



PRACTICE BOOKLET

Please keep in a safe place



**Danetre Medical
Practice**
London Road
Daventry
Northants
NN11 4DY



T: 01327 703333
(Main Number)

F: 01327 708549

T: 03336 664 664
(Out of hours emergencies)



T: 01327 708537
(Appointment Cancellations)

F: 01327 708542
(Prescription queries)

The Partners

Dr Lesley Jeffers MB, BS, PG, Dip ENT

Qualified in London in 1983. Married with two children. Her medical interests include paediatrics, ENT and Coil fittings. Her outside interests include sailing and dressmaking.

Dr Gareth James MB, BS, BSc, DRCOG, DFFP, MRCGP

Qualified in London in 1991. He provides the Vasectomy service for the South Northants district. His other medical interests include children's health, ophthalmology and minor operations. His outside interests include travelling, golf, writing and waiting for Wales to follow up the Grand Slam by winning the 2007 World Cup!

Dr Judith Viira MB, BS, BSc, DRCOG, DFFP, MRCGP

Qualified in London in 1991. Her medical interests include women's health and care of the elderly. She is married with three young children. Her outside interests include keeping fit, travelling, drawing and painting.

Dr Yu Jin Seow MB, ChB, BAO, MRCGP, BSc(Hons), DGM, DFFP, DRCOG, DCH

Qualified in Dublin in 1997. His medical interests include rheumatology and musculoskeletal medicine, diabetes and general practice education. His outside interests include meeting up with people, cooking, listening to music and watching all kinds of sports.

Dr Stuart Ketchin MBBS, B Med Sci, MRCGP, Dip Pall Med

Qualified in Newcastle in 1985 and worked for two years at the regional cardiothoracic centre before specialising in General Practice. His medical interests include care of the terminally ill and cardiorespiratory medicine. His outside interests include live acoustic music, computing and fishing. He makes acoustic guitars and enjoys playing the guitar.

Dr Amardeep Heer MB, ChB, BSc (Hons), DFFP

Qualified in Leicester in 1998. After initial training in surgery he went on to complete his General Practice training in Nottingham. His medical interests include diabetes, minor injuries and medical law. His outside interests include reading fiction, cooking and travelling. Before coming to the practice he spent a year abroad working in New Zealand as a GP.

Dr Amy Butler MBChB, DFFP, MRCGP

Qualified in Liverpool in 2001 where she also completed her General Practice training. Her medical interests include diabetes, family planning & sexual health. Married with two small children her outside interests include hanging out with her family, reading, travelling and supporting Newcastle United.

Your Staff

Practice Manager - 01327 708530

Mrs Ruth Farthing BA Business Administration
Our Practice Manager is responsible for the efficient administration of the practice. Our aim is to provide expert and friendly healthcare for you and your family. Your suggestions and ideas are always welcome. If you have any complaints or suggestions, please write to our Practice Manager and she will endeavour to deal with them.

Clinical Lead Nurse

Mrs Alison Shariatt

Alison leads a team of experienced nurses. In addition to treating minor injuries, dressings, HRT, contraception and cervical smears, our nurses follow up patients with diabetes, respiratory problems such as asthma and chronic obstructive pulmonary disease, heart problems and high blood pressure. Due to increasing workloads, the majority of our nurses' work is now organised on an appointment basis where the patient must book in at reception before going to the waiting area. The nurses work very hard to accommodate all requests and this can mean that you may have to wait to be seen if the demand is high and treatments take longer than expected. If your need is not urgent, we encourage you to come back another day.

Phlebotomists

Melanie, Sandra and Sally provide a blood taking service from 8.00 - 11.30am Monday to Friday. This service is by appointment for routine blood tests. If you are asked to FAST before a blood test, please tell reception so they can give you an early appointment. Please book in at reception on arrival. Your doctor may request an 'on the day' blood test and we will do our best to offer you an appointment, although you may experience a delay if demand is high.

