

Shotton Lane Surgery



38 Shotton Lane, Shotton, Deeside, Flintshire CH5 1QT

Telephone: Deeside 814455/812094

www.shottonlanesurgery.co.uk

Welcome To Our Surgery

PERSONAL AND PROFESSIONAL DETAILS OF DOCTORS • • • • •

Dr Rosa Gil-Candon	MBBS DPD	Seville, Spain - 1993
Dr Sarah Douglass	MBChB MRCGP	Liverpool
Dr Peter Hedges	MBChB MRCGP	Liverpool

STAFF DETAILS • • • • •

PRACTICE MANAGER

Mrs Kath Evans

PRACTICE NURSES

Helen Evans RGN Joanna Williams RGN

HEALTH CARE ASSISTANT

Julie Bennett

PRACTICE PREMISES OPENING HOURS • • • • •

Monday - Friday 8.30am - 6.00pm

CONSULTATION TIMES • • • • •

DOCTORS' APPOINTMENTS

Monday - Friday 8.30 - 11.30am 2.30 - 5.30pm

NURSES' APPOINTMENTS

Monday 8.30am - 2.30pm

Tuesday 8.30am - 2.30pm

Wednesday 8.30am - 2.30pm

Thursday 8.30am - 2.30pm

Friday 8.30am - 2.30pm

BLOOD TESTS

Monday - Friday 8.30 - 10.30am

INR TESTS

Monday - Thursday 11.00am - 12.50pm

MIDWIFE

Please telephone 01244 813308 for an appointment with the midwife.

WHEN THE SURGERY IS CLOSED • • • • •

When the surgery is closed, all emergency calls are dealt with by North Wales GP out-of-hours cover, funded by the Betsi Cadwaladr University Local Health Board; their number is 0300 123 5566. North Wales GP out-of-hours should only be used for problems that cannot wait until the next surgery opening time.

THE PRACTICE OFFERS • • • • •

Apart from our usual services we also provide the following:

CHRONIC DISEASE MANAGEMENT (PROVIDED BY THE PRACTICE NURSES)

Under the current NHS contract we manage diabetes, asthma, hypertension, epilepsy, Chronic Obstructive Pulmonary Disease, cancer, stroke, chronic heart disease, hypothyroidism, mental health, atrial fibrillation, smoking, depression, chronic kidney disease, dementia, learning disabilities, obesity, heart failure and palliative care.

Diabetes care requires an annual major assessment. This is booked with the nurse as a 'diabetic annual review' and requires a special appointment. In the week preceding, a blood specimen should be provided so the results can be discussed with you at the time of your appointment. The frequency of future appointments will vary according to clinical need. Hypertension requires an appointment for a blood pressure check with the nurse plus an annual blood test.

Asthma requires one appointment with the nurse each year. Bring your inhaler along to this check up.

Patients with heart disease/stroke require an annual appointment with the nurse, with a fasting cholesterol blood sample provided in the preceding week, to permit discussion of the results.

Patients treated for an underactive thyroid need an annual blood sample for thyroid function tests to ensure the dose of medication is accurately maintained.

If you need advice from a member of the clinical staff and they are not immediately available, leave a message and contact number so that we can return your call.

ADDITIONAL SERVICES

Cervical screening, contraceptive services, vaccination and immunisations, childhood vaccinations and immunisations, child health surveillance, maternity services and minor surgery procedures.

ENHANCED SERVICES

Anticoagulant monitoring, influenza, shingles and pneumococcal immunisations, provision of near patient testing, all contraceptive services, learning disabilities and care home monitoring.

APPOINTMENTS • • • • •

We are able to offer appointments with a doctor within 24 hours and usually on the same day. Consultations can be undertaken in Dutch, German and Spanish.

This system has proved very popular with our patients, but in order for it to work it is essential that these appointments are only used for those situations that require a doctor's medical advice.

