



Ripley Medical Centre

Derby Road, Ripley, Derbyshire DE5 3HR

Telephone: 01773 303591 (8.00am - 6.30pm Mon - Fri)
111 for medical advice out of hours

Fax: 01773 513470

Web: www.ripleymedicalcentre.co.uk

INFORMATION FOR PATIENTS

Welcome To The Practice

Ripley Medical Centre was built in 1993 to provide modern facilities for a comprehensive range of primary health care and is designed for use by the physically disabled.

Although the surgery is sited in a purpose-built centre, it is the oldest practice in Ripley, being over 100 years old and was previously situated on Cromford Road which was known as Scarsdale Surgery.

Parking is available for your use when visiting the surgery.

We aim to provide a caring, punctual and professional service of the highest standard. We have your health and well being at heart and will do all that we can to ensure that you receive the best support available. If you have any suggestions to improve our service then please drop a note in the suggestion box.

THE GENERAL PRACTITIONERS

There are two GP partners, one female and one male:

Dr David Taylor MB ChB DRCOG DCH (Liverpool 1980)

Dr Sarah Milner BM BS DRCOG DFRSH MRCGP (Nottingham 1993)

Salaried GPs; one female and two males:

Dr Chidozie Adiele MBBS MPH Pg Dip Therapeutics MRCGP (Nigeria 2003)

Dr Mark Wood BSc MB BS DFRSH DRCOG MRCGP DPD (London 2003)

Dr Kehinde Oyedele MBChB

GP Registrars

The practice will periodically have GP Registrars.

OUR TEAM

The practice manager, reception and administration staff are all here to help you make the best use of the services which we provide. They attend initial and continued training programmes in order to provide an efficient and friendly service.

We believe they have a difficult job and it is only with their help that the doctors can organise their work and see as many patients as possible in the time available.

We welcome any suggestions for improving our services. If you have any ideas, questions or complaints, please speak to our practice manager or, in her absence, please speak to her deputy.

Visit our website on www.ripleymedicalcentre.co.uk

Practice Manager

Sharon Draper

Has overall responsibility for running the practice.

Deputy Practice Manager

Shirley Ford

Supports the practice manager.

Secretary

Julie Shepperson

Practice Administrators

Sharon Smithurst, Celene Hill, Joanne Smith, Barbara Doak and Marina Green

The administrators deal with general office duties, reception and managerial support.

Practice Nurse

Leanne Brooks

Leanne is available to see patients for respiratory reviews, childhood immunisations, cervical smears, travel immunisations and give general advice on healthy living.

Healthcare Assistant

Clare Foster

Our healthcare assistant runs the health check clinics, blood pressure monitoring, supports the practice nurse in her duties and assists the doctors in minor surgery sessions.

Reaching retirement age and need advice on your pension?

Obtaining the right advice will help you to avoid costly mistakes.

Speak to a local independent Financial Adviser today to avoid unwanted tax implications!

You can only set up a lasting power of attorney while you have mental capacity. Once you have lost capacity it is too late.



So if you think your own decision making ability may fail, contact a local Solicitor who will be qualified to advise you.

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Obtaining the right advice is paramount. Speak to a professional Financial Adviser Today to help you to avoid costly mistakes.

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ATTACHED STAFF

Attached staff are employed by Derbyshire Community Health Services (DCHS) and work closely with us from the surgery.

District Nurses

District nurses carry out nursing duties such as dressings and injections in the patient's own home for those unable to attend the surgery. They are assisted in their duties by health care assistants.

Community Matron

Louise Baker

Community Midwife

Margaret Hirst

The midwife runs the weekly antenatal clinics, holds relaxation classes for expectant mothers and visits mothers at home during the first two weeks after delivery.

Health Visitor

Amanda Donnelly

Amanda is a trained nurse with specialised training in child care and family health. She is available to offer information and support to all age groups within the practice. She holds weekly baby clinics and child development assessment clinics in the surgery and can usually be contacted between 9.00am and 5.00pm except Wednesdays.

