



LAKESIDE ROAD • LYMM • CHESHIRE • WA13 0QE

LAKESIDE SURGERY

www.lakesidesurgery.co.uk

Tel: 01925 755050

Fax: 01925 755725

Branch Surgery: The Quays • Grappenhall Surgery
235 Thelwall New Road • Grappenhall • Warrington WA4 2XT

Tel: 01925 499634

Fax: 01925 499632

Welcome To The Practice

○ PRACTICE HISTORY

After the war Dr Sissons established a practice at 5 Church Road, Lymm. In 1970 this practice was taken over by Dr Walmsley. Three years later he built what is now the practice premises at Lakeside Road. In 1974 Dr Parkinson joined Dr Walmsley and they were a partnership until Dr Walmsley retired in 1987. He was replaced by two practitioners, Dr Gordon Mills and Dr Susan Lynch. Our branch surgery at Grappenhall was built in 1997 and the extension at Lakeside was completed in April 2004. In 2008 Dr Parkinson retired and the practice welcomed Dr Mark Nichols and in 2015 Dr Victoria West, our salaried GP. The doctors practise together as a partnership (this is not a limited partnership).

○ THE GENERAL PRACTITIONERS

Dr Gordon Mills (m) MB ChB MRCP DGM (Manchester) 1982
Dr Mark Nichols (m) MB BS BSc MRCP (London) 2004
Dr Victoria Whittaker (f) MBChB MRCP (Leeds) 2007

○ THE PRACTICE STAFF

Practice Manager

Liane Glynn is responsible for the overall smooth running and organisation of the practice. She works full time and can be contacted at most times to assist with any problems or comments patients may have.

The Receptionists

Lynne Bibby, Ann Danaher, Val Davies, Wendy Murphy, Debbie Furnell, Alison Navickas, Sheridan Adams, Janet McLean and Karen Nelson. Janice Shaw is our Practice Administrator.

Practice Nurses

Sisters Julie Mills and Donna Bramwell can be consulted by appointment. Please attend for advice and information regarding:

- Blood Pressure Screening and Monitoring
- Travel Immunisation and Advice
- Flu Vaccine
- Ear Syringing
- Asthma Clinic
- Diabetic Clinic
- Well Person Clinic
- Heart and Stroke Clinic
- Childhood Immunisation
- General Advice and Support
- Cervical Screening
- Paediatric Development Clinic

District Nurses

The district nurse clinic is now based at Grappenhall Clinic on Springfield Avenue, Grappenhall. Telephone number: 01925 867830.

Phlebotomists

There are several sessions a week based at Lakeside Surgery.

Our in-house phlebotomist is Alison Navickas and her clinic is at Lakeside Surgery every Thursday between 8.00-11.00am and sometimes, when available, on Mondays at 8.15-11.15am.

Minor Surgery

Dr Mills will provide surgical treatment for appropriate complaints, after an initial consultation.

○ GP SESSION TIMES AT LAKESIDE AND GRAPPENHALL SURGERIES

Monday

Dr Mills:	8.00am – 11.00am	Lakeside
	1.30pm – 4.00pm	Grappenhall
Dr Nichols	8.00am – 11.00am	Lakeside
	3.30pm – 6.00pm	Lakeside
Dr Whittaker	8.30am – 11.00am	Grappenhall
	1.30pm – 4.00pm	Lakeside

Tuesday

Dr Mills	8.00am – 11.00am	Lakeside
	1.00pm – 3.30pm	Lakeside
Dr Nichols	8.00am – 10.30am	Lakeside
Dr Whittaker	8.30am – 11.00am	Grappenhall

Wednesday

Dr Mills	8.00am – 11.00am	Lakeside
	3.30pm – 6.00pm	Lakeside
Dr Nichols	9.00am – 12noon	Grappenhall
	2.00pm – 4.30pm	Lakeside
Dr Whittaker	8.30am – 11.30am	Lakeside

Thursday

Dr Mills	9.00am – 12.00pm	Grappenhall
	2.30pm – 5.00pm or	
	6.00pm – 8.30pm	Lakeside
Dr Nichols	8.00am – 11.00am	Lakeside
	2.30pm – 5.00pm or	
	6.00pm – 8.30pm	Lakeside
Dr Whittaker	8.30am – 11.30am	Lakeside
	2.00pm – 4.50pm or	
	6.00pm – 8.30pm	Lakeside

Friday

Dr Mills	8.00am – 10.30am	Lakeside
Dr Nichols	9.00am – 12.00pm	Grappenhall
	1.30pm – 4.00pm	Lakeside
Dr Whittaker	8.30am – 11.30am	Lakeside
	3.30pm – 6.00pm	Lakeside

The surgery also offers **extended hours** on a Thursday 6.00-8.30pm for patients that work or that cannot attend during normal opening hours.