There are many conditions that are best served by seeing our highly trained nurses, such as: coronary heart disease, asthma, diabetes, chronic obstructive airways disease, HRT, hypertension, pill check, plus many other conditions where the diagnosis has been made and routine follow-up is required.

Transferring this care to nursing staff allows the freeing-up of doctors' appointments. Appointments with the doctors are not intended for the signing or filling in of forms. These should be handed in at reception. (It is vital that easier access to doctors is not clogged up with trivial and non-medical issues; if this happens, the system will fail.) It is possible if agreed by the GP for patients to make a telephone appointment. You may leave a message for your GP with the receptionist if you wish. Internet access is also available for booking appointments and ordering prescriptions. Ask the receptionist for details. This practice participates in the teaching and training of health care professionals. Occasionally, you may be asked if a trainee may observe or assist in your consultation. If you do not wish a trainee to be present please let us know.

HOME VISITS • • • • •

Home visits are only provided when the doctor feels the medical condition makes a surgery consultation impossible. If you think a visit is required RING BEFORE 10.00AM. The doctor may also phone you back. Do give details of the problem requiring the visit. Tell the receptionist if the problem is urgent.

PRESCRIPTIONS • • • • •

If you need to take medicines on a regular or long-term basis, you may be given a printout from the computer. This should be handed in to reception at least 48 hours before the prescription is needed. All prescriptions will be ready after 3.00pm. Alternatively, you may find it convenient to post your repeat prescription to us with a stamped, self-addressed envelope or you might like to ask your local chemist if they offer a repeat prescription service. Telephone requests for prescriptions will not be accepted for reasons of safety and to avoid blocking the phone lines.

PATIENTS BETWEEN THE AGES OF 16 AND 74 • • • • •

If you have not been seen within the last three years you can request and receive a three-year review.

PATIENTS 75 YEARS AND OVER • • • • •

If you have not been seen within the last year you can request and receive an annual review.

REGISTERING WITH OUR PRACTICE • • • • •

We will accept new registrations if our practice list size allows. This enables us to manage our workload efficiently. If the practice list is open you may apply to become registered as a patient with the right to express a preference of practitioner. However, if our list is closed and we are unable to take you on as a new patient you will need to contact the Local Health Authority.

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

INVITE LETTER • • • • •

Welcome to Shotton Lane Surgery.

As a newly registered patient we would like to invite you for a registration consultation.

Please make an appointment at your convenience, making sure that you tell the receptionist that you are a newly registered patient. If you are housebound, then the consultation can be arranged at your home. It would be helpful if you have a record of any medication that you are currently taking and also have a sample of your urine available.

QUESTIONNAIRE • • • • •

Please complete and return within 14 days.

Name

Address

Daytime Phone No

Date Of Birth.....

Height.....

Weight.....

Known Allergies.....

(Continues overleaf)

For 24 hour information click to: www.shottonlanesurgery.co.uk

Do you have:

Heart Disease/Angina?YES/NO

Asthma?.....YES/NO

Diabetes?.....YES/NO

Epilepsy?.....YES/NO

Hypertension?YES/NO

Disorder of thyroid?.....YES/NO

Ever suffered a stroke?.....YES/NO

Do you smoke?.....YES/NO

(If 'YES', how many?) Per Day

(If 'NO', have you ever smoked?).....YES/NO

(If 'YES', when did you stop?).....Year

Have you ever received advice
to help you stop smoking?.....YES/NO

..... Date

We encourage you to stop smoking as there is massive evidence that it endangers your health. Please either contact the practice for one of our Smoking Cessation Packs or phone the Smoking Cessation Service on 0800 085 2219.

Do you drink alcohol?.....YES/NO

If 'YES'Units Per Day

(1 unit = 1/2 pint beer or 1 small glass wine or 1 measure of spirit)

HOLIDAY VACCINES • • • • •

Two or three months before you plan to go away please complete the travel leaflet held in reception; one is required for every patient registered with this practice. Then, having allowed at least two working days for the practice nurse to view them, contact the surgery to make any appointment required. There is a fee charged for this service.

