

Imperial Medical Practice

*45 - 49 Imperial Road, Exmouth, EX8
IDQ*

Appointments: 01395 224555

Enquiries: 01395 280362

Fax: 01395 279282



Information
for
Patients

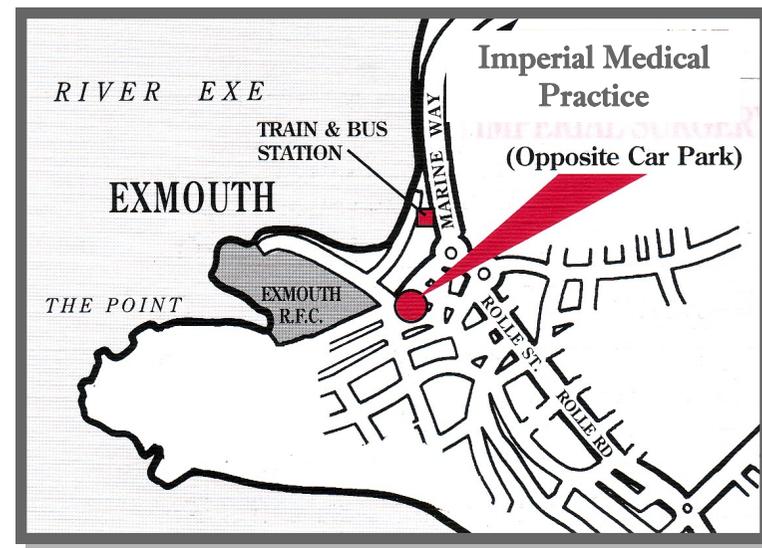
**Imperial Medical Practice
is open
Monday to Friday
8am – 1pm 2pm – 6pm.**

**An emergency service is
available evenings and
weekends - please telephone**

111

**to speak to an emergency
doctor or call NHS 111 on**

111



Useful Contacts

Telephone numbers



Imperial Surgery appointments	01395 224555
Imperial Surgery enquiries	01395 280362
NHS 111	111
Exmouth Hospital	01395 279684
Royal Devon and Exeter Hospital	01392 411611
Social Services Exmouth	0845 1551007
Social Services Exeter	0845 1551007
East Devon Carers, <i>Support Team and Helpdesk</i>	As Social Services
Police	09907 77444
Emergency Services <i>police, fire, ambulance, coastguard</i>	999
Citizens Advice Exmouth	01395 264645
Samaritans	01392 411711
Patient Advice and Liaison Service	0300 123 1672
NHS England (for complaint about GP Practice)	0300 311 2233

Websites



Devon Partnership NHS Trust	www.devonpartnership.nhs.uk
NHS Direct	www.nhsdirect.nhs.uk

The practice has a website:

www.imperialmedicalpractice.co.uk
and also a Facebook page
Information and support at the click of a button.

Welcome to the

Imperial Medical Practice

We are a small practice aiming to give personal, friendly, efficient and high-quality service to our patients. We are also part of East Devon Health Federation and are part of a programme to provide Improved Access for patients evening and weekends on a rota basis. Please see Website for more details.

This booklet tells you about the Practice, the people who work here and the services we offer. In addition, we include information about common minor illnesses, with steps you can take to avoid the need to see a doctor. We also offer advice on maintaining a healthy lifestyle.

Imperial Medical Practice
is open
Monday to Friday
8am – 6pm

An Emergency Service and Improved Access Service are available evenings and weekends. Please telephone 01395 224555

The Team

Doctors

Dr Mark Nicholson MBChB, MRCGP, DGM
Graduated 1989 from Bristol University

Dr Michelle Wright MBBS, DA
Graduated 1989 from University of London

Dr John Moffat BSc (Hons), MBChB, MRCGP, DCH
Graduated 2001 from Aberdeen University

Dr Louise Dunn MB, MBChB, MRCPCH, MRCGP
Graduated 1993 from Glasgow University

Dr Robin Levantine MBBS
Graduated 1998 from University of London

Dr Anna Turner MB BS
Graduated 2013 Kings College London

All the doctors offer general medical services, contraceptive services, maternity medical services, and child surveillance. Dr Nicholson does minor surgery and joint injections. All the doctors have access to GP beds in Exmouth Community Hospital. The doctors are also involved in medical student education and training.



Practice Patients' Support Group

Here at Imperial Practice we have a Patient Support Group, which is a registered charity (called Imperial Patient Group). The support group is run by a management committee, consisting of patients – elected at the Group's AGM – and Practice representatives.