Deputy Practice Manager - 01327 708535 (Job Share)

Lizzie and Emma manage the day-to-day activities of the practice to ensure all administrative processes are handled efficiently. If you have a suggestion or a problem, please talk to them and they will do their best to address any issues arising.

Secretaries

Secretary to Dr Jeffers/Dr Ketchin - 01327 708533

Secretary to Dr Viira - 01327 708531

Secretary to Dr Voeten/Dr Butler/Dr James - 01327 708532

Secretary to Dr Seow/Dr Heer - 01327 708534

The secretaries work closely with individual Doctors carrying out many clerical duties on their behalf. They also deal with telephone enquiries from patients and with requests for home visits.

Receptionists

We have a team of receptionists who are very busy and do a difficult job well. The receptionists work under guidance from the Doctors and Manager. At times of high demand we cannot always give you the exact time or the specific Doctor that you would like but will do our best to offer you an appointment at a convenient time. When telephoning the appointments line, it would be helpful if you could keep it brief so that other patients are not kept waiting.

Administration

Our team deals not only with new patients joining the practice, but also looks after our clinic recall systems, changes of addresses, scanning patient related correspondence into the patient's record and coding appropriately.

Repeat Prescription Clerk

The Doctor may agree to you having long-term medication on repeat prescription. You can order your repeat prescription on-line. Alternatively, on the right side of your prescription you will find a re-order form with all your drugs listed. At the bottom of the form is the review date when your Doctor next wants to check your medication. To order a repeat prescription, please post, fax or leave this form at reception with the name of the chemist from where you wish to collect it. Our repeat prescription clerk is here from 8.30 - 12 and 2 - 4 Monday to Friday, to deal with all requests for repeat prescriptions. Telephone requests should only be made where unavoidable. Please allow two working days for us and the chemist to deal with your request.

Associated Staff

District Nurses

The team, led by Caroline Grzelek, provide general nursing care in the home, such as dressings, injections, continence advice, acute and chronic nursing care, health promotion, family support etc. You may contact them by ringing 01327 708815.

Community Midwives

The team, led by Jane Franklyn work with the Doctors to care for mothers before and after delivery and hold weekly antenatal clinics by appointment. The first appointment will be with the midwife who can make and appointment for you to see the Doctor if the need arises.

You may contact them by ringing 01327 700530.

Health Visitors

Our health visitors, Sally Merrick and Sue Kirtley, are specially qualified nurses who can provide information, advice and support to families. You may contact them by ringing 01327 7088818/9.

Other Specialist Nurses

In addition to those already mentioned we have close contact with a number of other specialist nurses such as community psychiatric nurses, continence advice nurses, Macmillan nurses and our Community Matron who help care for the terminally ill.

Appointments

Individual Doctors' appointment times are variable. However we offer appointments from 8am until 5.30pm every weekday. For a trial period we are offering appointments from 7am until 6.30pm on some days.

You may make an appointment to see a Doctor by telephoning 01327 703333 and pressing the option for Appointments between 8 - 5.30 weekdays.

On Line booking of appointments and ordering repeat prescriptions

Patients find it very easy to book their appointments and to order their repeat prescriptions through our website. If you have not already registered to use this facility, ask the receptionist to print off a registration form that gives you the information on how to create an online account to book appointments and request repeat prescriptions.

Consultations are by appointment only and it is often difficult to effectively manage more than one problem at each consultation.

It is preferable to book in advance for a routine appointment but if all routine appointments are taken and your need is urgent you will be seen by a Doctor, but not necessarily the Doctor of your choice. Please try to telephone before 10am if possible. A chaperone will be available if you request one.

If you cannot keep your appointment, please let us know so that it can be offered to someone else. Patients who continue to miss appointments can be asked to register elsewhere.

Patients and Staff have a right to be treated with respect and dignity. The practice has a Zero Tolerance policy and patients who are aggressive, abusive or violent will

be placed on a special register and seen off site with police in attendance.