Counsellor/Psychotherapist

Deborah Short/Christine Giermer

These ladies are available to see patients with psychological, personal or relationship problems. If you would like to know more about their services please ask for a leaflet from reception.

Community Pharmacist

Mr Tamber

Runs our anti-coagulation clinics on Thursday mornings.

For the latest information click to: www.ripleymedicalcentre.co.uk

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To place an eye-catching advertising feature in our vitally important Practice Booklets, indispensable Appointment Cards and Website simply phone Veronica Smith now on 0800 612 1516

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WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

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ADVERTISING FEATURE

SURGERY TIMES

Reception Times

- Monday 8.30am - 6.30pm
- Tuesday 8.30am - 6.30pm
- Wednesday 8.30am - 6.30pm
- Thursday 8.30am - 6.30pm
- Friday 8.30am - 6.30pm

Surgery Times

Morning

- Monday Open Access 8.30am - 6.30pm
- Tuesday Open Access 8.30am - 6.30pm
- Wednesday Open Access 8.30am - 6.30pm
- Thursday Open Access 8.30am - 6.30pm
- Friday Open Access 8.30am - 6.30pm

Afternoon

- Monday Appointments only 3.00 - 5.30pm
- Tuesday Appointments only 3.00 - 5.30pm
- Wednesday Appointments only 3.00 - 5.30pm
- Thursday Appointments only 3.00 - 5.30pm
- Friday Appointments only 3.00 - 5.30pm

Practice Training

Please note that we are closed every four weeks on a Wednesday afternoon for staff training. Please see our website for details.

Out of Hours Emergencies

For medical advice when the surgery is closed, please dial 111. The NHS 111 service was introduced to make it easier to access medical help or advice in cases where the situation is not life-threatening.

The 111 service provider (Derbyshire Health United) will make an assessment and direct you to the most appropriate point of care for your particular need. You can also call 111 if you simply require health information. The service is available 24/7 365 days a year and is completely free of charge whether you call from a landline or a mobile phone.

Home Visits

Please make every effort to attend the surgery, as home visits are very time consuming. Telephone 01773 303591. Please be aware, however, that due to the doctor's practice commitments, you may not be visited until much later in the day. Requests for home visits, except in emergencies, should be received by 10.00am.

The receptionist you speak to may ask for some information about the nature of the problem and this will be passed to the duty GP/nurse who may in turn contact you to discuss the problem and give immediate advice if that is deemed appropriate.

Please note that visits are restricted to patients who are genuinely housebound or those being provided with 'end of life' care.

For the latest information click to: www.ripleymedicalcentre.co.uk

GENERAL INFORMATION

Patient Registration

Anyone who wishes to register with the practice will be asked to complete a health questionnaire.

You will also be asked to bring in a combination of identification from the following list to support your application:

Birth Certificate	Marriage Certificate	Medical Card	Driving License
Passport	Local Authority Rent Card	Utility Bill	Bank/Building Society cards/statements
National Insurance Number	Payslip	Papers from Home Office	P45

Preference Of Practitioner

Whilst registered with us we encourage patients to see any of the doctors and clinical staff. However, you may express a preference for a particular doctor. Once a preference has been indicated we will endeavour to comply with the request. However, there may be times when this is not possible, for example, if the doctor is unavailable, or the services requested are not provided by your preferred doctor. Please note that should a patient wish to see their preferred doctor then it may result in a longer waiting time for their appointment.

Appointments

Morning surgeries are open access, so everyone can be seen within 24hrs of their request. This runs as an old fashioned "Sit and Wait" service.

The afternoon surgeries are run on an appointment system. Appointment lines are open from 8.00am - 6.30pm. Please note it is one appointment for one problem. Please call 01773 303591 after 8.00am or call in at the surgery for an appointment. Telephone appointments are available each morning (please request these by 10.30am) and are much more time efficient for both the staff and patients – telephone appointments are not suitable for all queries and you may be advised to attend surgery. A government initiative is for patients to be seen by a GP within 48 hours and any health care professional within 24 hours. For the GP of their choice the patient must be prepared to book two weeks in advance.