The Patient Support Group brings various benefits to the Practice and its patients, these are:

- Volunteer car service for transport to and from the surgery
- Fundraising activities to help purchase extra practice equipment
- Ensures the patients' voice is heard at times of policy reviews

The support group can only be successful if you get involved. If you feel you can contribute, please leave your name and details with reception, where you can obtain a membership form. Membership of the support group is free, but of course donations are always welcome.

NHS 111

For confidential healthcare advice and information, 24 hours a day, you can contact NHS 111. Call 111 at any time of the day or night.

Prevention

Emergency Contraception

See the Doctor or Nurse at the earliest opportunity. If there are no available appointments, please ask to speak to the Practice Nurse who may be able to see you after surgery. Emergency contraception pills need to be started within seventy-two hours of unprotected sex. A coil can be fitted up to five days after unprotected sex.

Cervical Smears

Cervical screening is offered to all women between 25 and 64. Regular screening every 3-5 years is the best way to detect changes to the cervix early. Early detection and treatment can prevent cancer developing in around 80-90% of cases.

Practice Manager Zoe Newey 01395 280364

Assistant Manager Glynis Taylor 01395 280369

The Practice Manager is responsible for the general management and day-to-day running of the Practice and may be able to help with any administrative or non-medical matters. They are also available to discuss suggestions or receive complaints.

Receptionists/Admin Chris Lowe, Karen Cornall, Sarah Baldwin, Alice King and Donna Brown

Receptionists are the first people in the Practice with whom you are likely to come into contact. They will help you make appointments with doctors and nurses, take messages for the doctors, give results of laboratory tests and deal with routine office matters.

Secretaries Janette Wade & Bernie Grumbt

Medical Secretaries organise patient referrals to hospital and other health professionals, as well as undertaking correspondence between doctor and patient.

Janette is secretary to Dr Nicholson & Dr Moffat:-

Tel: 01395 280366.

Bernie is secretary to Dr Wright, Dr Dunn & the locum doctors:-

Tel: 01395 280361.

Practice Nurses Harriet Swarbrick, Kay Douglas and Lynette Hawes

The Practice Nurses are available by appointment and are able to offer a wide range of services. They are particularly concerned with preventing disease and promoting good health. They undertake procedures including cervical smear tests, blood tests, ECGs, ear syringing, injections, dressings and routine immunisations, health checks, travel vaccinations and advice concerning minor ailments and injuries. They also monitor, inform and support those with diabetes, asthma, high blood pressure and women taking HRT. They are able to give contraceptive and sexual health advice.

Healthcare Assistants Jenny Blain

The Healthcare Assistants work under the supervision of the Practice Nurses and are trained in clinical tasks such as taking blood and measuring blood pressure.

Community Nurses

The District/Community Nurses provide nursing care for those who are ill at home, arrangements being made with the patient's doctor. Contact with community nurses can be made through reception.

Midwife

Our midwife works closely with the doctors in providing care for all expectant mothers. In addition to running antenatal clinics, she works with the Health Visitor in helping prepare parents for the birth and care of their baby. Postnatal care for mother and baby continues until baby is ten days old.

Health Visitor

The Health Visitor works mainly with young children and their parents. She can be contacted on 01395 222736, with an answerphone taking messages when the office is not manned.

Counsellor Hazel Broom, Shelagh Todd & Josh Green

The Counsellor takes referrals from Doctors and offers support to patients who have common mental health problems. More information is available if required.

Guided Self Help Worker

The GSHW sees people who are stressed or down and takes them through high-quality self-help books that are designed to tackle specific problems. She sees people monthly for four sessions in total. If you are interested please speak to your GP or Practice Nurse.

Burns and Scalds

It is vital to take the heat away from the skin as soon as possible. Flood the burnt area with cold water for at least ten minutes. Remove any clothing as quickly as possible. If you are concerned about the burn, go to the Minor Injury Unit at Exmouth Hospital where the nursing staff can advise you.

Sunburn

Avoid exposure to strong sun and use a good sunscreen with a good protection factor, especially for children. Otherwise treat as burns and drink plenty of fluid.

Remember - SLIP on a shirt SLOP on the sun cream
SLAP on a hat & AVOID the mid-day sun

Sprains, Strains and Backache

Most of these get better with a few days rest taking Paracetamol or Ibuprofen as necessary. X-rays are rarely needed. If back pain is severe or does not start to improve within a few days, consult the Doctor.

Nose Bleeds

Almost all of these stop if you pinch the soft bit of the nose firmly for fifteen minutes. If it will not stop, ring the Doctor for advice.