INFLUENZA VACCINE • • • • •

In September every year we offer flu vaccines to our patients. This is strongly recommended for high-risk patients. Please ask for details at reception.

PRIVATE WORK • • • • •

If you only require paperwork to be completed it is not necessary to make an appointment to see a doctor. Please hand the form/letter etc to the receptionist who will then log it and submit it for the doctor's attention. Allow a week for completion before collection and, where appropriate, payment. Charges vary, so please ask at reception for more details.

The first consultation after a road traffic accident and medical examinations for insurance/employer/sports etc are not provided under the National Health Service. This work is done at our discretion and often will be charged for. Arrangements can be made at reception.

VIOLENT AND ABUSIVE PATIENTS • • • • •

Where a patient has committed an act of violence against anyone associated with the practice or behaves in such a way that it has caused a particular individual to fear for their safety, the offender will be removed from the list with immediate effect and a report made to the police. Thereafter the Betsi Cadwaladr University Local Health Board will look after the excluded patient's medical needs. In this context we will not accept violent or abusive behaviour directed towards any member of the practice team.

RESPONSIBILITY TO PATIENTS • • • • •

At Shotton Lane we strongly believe that care is a two-way process. It is impossible to provide our service without your help and understanding. We have always believed ourselves fortunate in having the support of our patients.

We feel our patients are entitled to courtesy and consideration from all the practice team, and, likewise, our staff are entitled to the same treatment.

It is especially important that if an appointment cannot be kept you inform us in good time. We are all human, so if you forget, please take the trouble to contact us and acknowledge the omission. It really makes all the difference.



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01244 677797

Chester Wellness Centre, Wrexham Road, Chester CH4 9DE
www.cheshirewomenshealth.co.uk

COMPLIMENTS, COMMENTS AND CONCERNS • • • • •

We particularly value feedback from our patients, so do let us know if you have any bright ideas!

We operate a practice concerns procedure. If you have a concern please ask at reception for one of our leaflets.

PATIENT QUESTIONNAIRE • • • • •

You may be asked to complete a questionnaire. Please be open with your answers as this may help to shape the service we can offer.

ACCESS TO PATIENT INFORMATION • • • • •

All patient notes are treated with the strictest confidentiality and we comply with the Data Protection Act 1998.

Those authorised to access medical records are:

- All practice staff, along with attached health professionals. They may access information to enable them to carry out their duties. Occasionally, other health professionals such as health visitor, midwife, district nurse and CPN may ask for specific information about your health.
- Third parties, eg family member or solicitors, when the practice has been given your consent in writing.

When giving your consent to supply data to solicitors acting on your behalf, we request that you specify whether you wish all your medical records or only those relating to a specific event or period to be submitted.

ACCESS FOR THE DISABLED • • • • •

All clinics are located on the ground floor.

PRACTICE HISTORY • • • • •

The surgery was established in the 1950s and has expanded over the years. We now have 8000 patients in an approximate three-mile radius in the area shown on the practice area map (see back cover). To provide care, there are three full-time and two part time doctors working together in a partnership, plus two practice nurses. There are 11 members of staff who deal with administrative, secretarial and clerical work. We can arrange x-rays and ultrasound scans at the community hospital and also physiotherapy. Some consultants hold clinics there as well.

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.

For 24 hour information click to: www.shottonlanesurgery.co.uk

All Flintshire Credit Union Limited (Undeb Credyd Sir y Fflint Gyfan Cyf)

01352 715555

27 High Street, Holywell, Flintshire CH8 7TE
(27 Stryd Fawr, Treffynnon, Sir y Fflint)

Also at: Mold, Buckley, Deeside and Flint (Hefyd yn: Yr Wyddgrug, Bwcle, Glannau Dyfrdwy a Fflint)

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Encouraging members to save regularly and the promotion of careful money management are aims of the organisation.

Ask for information about the junior section for the under 16s.