The surgery is closed on Saturdays / Sundays and Bank Holidays

Home Visits/Emergencies

Home Visits

If you are too ill to come to the surgery and need the Doctor to visit you at home, please telephone your Doctors' secretary before 10am. Please give as much information as possible in order that visits may be arranged in order of priority. The Doctor may call you first. In the case of an emergency you may ring at any time. Please reserve these requests for those who, for medical reasons, genuinely cannot come to the surgery.

Out of Hours Emergencies

For out of hours calls when the surgery is closed, please ring 03336 664 664. Out of hours emergency cover is provided by a co-operative of family Doctors. Please give your situation sufficient thought before you use the out of hours service – can it wait?

NHS Direct

If you require health information or advice, NHS Direct (a 24 hour nurse-led advice line) is available on 0845 4647, website address www.nhsdirect.nhs.uk

Services Available

Results

If you are waiting for results of tests, our results clerk can be contacted between 1 – 3 any weekday by ringing 01327 708541. Routine blood and urine test results are usually back within a week but x ray results, smear test results and specialised blood tests can take 8 – 12 weeks.

Other Services Available

Diabetic Clinic

The practice runs a diabetic clinic every week. There is a local support group for patients with diabetes: www.daventry-and-district.diabetesukgroup.org

Baby Clinics

The health visitors run a clinic every Monday between 1.30 – 3.30. No appointment is necessary and you are welcome to come for advice on anything to do with childcare or to have your baby weighed. Parents can

seek advice about behaviour, sleep, minor illnesses or family health issues. Baby milks and vitamins are on sale here at the health centre. Clinics are also held for regular check-ups of babies and young children.

Childhood Immunisations

Your child will normally be called for routine immunisations by the local authority. The immunisations take place at the practice on a Thursday between 1.30 and 3.30. If you cannot keep the appointment sent to you, you should contact your health visitor to advise the reason, and then another appointment can be arranged.

Adult Immunisations

Adults who have received five doses of tetanus do not now require any further doses unless they have an injury, or when travelling abroad to certain countries.

Travel Immunisations

If you are going abroad please contact the Travel Clinic secretary at least eight weeks before departure so an appointment can be made. In some cases travel immunisations are free.

www.fitfortravel.scot.nhs.uk

www.masta.org

Flu Vaccinations

We offer annual free 'flu' vaccinations, commencing in October, to all our patients aged 65+ and those at particular risk from heart, chest, diabetic and age-related conditions. Appointments are taken from September by ringing the 'Appointments' option.

Pneumococcal Vaccinations

More than 3,400 people in the UK over the age of 65 die each year from pneumonia. We offer free pneumococcal vaccinations to all our patients aged 65+, who have not been previously immunised. It is available all year round.

Family Planning

Our nurses offer a comprehensive family planning service. Vasectomies are performed by one of the Doctors on the premises.

Smear Tests

Smear tests start at the age of 25 and women will be sent for a further test every 3 years until they reach the age of 49 and then every 5 years up to and including the age of 64. When your next smear test is due you will receive a reminder by post. Please make an appointment with the nurse and tell the appointments clerk what you are coming for so adequate time allotted.

Medical Certificates

It is not necessary to see the Doctor specifically for a certificate in the first week of illness. Self-certification forms for the first six days of absence are available from reception, from your employer or the post office. If a signed certificate is required to cover this period, then a private certificate is issued and a charge made.

After the first week, sickness certificates may be obtained as part of the consultation with the Doctor. Remember that if you have been in hospital, a certificate to cover any in-patient period must be issued before you are discharged.

Medical Examinations

We undertake specific medical examinations for insurance, employment, driving and sporting reasons. A fee is payable for these medicals.

Minor Operations

Many minor surgical problems can be dealt with at the surgery. Please make a routine appointment with the Doctor for assessment and advice.

General Information

How to register with the Practice

Providing you have recently moved into our practice area as shown, you can register with us. It's easy! Simply call into the practice between 8.30 and 3.30 and complete a Registration Form. Your medical records will automatically be transferred from your previous practice via the PCT. Proof of residence in the form of an amenities bill, passport or photo ID is required and in some cases 'proof of employment' or letter from employer.