During busy periods, particularly holiday times, the doctors do get booked up very quickly, and you may prefer to try again another day.

Please note it is practice policy for our reception staff to ask you the reason you wish to see a GP, this is to ensure patients are seen by the most appropriate clinician.

Making Appointments

Patients can now make appointments online. Please note these appointments are limited and you can only book appointments with our doctors. Please speak to a receptionist if you would like to register for this service. Please note you may be asked for photo ID.

Cancellations

If you are unable to keep an appointment for any reason, please let us know either by telephone or online. Appointments can be reallocated even at late notice.

Call Recording

Please note ALL calls to and from the practice are recorded.

Chaperone

If you should require an examination during your consultation with the doctor, you can request a chaperone, such as the practice nurse.

Visit our website on www.ripleymedicalcentre.co.uk

PRACTICE CHARTER

Consent

When you register with us, we will ask you to sign a form giving consent for us to share your medical information in respect of your care or treatment. Any other person you authorise to see your information would have to be named on this form.

Summary Care Records (SCRs) are held on a national system known as 'the Spine', this contains basic demographic, medication and allergy information and extra information such as vaccination and medical information if you agree to this. Unless you have opted out of 'the Spine', your basic SCR is available to all NHS providers. Your verbal consent is required before anyone can view your SCR.

Right Of Access To Your Medical Records

If you want to access your medical records contact the practice manager, who will provide you with the details of how to do this. You will be asked to complete an application form and a fee is payable.

The people responsible for your care may decide that seeing your records might be detrimental to your physical or mental health. In this instance your request may be denied or you may only be shown part of your record.

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. This scheme is available from reception.

Zero Tolerance

Our staff come to work to care for others, not to become victims of violence, threatening behavior, physical, verbal, racial abuse or discrimination. If you are violent or abusive in any way towards our staff, we have the right to refuse to treat you. Any patient or visitor who treats any member of staff in this way will be removed from the premises and will be reported to the police, and you will be removed from our practice list and also may face prosecution.

It is unacceptable for patients to refuse treatment, care or services from a particular member of staff if the refusal is based on racially discriminating grounds. Should you refuse services on discriminatory grounds then it may be considered that you are refusing treatment altogether.

YOUR HEALTH RECORDS

Your Health Records Are Safe With Us

We need information about you, your medical history and who else, apart from your family, is responsible for your care, for example Social Services, or other care providers. We record the information in your health record. This could be a paper record or an electronic one. These records are kept confidential in a safe place. We keep this information to help us provide you with proper care and treatment. We sometimes share your information with other people involved with your care, so that we can all work together for your benefit. However, sometimes the law requires us to pass on certain information, eg births, deaths, communicable diseases and certain issues under the Mental Health Act 1983.

For the latest information click to: www.ripleymedicalcentre.co.uk

We also use information for the following purposes:

- To manage, plan and improve NHS services
- To assist with training and teaching of health care professionals
- To assist with health research

If you suffer with an allergy, information on medication and recent prescriptions is available to NHS providers who are able to view your Summary Care Record (SCR).

If you wish to have extra information added to our SCR to help healthcare professionals care for you in an emergency situation (eg if you suffer from diabetes, asthma or heart problems) then please discuss the matter with your GP.

We will only give information to your relatives, carers or friends with your written consent.

Everyone working for the NHS has a legal duty to keep information about you confidential. We keep your information safe at all times, in accordance with the Data Protection Act 1998. Anyone who receives information from us is also under a legal duty to keep it confidential. Only if we become aware of information to suggest that there is a serious risk to a patient or another person are we obliged to pass it on. We will always try to discuss this with you first, but it can be done without consent if necessary.

Repeat Prescriptions

Patients on long-term medication can request repeat prescriptions. Please use the **repeat prescription request form** attached to your prescription and either post it to us or deliver it in person.