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SELF TREATMENT OF MINOR AILMENTS • • • • •

COLDS AND FLU

These usually start with a runny nose, cough, temperature and aches. They are caused by viruses and antibiotics are of no use in their treatment. Treatment consists of taking recommended doses of paracetamol for the temperature and aches, and drinking plenty of fluids. Do not worry if you do not eat for a few days; you will come to no harm.

DIARRHOEA AND VOMITING

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid that you have lost. Fluids in small quantities should be taken frequently (electrolyte solutions are obtainable from chemists over the counter without prescription). If the diarrhoea contains blood or there is severe pain or high fever, you should discuss this with your doctor. Diarrhoea and vomiting in small babies and very young children should be treated with caution, and your doctor will be happy to advise you about this over the phone and arrange to see you if necessary.

BACKACHE

Most acute strains and sprains will respond to a few days' rest and paracetamol taken for the pain. If the symptoms continue for more than six weeks, you should consult the doctor.

SPRAINS

First apply a cold compress containing ice (eg a bag of frozen peas) for 15 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until all the discomfort has subsided. If unable to bear weight contact an Accident and Emergency Department.

INSECT BITES AND STINGS

Most of these need no treatment. Antihistamine tablets can be obtained from the chemist without prescription and will relieve most symptoms.

NOSEBLEEDS

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about 10 minutes by which time the bleeding usually stops. If bleeding continues, attend the Accident and Emergency Department at your local hospital.

CHICKENPOX

On the first day a rash appears with small red spots about 3-4mm wide. Within a few hours these develop small blisters at the centre. During the next three to four days further spots will appear and the earlier ones will turn crusty and fall off. Calamine lotion may be applied to help the itching; cool baths may also help. The most infectious period is two to three days before the rash appears and until the last crusts have formed dry centres, usually seven to ten days after the rash started. Children may return to school as soon as the last crusts have dropped off.

PREGNANT WOMEN WHO HAVE NOT HAD CHICKENPOX AND HAVE BEEN IN CONTACT WITH CHICKENPOX SHOULD CONTACT THEIR DOCTOR.

For 24 hour information click to: www.shottonlanesurgery.co.uk

TEMPERATURE

A temperature occurs commonly even with mild infections. Children can be given paracetamol syrup, which may be bought from the chemist. If they still appear hot, they should be gently sponged over with tepid water, as in a bath or shower, to cool them. It is sometimes necessary to carry this out for 20 - 30 minutes at a time on more than one occasion to get results. If the child appears very unwell with the temperature, you should consult your doctor. A child or adult with a temperature will not come to any harm being brought by car or pram to the surgery.

BE WISE - IMMUNISE! • • • • •

Health professionals believe, based on a long track record and good evidence, that immunisation is the best way to protect your child. In the NHS we use vaccines that have been well tested.

We recommend having the MMR vaccine as one injection. The evidence to support this method is overwhelming. The MMR vaccine that the NHS provides free to you cannot be split into three separate injections.

It is a good idea to keep your own record of immunisation at home. You should find the table on the opposite page useful in this respect.

KEEPING HEALTHY, STAYING HEALTHY • • • • •

SENSIBLE DRINKING

A small amount of alcohol does you no harm, but if it is more than a small amount you may be damaging your health.

Alcohol is measured in units - one unit is 10 grams of alcohol and is found in:

- Half a pint of beer
- A small glass of wine
- A pub single measure of spirits

Only you really know how many units you drink. Be fair to yourself and your family - stay within healthy limits. For men, a sensible limit is up to 28 units a week. For women, the limit is 21 units per week.

GIVING UP SMOKING

Some people smoke because they enjoy it and do not want to stop. However, when we ask most people, they say they do not really enjoy it, would like to stop, but cannot manage to. Some of the risks are:

- Heart and arterial disease (heart attack, stroke, amputation)
- Cancer (all kinds)
- Chronic bronchitis (a cough with phlegm every morning is an early sign)
- Ulcers

Speak to the practice nurse for advice.