Comments/Compliments/Complaints

Many complaints can be resolved by an informal discussion with your Doctor or our Practice Manager. However, we also offer a formal practice complaints procedure and our Practice Manager can give you further information. We always try to provide the best services possible and we try to deal swiftly with any problems that may occur.

Data and Confidentiality

The practice keeps patient records in computerised form and historic records in paper form.

Please be assured that only anonymised information is used for research or post payment verification by Northamptonshire Teaching PCT. The practice is registered as a user with the Data Protection Registrar. All patients have the right to absolute confidentiality and no named information will be divulged to a third party (e.g. for employment or insurance medicals) without

patient consent.

Access to Records

The Data Protection Act 1998 gives you the right to access your health records subject to a few restrictions. Please write to our Practice Manager who will then guide you through the process. There will be a small charge.

Practice Charter

Contact our Practice Manager for a copy of our Practice Charter.

Practice Equipment Fund

We are most indebted to those patients who raise funds for the practice. Any contributions received go towards the cost of adding to or replacing essential medical equipment or furniture for the sole benefit of our patients.

Community Care

Community Care is designed to meet the needs of all those in our society unable to care for themselves by reason of physical or mental health or impairment. If you need care in your own home, at a day centre, in a residential or nursing home on a temporary or long-term basis, there are now a number of options open to you. If you feel that you need this sort of help you can contact the local Social Services yourself or ask a friend or relative to do this for you. Alternatively, your GP, district nurse or social worker can refer you. You are advised to seek advice regarding your choice of residential or nursing home before you commit yourself to any course of action. The Daventry & District Citizens Rights Bureau are able to help with information regarding benefits and can be contacted on 01327 706464.

Self-Treatment of Common Illnesses and Accidents

Useful website: <http://www.patient.co.uk/>

Many common illnesses and accidents can be treated at home and do not require the attention of a doctor. We hope you find the following notes of some guidance in self-management. Pharmacists are a highly qualified source of advice on many common illnesses and can be contacted at your local pharmacy.

Burns

Immediately remove the source of burning and apply cold water to the affected area. If the burn blisters or the burn is extensive or the mouth or nose is affected, you should attend the nearest accident and emergency department.

Coughs & Colds

The vast majority of such illnesses are caused by viruses. The illnesses are self-limiting, that is to say they settle on their own, often with little or no treatment, after a course of time. Antibiotics do not kill viruses. However, the following supportive measures can ease the passage of a viral illness and assist recovery. Viral coughs and colds are often accompanied by symptoms of sore throats, sore ears, headache and feeling hot and cold with fever. It is important for all ages to drink plenty of fluids. Steam inhalation can help relieve stuffiness and congestion of the upper airway and will often soothe a dry irritating cough. In adults, gargling with a mixture of soluble aspirin in water can relieve symptoms of soreness of the throat. The headache and fever are both helped by taking regular paracetamol. This is particularly important in children, who are very sensitive to rises in body temperature, where the administration of paracetamol syrup (Calpol or Disprol) in the correct dosage for age can be supplemented by stripping the child, bathing in tepid water and ensuring adequate ventilation. Use a fan where possible. Specific symptoms such as chest pains, wheezing or coughing up offensive or blood stained sputum are of concern and should prompt you to seek medical advice.

Diarrhoea & Sickness

Diarrhoea and sickness is often caused by a viral infection and will be self-limiting. It can, however, be caused by contaminated food, particularly relevant if you have recently travelled abroad. After vomiting it is important to let the stomach rest by not eating or drinking for two hours afterwards. Thereafter sips of clear fluids such as water or squash can be taken. After 24 hours of clear fluids a light diet can be introduced. With return of eating, diarrhoea may well worsen. In adults, taking appropriate tablets or capsules, available from your pharmacist, may relieve diarrhoea. Persistent and recurrent vomiting, unresponsive to these simple measures, particularly when associated with diarrhoea, may give rise to fluid loss with possibility of dehydration. If sickness continues for more than 24 hours and/or diarrhoea does not settle within 72 hours, contact the surgery for further advice.