Chickenpox

The spots start as red itchy marks which develop into blisters and then crust over, Calamine lotion helps the itching and Paracetamol reduces the fever. You are infectious until three days after the last spots have appeared.

Pregnant women and those taking Steroids by mouth are at extra risk. If there is contact with chickenpox, they should contact the Surgery as soon as possible for advice unless they are sure they have had chickenpox previously.

Common Illnesses

Coughs, Colds and Sore Throats

The majority of these settle on their own in a few days. Take a lot of fluids and Paracetamol (maximum of 8 in a day) as needed. See the Doctor if you are not improving but remember most are caused by viruses and do not respond to antibiotics.

Temperatures

Keep cool; take extra fluids and Paracetamol if needed. Children may throw a fever quickly. It is a good idea to cool them by sponging their arms and legs with tepid (not cold) water. The easiest way of taking a child's temperature is with a Fever scan. If the fever has not settled in two days or you are worried, then consult the Doctor for advice. Children under one should be seen the same day. Children can be safely brought to the Surgery even if they do have a temperature. You will find that cool air makes them a lot better.

Remember: do not give Aspirin to children under twelve years of age.

Diarrhoea and Vomiting

Stop eating and take extra fluids – frequent small amounts are best. This can be water or even better you can get a special powder from the Chemist to mix with water. This replaces salts and sugars that you need. Avoid medicines or tablets as these can reduce the body's natural defences. If diarrhoea has not stopped within three or four days, see the Doctor who will arrange a stool specimen. Babies under one year should be seen by a Doctor if the diarrhoea or vomiting is bad, or has not stopped within twelve hours.

Earache

This is a common problem in young children. It is painful, so give the child some Paracetamol. If the pain has settled within twenty-four hours there is no need to consult the Doctor. Antibiotics are not always needed.

The Practice

Practice Hours;

Monday: 7:30am—6:00pm

Tuesday: 8:00am—6:00pm

Wednesday: 7:30am—6:00pm

Thursday: 8:00am—6:00pm

Friday: 8:00am—6:00pm

*Imperial practice is part of a Federated Group of practices that opens **Additional Hours** during the week and weekends and offers patients from any East Devon practice access to a GP. This is run on a **ROTA** basis with other practices in East Devon. Ask at reception for more details.*

Appointments

Surgeries, with either doctor or nurse, are operated by appointment. Should an urgent appointment be needed we can see you the same day, but this could be with any one of the available doctors. Please phone as early as possible in the day if this is the case. Appointments are available morning or afternoon, Monday to Friday, usually for ten minutes, and are for one person.

For people who work we have early appointments from 7.30am on a Monday and Wednesday. These generally need to be booked in advance.

Occasionally, doctors are called away on emergencies during surgery hours and we will keep you informed if this happens. We will also inform you if the surgery runs late for any other reason. Please let reception know if you have another pressing engagement.

If you cannot keep an appointment, please let reception know as soon as possible, to release it for someone else.

Sometimes a problem can be resolved by telephone, without needing an appointment. The best time to discuss a problem with a doctor or nurse is between 11.30am and 12 noon when morning surgery has finished.

Home Visits

If you feel a home visit is needed, please phone the surgery by 10.30am. Be sure to leave a contact telephone number in case the doctor needs to clarify the problem or confirm a time. Doctors' time for home visits is very limited so please attend the surgery whenever possible. There are better diagnostic and treatment facilities at the surgery. Anyone who is unwell will be seen promptly at the surgery. If a child has a fever, they will generally benefit for coming out into the cooler air to attend the surgery.

Results

Please telephone for test results on 01395 280362 between 2pm and 4pm, when the telephone lines are usually quieter.

Registering at this Practice

If you are currently living in Exmouth or are moving into the area you will be able to register at this Practice. We offer free health checks when a patient registers.

To register you will need to complete a registration form which is available from reception.

Registering for Online Services at this Practice

If you wish to you can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at a summary of your medical record. You will need to complete an application form and provide two forms of identification, once this has been processed you will be given secure login details.

Travel Vaccinations

Travel vaccinations are available by appointment with the Practice Nurses, which should be made at least eight weeks prior to travel if possible. Some vaccinations are free, others are chargeable, reception would be happy to advise.

Immunisations for Children

Routine health checks are carried out by doctors or health visitors. The Practice runs a comprehensive infant and pre-school immunisation programme: it is most important that your child is properly immunised. You will be informed when the next injection is due - please let us know if you cannot keep an appointment so we may rearrange it.