ROUTINE CHILDHOOD IMMUNISATIONS FROM JUNE 2013 • • • • •

When to Immunise	Diseases Protected Against	Vaccine Given	Immunisation Site**
Two Months Old	Diphtheria, Tetanus, Pertussis, Polio and <i>Haemophilus Influenzae</i> type b (HIB)	DTaP/IPV/Hib (Pediacef)	Thigh
	Pneumococcal Infection	PCV (Prevenar 13)	Thigh
	Rotavirus (from July)	Rotavirus (Rotarix)	Thigh
Three Months Old	Diphtheria, Tetanus, Pertussis, Polio and Hib	DTaP/IPV/Hib (Pediacef)	Thigh
	Meningococcal group C disease (Men C)	Men C (NeisVac C or Menjugate)	Thigh
	Rotavirus (from July)	Rotavirus (Rotarix)	By mouth
Four Months Old	Diphtheria, tetanus, pertussis, polio and Hib	DTaP/IPV/Hib (Pediacef)	Thigh
	Pneumococcal disease	PCV (Prevenar 13)	Thigh
Between 12 and 13 months old - within a month of the first birthday	Hib/Men C	Hib/MenC (Menitorix)	Upper arm/Thigh
	Pneumococcal disease	PCV (Prevenar 13)	Upper arm/Thigh
	Measles, mumps and rubella (German measles)	MMR (Priorix or MMR VaxPRO)	Upper arm/Thigh
Three years four months old or soon after	Diphtheria, tetanus, pertussis and polio	dTaP/IPV (Repevax) or DTaP/IPV (Infanrix-IPV)	Upper Arm
	Measles, mumps and rubella	MMR (Priorix or MMR VaxPRO) (check first dose has been given)	Upper Arm
Girls aged 12 to 13 years old	Cervical cancer caused by human papillomavirus types 16 and 18 (and genital warts caused by types 6 and 11)	HPV (Gardasil)	Upper Arm
Around 14 years old	Tetanus, diphtheria and polio	Td/IPV (Revaxis), and check MMR status	Upper Arm
	Men C †	MenC (Meningitec, Menjugate or NeisVac-C)††	Upper Arm

** Where two more injections are required at once, these should ideally be given in different limbs. Where this is not possible, injections in the same limb should be given 2.5cm apart. For more details see Chapters 4 and 11 in the Green Book.

† This vaccination will be introduced during the 2013/14 academic year.

†† The vaccination supplied will depend on the brands available at the time of ordering.

REDUCING YOUR FAT INTAKE

When cooking with oil, use polyunsaturated oils such as sunflower, or monounsaturated oil, such as olive oil. Measure with a tablespoon the amount of oil so you can see how much you use, then you can slowly reduce it to maybe half or less (there are 130 calories per tablespoon of oil).

When cooking meats, trim off excess fat and skim off the layer of oil that settles on top of food. Eat more vegetables as they can provide more fibre (filling you up) and have fewer calories than meat. Have less red meat and more fish or chicken. Change from full cream milk to semi-skimmed or skimmed milk. Avoid hidden fat in pastry, biscuits, cakes, sausages or burgers.

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

SOLUBLE ASPIRIN TABLETS/PARACETAMOL

For adults and older children. Good for headaches, colds, sore throats and painful bruises.

PARACETAMOL MIXTURE

For relief of pain or fever in young children.

ANTISEPTIC CREAM

For treating septic spots, sores in the nose and grazes.

ANTISEPTIC SOLUTION

One teaspoon diluted in warm water for cleaning cuts and grazes.

CALAMINE LOTION

For dabbing (not rubbing) on insect bites, stings and sunburn.

DRESSING STRIPS

For minor cuts.

3" WIDE CREPE BANDAGE

To keep dressings in place. To support sprained or bruised joints.

COTTON WOOL

For cleaning cuts and grazes.

THERMOMETER

For fevers.