You can also make your request online. If you wish to sign up for online prescriptions please call into the surgery for details.

In order to avoid mistakes we are **NOT ABLE TO ACCEPT VERBAL REQUESTS**. If you are requesting medication that you have received from the surgery previously, you can fill in our additional requests form or submit the request on-line. For medications never previously prescribed by RMC you will need to see a GP.

Please allow **at least two working days** for your request to be processed.

For convenience the local chemists offer an order and collection service. If you telephone them directly they will take your order from you and bring it to the surgery themselves. They will then collect it from us and have it ready for you to pick up from them. Please allow **at least three working days** for this service.

Please also **check the date of your medication review**. If this is out of date, you will be asked to complete a questionnaire before the prescription can be issued.

Medication Reviews

Patients are usually given a two month supply of their repeat prescription. Once the repeat prescription form indicates that the medication review is due, patients should complete a questionnaire so that the doctor can assess if the prescription can be reactivated for another year. A nurse or doctor review may still be necessary for some patients. It is important that all patients' medication is reviewed periodically. If the patient is housebound, we will endeavor to visit to complete the medication reviews at home. Please let reception know if this is required.

Visit our website on www.ripleymedicalcentre.co.uk

Test Results

Laboratory specimens are collected by hospital transport daily and should be handed into reception by 1.00pm. Results may be obtained from reception in person or by telephone. Please note that, for reasons of confidentiality, we do not give out results to relatives unless patients expressly ask us to.

Change of Personal Details

Please notify our reception staff in writing of any change of name, address or telephone number in order to ensure that your medical records are **correct**. This is particularly important in the case of mobile telephone numbers.

Sickness Certificate

The patient is responsible for self-certification for the first seven days of an illness using form SC2, which can be obtained from your employer. Thereafter, if appropriate, fit notes will be issued by the doctor as part of the consultation.

Car Parking And Disabled Access

There is a large car park for the use of patients whilst visiting the surgery. Disabled access is available to the surgery.

CLINICS

Minor Surgery

We are happy to undertake minor operations such as:

- Injections/aspirations of joints, cysts and bursae (small fluid-filled sacs of fibrous tissue)
- Incisions of abscesses and cysts
- Excisions of sebaceous cysts

Please speak to the receptionist to advise which doctor you will need to see for different conditions. The doctors will be able to advise you on what can be done and arrange a suitable appointment.

Immunisations

Childhood Immunisations

This is a standard programme and includes the initial courses at 2, 3 and 4 months followed by boosters at 12 and 13 months. The pre-school booster is usually given around the age of 3 and a half years and the final booster is at age 15. The programme covers infections such as tetanus, diphtheria, polio, whooping cough, Hib, Meningitis and pneumonia.

To see the most up-to-date childhood immunisation programme visit www.gov.uk/government/collections/immunisation

For the latest information click to: www.ripleymedicalcentre.co.uk

Tetanus

Every adult should be protected and re-immunised every 10 years. Any adult who has received 5 booster doses is deemed to have a lifelong immunity.

Pneumovax

Recommended as a single immunisation in patients over 2 years old with chronic heart/lung/liver/kidney disease, coeliac syndrome, immune suppression due to disease or treatment, diabetes, post-splenectomy cases and all patients over 65.

Influenza

Recommended annually for patients over 65 years old and patients with chronic heart, liver and kidney disease, chronic respiratory diseases including asthma, diabetes, immune suppression due to disease or treatment and post splenectomy. You may also be eligible for this if you are a registered carer. Young children are now also invited for a nasal flu spray.

OTHER SERVICES

Our practice hosts the following services and clinics:

Private Work

We offer a range of private medical services. Current fees are displayed at reception.

Services For Children

From the day you return home from hospital with your baby we provide a complete programme of child health surveillance, immunisation and health care. This will involve at various stages the doctors, midwives, health visitors and practice nurses. Doctors from our practice carry out developmental checks at specified stages. Your health visitor will provide full details.

