and Drug Addiction

Addaction 01773 744594
Alcoholics Anonymous 0845 769 7555
Derbyshire Alcohol
Advice Service 0845 308 4010
Unity Mill, Belper (Alcohol
and substance misuse) 01773 829966
Derbyshire Community
Alcohol Team 01332 547900

▶ Derby Mobility Services 01773 513235

▶ Derbyshire Carers Association

Direct contact 01773 743355
Surgery appointment 01773 514130

▶ Family Planning Clinics

Alfreton 0800 328 3383
Heanor 0800 328 3383
Ilkeston 0800 328 3383

▶ Genito-Urinary Medicine

(Sexual Health,
William Donald clinic) 01332 254681

▶ NHS111 (advice) 111

▶ Physio (Amber Valley Physio clinic, private) 01773 514147

▶ Podiatry (Ripley Hospital) 01773 743456

▶ Stop Smoking Service 0800 085 2299

▶ Walk-in centres Osmaston Road, Derby 01332 224700 St Thomas Road, Derby 01332 275610

More Contact Numbers

▶ means you can self-refer without a doctor's appointment

▶ Benefit Advice Line

(for people with disabilities
and their carers) 0800 882200

▶ ChildLine 0800 1111

▶ Cruse Bereavement Care 0844 477 9400

▶ Derby Rape Crisis 01332 372545

▶ Domestic Abuse Helpline 08000 198 668

▶ Focusline (Rethink) (for people with mental illness and their carers) 0800 027 2127

▶ Parent Line 0808 800 2222

▶ PALS (Patient Advice & Liaison Service) 0800 783 7279

▶ Police (non-urgent) 101

▶ Relate (marital guidance) 01332 345678

▶ Safe Speak (counselling for 5 to 18 year olds) 0800 0935264

▶ Samaritans 01332 364444

Remember, you can find more help and contacts here:

Ivy Grove Surgery website ivy.gs
Our telephone number 01773 514130
Help page ivy.gs/help
Contact numbers ivy.gs/contacts
Symptom checker ivy.gs/symptoms

Are we just putting you off from seeing us?

No, we are not here to put you off from seeing us if it is appropriate. But as mentioned earlier, up to 4 out of 10 people who come to see us, don't actually need to. In fact, it is now official NHS guidance that we actively encourage self-care and self-help and to see the right person.

Why should you bother with self-care?

Why do we ask patients to try and help themselves before getting in touch with us? A large part of our work involves seeing patients with minor illness. In reality though, most of these conditions do get better with some self-care.

Why should you refer yourself?

Many people do not realise that there is a vast array of other workers in the NHS and many of these accept direct contact from patients without the need to see a GP first. By self-referring, you save yourself time, and save waiting for a GP appointment. In this leaflet ► means you can self-refer.

If you are concerned that by self-referring, you might be doing the wrong thing or wasting someone's time, please be assured that should your symptoms suggest that you actually do need to see a doctor, you will always be advised.

Why do you need to see the right person?

We understand the very natural reaction for most problems is to pick up the phone and book an appointment with the GP, however, every inappropriate consultation with us may be causing a person with genuine need to suffer. We do this to maintain safe care, not only for you but for other patients too.

For example, if you think you are having a heart attack or a stroke, booking an appointment with the doctor instead of ringing for a 999 ambulance would introduce unnecessary delays into your care, and increase the risk of harm to you. On the other hand, if you booked with us for a simple cold and sniffles, that would easily get better with self-care, you will have used up an appointment that may have been more

appropriately taken by someone with say, pneumonia, who really does need our help.

Too much information? Where do you start?

Reading this leaflet, you may be completely confused on where to start looking for information on how you actually self-care or self-refer. In fact, this leaflet has all the information that you require including all contact numbers on the reverse, however, you will find more comprehensive details on our website.

If you are still lost, please follow these 3 simple directions.

1. Please STOP and THINK

Before you just pick up the phone, we kindly ask that you pause, and just 'stop and think'. Do you need to see us, can you self-care, or will another professional or service be able to help you better? By asking yourself, you help us to help you better.

The best way to check that you get the right help for your condition is to look on our website. The address of our website is easy to remember (**IVY** Grove **SUR**gery). Just type this into your browser:

ivy.gs

2. Check your SYMPTOMS

On the front page of our website, you will find a prominent orange link to our symptom checker.

Check your
symptoms



You can also get to our symptom checker by typing the address directly:

ivy.gs/symptoms

Using our symptom checker is really easy. Just enter your postcode to unlock the page, read the important information, then scroll down to your symptom. Next to the symptom is a link, click on it and you will get contact details, or information

on what you can do, including links to patient information leaflets. Why don't you give it a try now?

3. Check who can HELP

On the front page of our website, you will find a prominent orange link to our help page.

Get yourself
the right help



You can also get to our help page by typing the address directly:

ivy.gs/help

Our help page is easy to navigate. Simply work through each question section until you find out who you need to see.

Can't find what you need? SEARCH for it

For your convenience, to save you manually having to scroll through looking for what you need, both the symptom checker and help pages have a search function.

Search your symptom

enter your search term and
then click the 'search' button

page will go to

search

Get more information online

To help you reach our website pages easily, they all have simple **ivy.gs** web addresses, for example:

ivy.gs/minorillness

ivy.gs/numbers

ivy.gs/online

ivy.gs/selfcare

ivy.gs/downloads

ivy.gs/newsletter

Even if you don't know the link, you might be able to guess it. Our website is designed to help you get to the right place.