There are also appointments available with a practice nurse Monday to Friday both morning and afternoon at both surgeries.

○ APPOINTMENTS

Appointments may be made by telephoning 755050/499634 (branch surgery) or by calling at the surgeries. Routine appointments may be made well in advance (maximum of 12 weeks), which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations. Patients under 16 should be accompanied by an adult.

○ HOME VISITS

Patients are requested to telephone before 10.30am if a visit is required that day. Emergency visits will only be arranged after that time. Please give the receptionists as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

○ WEEKEND AND NIGHT COVER

If you need to access a health professional in an emergency between 6.30pm and 8.00am Monday to Friday or during weekends and bank holidays, you should call NHS 111 Tel: 111.

○ IF YOU MOVE

Please let us know your new address as soon as possible so we can keep our records up to date. If you move out of the practice area it will be necessary for you to register with a practice that covers that locality.

○ REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Request for prescriptions can be made in writing, online via our website at www.lakesidesurgery.co.uk (patients using this facility will need to obtain a log-in and password from reception), by fax or by calling into the surgery between 11.00am to 6.00pm Monday to Friday. We no longer accept telephone requests. We are unable to take orders or issue repeat prescriptions at weekends, public holidays or out of normal surgery hours. Please allow 48 hours before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

○ CLINICS

Antenatal Clinic - Tuesday 12.00 - 3.00pm at Grappenhall Surgery

Patients are seen by the midwife at the clinic by appointment.

Antenatal Booking-in Clinic

This is now held at the hospital where the baby will be delivered.

Baby Clinic - Tuesday 12.45-2.30pm and Wednesday 1.30-3.30pm (every four weeks)

The baby clinics are run by Sister Julie Mills and Donna Bramwell. This is an immunisation clinic only.

Asthma Clinic

This is run by the practice nurse, by appointment only.

Diabetic Clinic

This is run by the practice nurse, by appointment only.

Dietician Clinic

This is held at Grappenhall Surgery every Friday 9.00 - 12 noon.

Family Planning

Contraceptive care is provided by all the doctors during surgery hours.

Well Woman Clinic

This clinic is run by the practice nurse for smears and discussion of women's health issues.

Smoking Cessation Clinic

We have a smoking cessation clinic on Monday from 9.15am-4.30pm at Grappenhall Surgery which is run by Jill Bent.

Non-NHS Examinations

Dr Mills and Dr Nichols are happy to carry out medicals, eg insurance and driving licence, by appointment only, which will usually be the last appointment of the day. Please telephone the surgery for an appointment. Please ask at reception for the charges for these services.

Patients Over 75 Years

If you are aged 75 years or over, you should be seen annually either by your doctor, the practice nurse, district nurse or health visitor. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged with the district nurse.

Travel Immunisations/Vaccinations

Please make an appointment with the practice nurse at least two to three weeks in advance of your holidays to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Flu Vaccinations

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, residents of nursing and rest homes and all patients who are over 65.

Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility with the district nurse.

○ HOW TO REGISTER AS A PATIENT

Patients are able to register at the surgery with the GP of their choice by filling in a GMS registration form at reception. Medical records will be subsequently forwarded to the surgery a few weeks later. After registration it is possible to make an appointment when required with either the doctor or the nurse. All new patients will be offered a new patient medical with the practice nurse.

○ DISABLED ACCESS

Wheelchair access to the building is via a ramp near the front entrance. The ramp also allows access to the treatment room from outside in an emergency. Patients' services are provided at ground floor level. A disabled patients' WC is provided through the waiting room area. If access proves difficult to any of our patients we would be happy to consider any suggestions for improvement.



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○ COMPLAINTS

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patients' grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Service Ombudsman. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone, write to or email our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

○ 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.

○ ACCESS TO MEDICAL RECORDS

You have a right of access to your medical records. If you wish to see your records please put your request in writing to Ms Jane Peers. We are allowed by law to charge a fee to cover our administration costs.

○ CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. Prescriptions and some of the consultation records are run purely on computer. This enables us to analyse various aspects of health care and to produce an annual practice report.

○ ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

○ NHS WARRINGTON

NHS Warrington is now part of NHS England, Arpley House,
110 Birchwood Boulevard, Birchwood, Warrington, Cheshire WA3 7QH
Tel: 01925 843636.

○ PRACTICE CHARTER STANDARDS

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our Responsibility To You

We are committed to giving you the best possible service.

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

Waiting Time: We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 15 minutes in the waiting room without receiving an explanation for the delay.