Child Health Clinic

For children under five years of age. This is held each Monday between 1.30 and 3.15pm. No appointment is necessary. We appreciate that small children may become unwell rapidly, so we will always provide advice at short notice and arrange for them to be seen if considered urgent.

Parentcraft Classes

These are held regularly throughout the year. For further details contact the health visitor or midwife at the surgery.

Visit our website on www.ripleymedicalcentre.co.uk

Thinking Of Starting A Family?

If you are thinking of starting a family it is:

- Recommended that daily supplements of vitamin D and folic acid be taken before and during pregnancy. Pregacare is formulated for this.
- Have a blood test to ensure you are immune to rubella (German measles). If you are not protected and you have contact with rubella, your baby may be severely affected. It is worth a blood test to save a lot of heartache later.
- Try and get to your correct weight as you will have fewer problems with conditions such as backache during pregnancy and it will be easier to regain your figure afterwards. Help is available from our practice nurses.
- Please ask at reception for information about local support groups whatever the problem.
- Cut down on your alcohol intake before and during pregnancy, for a healthier baby.
- Try and give up smoking.
- Eat healthily - avoid unpasteurised soft cheeses etc. Liver should be avoided because of high vitamin A levels. Folic acid, which is thought to prevent spina bifida, can be found with other vitamins in green leafy vegetables, fruit, nuts, bread and rice. A daily supplement of folic acid/vitamin D (eg Pregacare) should be taken before and during early pregnancy and for as long as you are breastfeeding too.

Contraception

We offer a full range of contraceptive advice. This facility is also available to patients who are not registered with the Ripley Medical Centre.

Maternity Services

The doctors with the help of our community midwife and health visitor provide comprehensive antenatal and postnatal care.

Long-term Condition Reviews

Reviews for patients with asthma, diabetes, chronic bronchitis, learning disabilities, dementia and mental health checks are also held in the practice. Invitations are usually sent out for these problems. Other conditions are monitored by using blood tests, the health pod and completing a questionnaire.

Social Services

It is national policy to provide care in the local community whenever possible. If you think your problem is more social than medical then Amber Valley Social Services will be pleased to help you. Telephone - 01629 533 190.

Citizens Advice

A CAB counsellor attends the practice on Wednesday afternoon. Please contact reception if you wish to make an appointment.

For the latest information click to: www.ripleymedicalcentre.co.uk

Dental Services

The practice does not deal with dental cases. If you have a dental problem you will need to seek advice from your dentist. If you are not registered with a dentist, please speak to PALS on 0800 783 7279.

Carers Clinic

The practice will be accommodating the Carers Association in practice every 2nd Tuesday of each month. If you are a carer and require advice or support ask at reception to book you an appointment on the Carers Clinic.

COMMENTS AND COMPLAINTS

The practice operates a complaints procedure as part of the NHS system. Should you experience dissatisfaction with your care or the service you have received please ask for a Practice Complaints Procedure leaflet from a member of staff, or contact the practice manager who will explain the procedure in more detail and arrange to investigate your complaint.

PATIENT COMMENTS

We value patients comments, good or bad, please feel free to complete a questionnaire and return it to us.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take ibuprofen or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment or gentle exercise. You can contact the Physio Direct Service on 01335 230079 for any pain lasting more than one week.

Bedsores

Bedsores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor or nurse before they get worse.

Visit our website on www.ripleymedicalcentre.co.uk

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, you should attend the A+E department.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take ibuprofen or paracetamol. Do not bother to take antibiotics as these will have no benefits but can cause side effects such as nausea, diarrhoea and thrush.

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. It is important to keep well hydrated and take paracetamol for cramps. Holiday diarrhoea is often due to bacteria and the doctor may suggest a sample is collected for testing. Consult your doctor if the symptoms persist for more than a few days. Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, 12 hours.