Minor Cuts & Grazes

Direct application of pressure and elevation of the affected limb as appropriate can stop any bleeding. A deep cut may require stitching and advice from the accident and emergency department. Grazes should be cleaned under running water. A clean dressing may then be applied.

Chickenpox

On the first day a rash appears as small red patches about 3 – 4mm across. Within a few hours, small blisters appear in the centre of these patches. During the next 3

– 4 days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine Lotion may be applied to soothe the often severe itching. Cool baths may help. The most infectious period is 2 – 3 days before the rash appears and up to 5 days after this date. Children may return to school/nursery when the last 'crusts' have fallen off.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2 – 4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about 4-5 days from that date. The only danger is to unborn babies and it is important therefore that any contact is informed, to enable anyone pregnant to contact their surgery for advice. Immunisation can prevent this disease.

Measles

The onset of rash is normally preceded by a cold-like illness with runny nose and fever. A rash appears around the fourth day of illness and is red, blotchy and appears on the face and body. It is infectious 2-3 days before the rash appears and up to 10 days after that date. Immunisation can prevent this disease.

Mumps

Swelling of the glands in front of one or both ears. It is infectious from 2-3 days before the swelling appears and up to 10 days after that date. Immunisation can prevent this disease.

How to look after a child with a temperature

A child will develop a fever because of an infection. Usually the child will get over the infection without the need for antibiotics. Most childhood infections are caused by viruses and these do not respond to antibiotics. The following advice will help bring your child's temperature down and make them feel better.

1. Always keep a supply of paracetamol and/or ibuprofen syrup (Calpol, Disprol, Nurofen) at home.

2. If your child feels hot or appears unwell:

- a) Give the maximum dose of paracetamol and/or ibuprofen syrup stated for the age of the child. Repeat every four hours as necessary up to the maximum daily dose stated.

- b) Dress your child in cool clothes. A lot of heat is lost through a child's head so keep uncovered. Cool the room by opening windows and doors.

- c) Give your child plenty of cool drinks as fluid is lost with a fever. If the child is reluctant to drink, encourage

small amounts from a favourite cup.

d) Use tepid water to sponge your child. Tepid water is more effective than cold water.

e) A child with a fever is likely to be restless at night. If your child is awake, offer cool drinks and sponge him/her down.

f) If your child does not improve after following the above measures call NHS Direct or your local doctor.

3. Very rarely, a child under 5 years will have a convulsion with a high temperature. The child will shake all over and become very still. It usually subsides in less than five minutes. Lie the child on their side and stay with him/her while it lasts. If there is another adult in the house, ask them to phone a doctor. If not, call when the convulsion has passed.

4. If your child has a rash as well as a temperature, contact your doctor or NHS Direct.

Practice Area

Ashby St Ledgers	Flecknoe	Sawbridge
Badby	Hellidon	Shuckburgh
Barby	Little Preston	Staverton
Braunston	Lower Catesby	Upper Catesby
Buckby Wharf	Lower Shuckburgh	Upper Shuckburgh
Charwelton	Napton	Weedon
Daventry	Nethercote	Welton
Dodford	Newnham	Whilton
Everdon	Norton	Willoughby
Fawsley	Preston Capes	

Vasectomy Information

Dr Gareth James
MBBS DRCOG DFFP MRCGP BANSV

Dr James is a member of the British Association of No Scalpel Vasectomists. No Scalpel Vasectomy is the accepted modern technique for vasectomy. It is safer, less uncomfortable and has a shorter recovery time than the old Scalpel Vasectomy method. Dr James retrained after 700 Scalpel Vasectomies to the new 'No Scalpel

Technique' in 2003 and has performed over 400 No Scalpel procedures since then. The advantages of this method are:

Less pain and discomfort

No stitches

Less chance of bleeding and other complications

Less painful during and after procedure

Faster procedure

Faster recovery

Post op sperm samples can be sent by post, no need to deliver to lab

In a recent survey, 100% of men who were questioned said that they would recommend it to a friend.

For further information, waiting times or simply to find out how to book, ring 01327 708536, or contact us by email.