Access: You will have access to a doctor rapidly in case of emergency and immediately in cases of urgency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to your doctor by telephone.

Test Results: If you have undergone tests or x-rays ordered by the practice please phone after 2.00pm to obtain the results.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

Visit us at - www.lakesidesurgery.co.uk

Health Promotion: The practice will offer patients advice and information on:

Steps they can take to promote good health and avoid illness.

Self-help which can be undertaken without reference to a doctor in the case of minor ailments.

Health Records: You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Smears: A chaperone will be provided if desired. Alternatively, you may wish to bring your own.

Your Responsibility To Us

Help us to help you.

Please collect prescriptions after 11.00am.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer. The practice does not tolerate patients who frequently DNA (did not attend).

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

To inform the practice of any change of address or telephone number.

Visit us at - www.lakesidesurgery.co.uk

○ ADVICE AND MANAGEMENT OF COMMON ILLNESS AND ACCIDENTS

These notes are for guidance only. Should patients or their relatives be sufficiently anxious about a complaint because of its severity, persistence or failure to respond to appropriate measures, they should, of course, contact the surgery for further advice.

Back Pain

This is common and usually will resolve itself with sensible early treatment by the patient him/herself. This includes:

Rest	Especially from lifting, bending, driving and carrying - do not "insult an injury", often bed rest is best.
Analgesia	Paracetamol, aspirin or cocodamol is usually sufficient.
Warmth	Especially physical heat from a bath, shower, hot-water bottle (not too hot!) or sensible clothes.
Good posture	Including firm, supporting seating and bed.
Exercise	Gentle, mobilising movement as the complaint improves.
Physiotherapy	If your problem persists or worsens, ask your doctor about further treatment.

Diarrhoea/Enteritis

For adults this is usually due to a virus and your own defences will clear the infection. You can help it by:

- Not eating dairy produce; eat dry white toast.
- Drinking clear fluid - water, Dioralyte or flat cola. Start with sips and gradually increase the amount taken.
- Taking paracetamol - for pain or temperature.
- Restart eating gradually with a bland, light diet.

For children, encourage frequent drinks of flat cola or Dioralyte and avoid dairy products (except babies who are breast feeding who should be fed as normal, if not more frequently).

Sickness/Gastritis

Stop eating - restart gradually as you improve. Take small amounts of fluid frequently (no pure fruit juice). Take antacids such as Rennie's or Settlers.

Colds, Influenza And Sore Throats

Caused by viruses - your own body provides the only cure. Antibiotics are ineffective and if taken are more likely to cause side effects. However, you should take:

- Rest - in bed at first.
- Fluids - hot or cold but plentiful.
- Paracetamol - which reduces temperature, sore throat and headache.
- Time - return to work or school when better. Avoid spreading the illness by coughing and sneezing.
- Decongestants - may help symptoms. Ask the chemist.

Minor Cuts And Grazes

Gently clean the wound with antiseptic solution such as Savlon or soap and water. Firm pressure with cotton wool, gauze or a dressing will stop bleeding. Cover with a clean, dry dressing. Ensure that you are covered for tetanus - immunisation gives you five to ten years' immunity.

Measles

The rash consists of widespread red blotches and appears on about the fourth day of illness. About one in fifteen people who get measles will have a serious complication.

Immunisation can prevent this disease.

Mumps

Characterised by painful swelling of the salivary glands especially in the front of the ears. Paracetamol normally relieves pain and temperature. A fluid diet (especially through a straw) often helps. **Immunisation can prevent this disease.**

German Measles (Rubella)

A mild viral illness, this is often difficult to diagnose in children as a slight, pimply rash and temperature are usually the only signs. Paracetamol and plenty of fluids are sufficient treatment. Its importance is for pregnant women - they should be certain of their immunity before pregnancy in order to protect their unborn baby. Ask your doctor for details. **Immunisation can prevent this disease.**

MMR immunisation against measles, mumps and rubella is routinely offered for all babies at the age of 12 months. Contraindications are rare.

Chickenpox

Patches of blisters appear on the body and face and are itchy (calamine lotion can help). No treatment will speed up recovery. Paracetamol eases temperature, headache and sore throat. Infectivity remains until the last blister has crusted, usually about a week after the rash appears.

Sprains, Strains And Torn Muscles

Remember "RICE" (rest, ice, compression, elevation)

Rest especially if a weight-bearing part such as the knee or ankle.

Ice immediately, less useful as the hours pass. A bag of frozen peas moulds well to the injured part.

Compression a firm (not too tight) supporting bandage.

Elevation especially for leg injuries.

When the injury is over 24 hours old, warmth is better than cold. As the injury improves, gentle, non-weight bearing, loosening exercises will help. Allow full recovery before gradually returning to normal activities.

