

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

### Other professionals you can self-refer to:

#### ▶ Q15. Midwife

- Normal antenatal care
- Postnatal care
- Pregnancy advice

#### ▶ Q16. Community matron

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

#### ▶ Q17. Care co-ordinator

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

#### ▶ Q18. School nurse

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

#### ▶ Q19. Occupational therapist

- Assess function
- Carpal tunnel syndrome
- Improving daily activity
- Rehabilitation
- Aids & equipment
- Identifying goals
- Maintain independence

#### ▶ Q20. Citizens Advice Bureau

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

#### ▶ Q21. Derbyshire Carers Association

Direct contact 01773 743355

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### Q22. 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

### Q23. Do you need a home visit?

Ring before 10.30am and we will assess if:

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

### Q24. Do you need to see a practice nurse?

Our ▶ practice 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

### Q25. Perhaps you do need to see a GP?

Our website has resources to help you make the most of your appointment:

- Top tips
- Sick notes
- Antibiotics and viruses
- One problem at a time

### Q26. Why is it so difficult to see a GP?

There is a real crisis in General Practice. Check our website:

- Our opinion on the NHS
- Our letters to PM and MP
- Our viral State of General Practice video

**PLEASE NOTE CONTACT NUMBERS ARE ON INCLUDED INSERT**

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# IVY GROVE SURGERY

Get the right help  
for your condition  
by ▶ self-referring



*Things to consider before  
you give us a call*

**ivy.gs/help**  
**ivy.gs/selfcare**  
**ivy.gs/symptoms**

**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. Are we the right people to see?

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 self-refer without a doctor's appointment.

### 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. Can you refer yourself? or

### Q8. Who else can you contact directly?

**Anything marked ► in this leaflet means you can refer yourself without needing to see a GP first**

### Q9. Do you need a physio?

**You can self-refer to ► physio for:**

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

### Q10. Do you need a counsellor?

**You can self-refer for ► counselling for:**

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

### Q11. Do you need social services?

**Contact ► social services directly for these issues:**

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

### Q12. Do you need to see a dentist?

**You must see a ► dentist if you have:**

- Dental abscess
- Toothache
- Gum problems

### Q13. 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

### Q14. Do you need a health visitor?

**► Health visitors see preschool children with:**

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

## You can contact these agencies yourself

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### ▶ 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

▶ **Citizens Advice Bureau** 01773 514130

▶ **Continence Advisory** 01773 546868

### ▶ Counselling Services

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

### ▶ Dentists

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

▶ **District Nurse Liaison** 01332 546900

### ▶ 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

▶ **Physiotherapist/OT** 01335 230079

▶ **Social Services** 01629 533190

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### ▶ Alcohol and Drug Addiction

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

### ▶ Amber Valley Single Point of Access

Urgent same day care 01773 525090

▶ **Derby Mobility Services** 01773 513235

### ▶ Family Planning Clinics

Alfreton, Heanor, 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

## You can contact these agencies yourself

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

▶ **Benefit Advice Line** 0800 882200

▶ **ChildLine** 0800 1111

▶ **Cruse Bereavement Care** 0844 477 9400

▶ **Derby Rape Crisis** 01332 341633

▶ **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** 116 123 (free)

**Remember, you can find more help and contacts here:**

**Ivy Grove Surgery website** [ivy.gs](http://ivy.gs)  
**Our telephone number** 01773 514130  
**Help page** [ivy.gs/help](http://ivy.gs/help)  
**Symptom checker** [ivy.gs/symptoms](http://ivy.gs/symptoms)  
**Self-care page** [ivy.gs/selfcare](http://ivy.gs/selfcare)  
**Contact numbers** [ivy.gs/contacts](http://ivy.gs/contacts)

## 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 direct you to see the right person.

## Why should you bother with self-care?

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. By helping yourself, you might get quicker help and avoid the need to sit in a spluttering waiting room.

## Why should you refer yourself?

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 accordingly.

## 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, booking an appointment with the doctor instead of ringing for an 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?

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 **S**urgery). Just type this into your browser:

**ivy.gs**

### 2. Check your SYMPTOMS

On the top of every page of our website and in the navigation on the left, you will see a link to our symptom checker. 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, or better still, search for it. 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 not give it a try now?

### 3. Check who can HELP you

Again, on the top of every page of our website and in the navigation on the left, you will see a link to our help page. 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.

### 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/selfcare**

**ivy.gs/numbers**

**ivy.gs/downloads**

**ivy.gs/online**

**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.