TWEEZERS

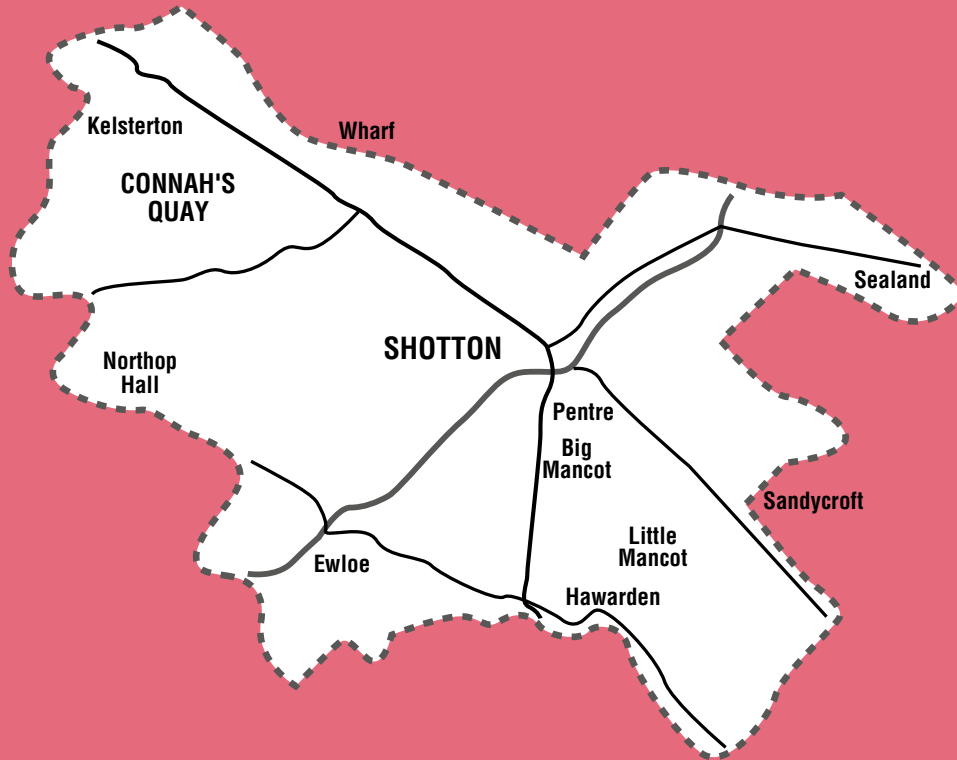
For removing splinters.

Remember that your local chemist can give you advice about medicines.

USEFUL CONTACTS

Deeside Community Hospital	01244	830461
District Nurse.....	01244	813486
Health Visitor	01244	813486
Midwife	01244	813486
Social Services		
Adult:	01352	701307
Child:	01352	701000
Child Protection.....	01352	702601
Smoking Cessation Service	0800 085	2219
Domestic Abuse	0845 602	3694
Drug & Alcohol Team.....	01244	831798
Emergency Dental Clinic (NHS Direct Wales).....	0845 60 10	128
Sexual Health Clinics:		
Glan Clwyd Hospital.....	01745	534455
Maelor Hospital.....	01978	727197
Countess of Chester.....	01244	363091
NHS Direct Wales.....	0845 46	47
NHS Direct online.....	www.nhsdirect.wales.nhs.uk	
ACCIDENT AND EMERGENCY		
Countess Of Chester Hospital	01244	365000
Wrexham Maelor Hospital	01978	291100
Mold Community Hospital	01352	758744
Glan Clwyd Hospital	01745	583950
LOCAL CLINICS		
Catherine Gladstone House	01244	538883
Queensferry Clinic.....	01244	813383
Connah's Quay Clinic	01244	813486
Ewloe Clinic.....	01244	535879
BETSI CADWALADR UNIVERSITY LOCAL HEALTH BOARD		
Preswylfa, Hendy Road, Mold CH2 1PZ.....	01352	700227

Map Of Our Practice Area



PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

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