Head Lice

These creatures, contrary to popular belief, prefer clean, short hair and are, therefore, not a sign of poor personal hygiene. Medicated lotion (better than shampoo) can be obtained from the chemist without prescription.

Thrush

Many women have experienced this irritating complaint which is characterised by a white, itchy discharge. It can be treated with Canesten Cream (available from the chemist without prescription).

Cystitis

Frequently passing urine which stings or burns suggests cystitis, which is sometimes caused by infection. If drinking plenty of fluids, including bicarbonate of soda (one teaspoon per glass of water four times daily), does not relieve symptoms, see your doctor.

Nosebleeds

Blow your nose once to clear any clots. Stand over a sink and squeeze your nose firmly on the soft bit just below the bone for 10 minutes, without checking to see if it has stopped. Packing with a rolled up portion of tissue paper and squeezing for a further 10 minutes will stop most nosebleeds still bleeding. Leave the paper in for an hour afterwards. Contact your doctor for persistent or recurrent nosebleeds.

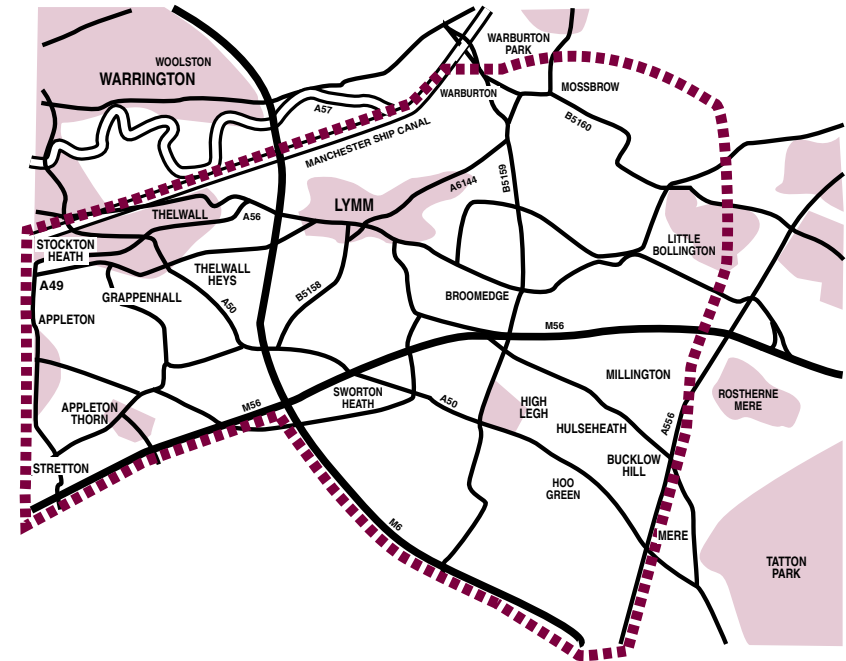
Insect Bites And Stings

The itching and swelling caused will resolve without treatment but will be helped by taking antihistamine tablets available from the chemist without prescription.

Cold Sores

Cold sores can be treated with Zovirax cream, which is available from the chemist without prescription.

MAP OF OUR PRACTICE AREA



This map is meant as a guide only. Please ask the receptionist if you wish to join the practice but are not sure whether you are within the practice boundary.

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○ USEFUL TELEPHONE NUMBERS

Ambulance.....	999
NHS 24-hour non-emergency	111

Hospitals

Warrington NHS Trust Hospital	01925 635911
Halton NHS Trust Hospital.....	01928 635911
Winwick NHS Trust Hospital	01925 655221
Spire Cheshire Hospital	01925 215087

Pharmacies

Lloyds	01925 753668
Lymm Pharmacy	01925 752024
Hughes Chemist.....	01925 262401
Click Chemist	01925 601663

Miscellaneous

Aids Helpline.....	01925 417134
Alcohol Helpline	0800 9178282
Bereavement Counselling	01925 631516
Breast Screening	01925 230923
Primary Care Support Services	01244 650400
Citizens Advice Bureau.....	01925 753247
Community Health Council.....	01925 634317
District Nurses	01925 867830
Drugs Helpline	0800 776600
DSS/Social Security	01925 246000
Environmental Health.....	01925 444000
Grappenhall Clinic	01925 867830
Health Visitors	01925 867908
Police, Warrington.....	01925 652222
Registrar, Museum Street (Appointment Only)	01925 444212
RELATE (Marriage Guidance)	01606 350995
Samaritans	01925 235000
Social Services	01925 444000
Warrington Borough Council	01925 444400
Warrington Out-of-Hours Service	111
NHS Warrington	01925 843636