The schedule of vaccinations is:

2 months	DTaP/IPV/Hib/HepB vaccine, MenB, Rotavirus	Pneumococcal conjugate
3 months	DTaP/IPV/Hib/HepB, Rotavirus	
4 months	DTaP/IPV/Hib/HepB, vaccine, MenB	Pneumococcal conjugate
12 months	Hib/MenC.	
13 months	MMR, Pneumococcal Booster	conjugate vaccine, Men B



Local Patient and Liaison Service

If you would like to speak with someone who is not involved with your care who can help, the local Patient Advice & Liaison Service (PALS) provides a confidential advice and support service.

You can write to the PALS Manager at:

PALS, NHS Devon, County Hall, Topsham Road, Exeter,
EX2 4QL
Tel: 0845 111 0080 or 01392 267665

Vaccinations and Immunisation

Immunisation for Adults

Tetanus: Anyone who has had a full primary course of three injections plus at least two boosters will have lifelong immunity, but contaminated wounds may require further immunisation. Those over fifty may not have had these vaccinations, please check with the Practice Nurse. Gardeners are particularly at risk from tetanus.

Rubella: It is strongly recommended that all women planning to become pregnant should have their immunity to rubella checked, and treated if necessary.

Flu injections

At certain times of the year, we offer flu injections to patients at particular risk, which includes all patients over sixty-five, asthmatics, diabetics, those with long-term heart and lung complaints and on long-term steroids or immunosuppressants. Please book your appointment in plenty of time.

Repeat Prescriptions

If you are taking medicines regularly, you can get a prescription without seeing the doctor each time – your doctor will tell you about this. Because of the risk of error, we do not take repeat prescriptions over the telephone

You can bring or post the counterfoil from your prescription to us, ticking the medicines you need. Alternatively, you can request repeat prescriptions via our website at

www.imperialmedicalpractice.co.uk

Please allow two working days to provide your prescription. All Exmouth chemists and pharmacies collect prescriptions from the surgery. Please let us know if you would like to use this service.

Disease Management

To ensure that you get the best treatment available, we regularly monitor the therapy of those patients with long-term conditions. We may invite you to make an appointment with your doctor or specialist nurse if changes may be appropriate. With some conditions – such as asthma and diabetes – regular checks are essential to detect changes, at least once or twice a year.

Minor Surgery

Minor surgery procedures such as joint injections and implants can be carried out at the surgery by doctors. Regular clinics for the treatment of warts are undertaken. Please enquire at reception for the next available session.

Medical Students

The Imperial Medical Practice is actively involved in training medical students from the Peninsular Medical School. We will advise you in advance if the doctor or nurse has a student that day. Sometimes we may ask if you could see the student to go through your problem before seeing the doctor. This is an important aspect of their training. It is, however, essential that you are happy to see a student, so please advise us in advance if you do not wish to have a student in your consultation.

Non-NHS Services

Medical examinations and reports for special purposes, e.g. life insurance, driving licence approval, pre-employment, etc are not paid for by the NHS. They can be undertaken by doctors by appointment, but a fee will be charged for these services.

Access for the Disabled

The main entrance to the surgery has a ramp to allow easy access for our disabled patients.

Violence and Aggression

We ask all patients and visitors to treat staff, carers and fellow patients and visitors politely and with respect. We will not tolerate violence, harassment or racial, sexual and verbal abuse.

We have a service in place which enables us to report violent patients to the Police and remove patients from our list immediately following such incidents. Reporting patients in this way will result in their immediate removal from the practice's list. The patient will remain registered on the scheme for 12 months and will receive medical treatment via Devon Doctors on Call with attendance at a pre-arranged treatment centre.

Patient Rights & Responsibilities

All aspects of your visit will be dealt with in the strictest confidence. We do request that if you are unable to keep an appointment that you let us know as soon as possible.

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that we keep accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you.

Data Protection

Patient records held on the practice computer, as with written records, are confidential. The practice complies with the Data Protection Act. In compliance with the Act your data will only be shared with fellow practitioners and other organisations related to health matters.

Devon NHS Trust

This Practice is contracted to Devon NHS Trust to provide healthcare services. If you need to contact them their address and contact details are:

NHS Devon, County Hall, Topsham Rd, Exeter, EX2 4QL.
Tel: 01392 205205 or 0845 140 5005

Suggestions and Complaints

We need to know of ways we can improve our services to you, so please let us have your ideas. You may submit written suggestions at reception, or ask to speak to any of the staff or doctors.

If you feel something has gone wrong, we have an internal complaints procedure whereby you can ask at reception to see the Practice Manager or one of our doctors.