Stomach Ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, there are a number of simple remedies such as rennie and gaviscon, that are easily obtained from a pharmacy or supermarket, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose **below the bone** for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours.

For the latest information click to: www.ripleymedicalcentre.co.uk

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Insect Bites And Stings

Antihistamine tablets and creams can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Wet combing with conditioner on a daily basis is now recommended. Lice combs can be purchased at any pharmacy.

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four 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 also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped 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 four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor. **Immunisation can prevent this disease.**

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date. **Immunisation can prevent this disease.**

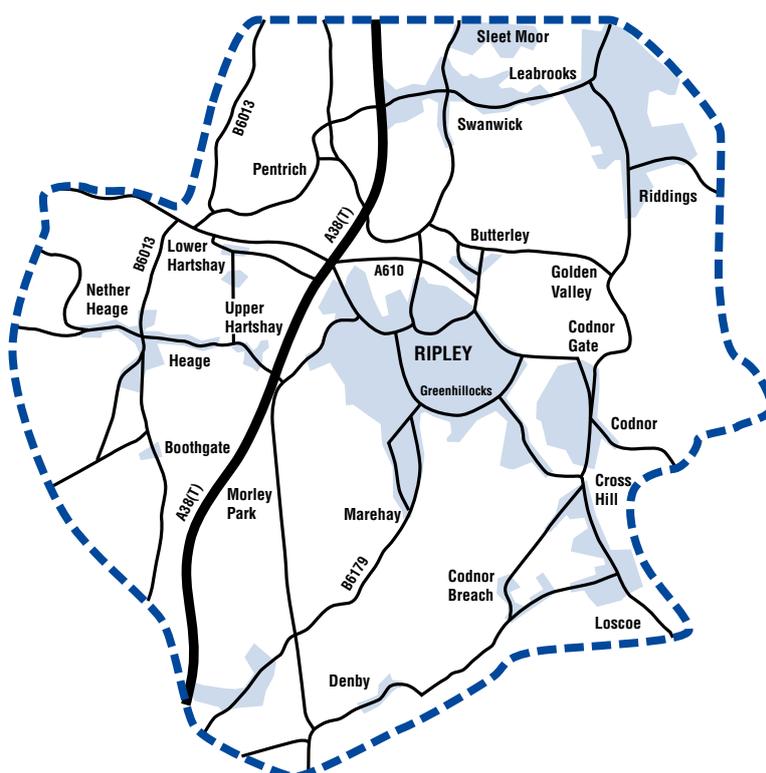
Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor. **Immunisation can prevent this disease.**

Visit our website on www.ripleymedicalcentre.co.uk

PRACTICE AREA

The area from which patients are accepted includes Ripley, Heage, Swanwick, Loscoe and Codnor. Patients of ours moving out of this area are entitled to stay registered with us, but will need to sign a form to indicate they understand that they are not entitled to home visits. If visits are likely, it is advisable to register with a more local GP.



For the latest information click to: www.ripleymedicalcentre.co.uk



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NOTES

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
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Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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USEFUL TELEPHONE NUMBERS

Primary Care Support Services.....	01332 626300
Ripley Community Hospital	01773 743456
Royal Derby Hospital	01332 340131
Ilkeston Hospital	0115 930 5522
Nottingham City Hospital	0115 969 1169
Queens Medical Centre	0115 924 9924
Call Derbyshire	0845 605 8058
Comments and Complaints	01773 525119
ChildLine	0800 1111
Samaritans	01332 364444
Alcoholics Anonymous	0845 769 7555
Derby Rape Crisis	01332 372545
Relate	01332 349177
Parent Line	0808 802 5544
Women's Aid	0808 200 0247
Men's Advice Line	0808 801 0327
Age UK Derbyshire	01773 768240
DHU Out of Hours	111
Derbyshire Carers Association	01773 743355
Benefit Enquiry Line	0800 220674
Silver Line (helpline for older people).....	0800 4 70 80 90
Free Benefit Advice Line (For people with disabilities and their carers)	0800 882200

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