

CAPELFIELD SURGERY DOCTORS

PARTNERS

Dr. Neil Munro, FRCGP, M.M.Ed., FPCert. (Dublin 1978)
Dr. Heather Patel, MRCGP, DRCOG, FPCert. (Southampton 1982)

SALARIED GPs

Dr. Sharmila Asirdas, DRCOG, MRCGP, DPD (London 1990)
Dr. Teresa Wilson, MBBS, DRCOG (Wales 1998)
Dr. Georgia Ingram, BA, BM, DFSRH, BCh., MRCGP (Oxford 1999)

INTRODUCTION

Welcome to Capelfield Surgery. Our primary objective is to provide all our patients with comprehensive medical care services from purpose built, fully equipped and well staffed premises.

Capelfield Surgery was built in August 1989 and the name is derived from an area close by, known as "The Capel field", on which cricket was played by the local Leveret Cricket Club. The practice's roots can be traced back at least 70 years to Dr. Lawson Crabb who helped establish the original village practice.

We hope you will find this booklet useful and an aid to finding out about the wide range of services offered at Capelfield.

RECEPTION OPENING HOURS

Monday to Thursday	8.30am - 6.00pm.
Friday	8.30am - 5.30pm.

PARKING AND OTHER FACILITIES

Car parking is available immediately in front of the surgery. Access and toilet facilities are provided for the disabled. A quiet room is normally available for mothers wishing to feed or change their babies.

FRIENDS OF CAPELFIELD SURGERY

'The Friends' are a registered charity whose main role is to act as a supportive link between the patients and the doctors and staff of the surgery. They are an active, independent group of patients involved in arranging talks, providing feedback to the practice and also raising funds to further improve facilities at the surgery. They have an evolving role with the Primary Care Trust and the involvement of lay people in health service development.

If you would like to become a 'Friend', or want further information, please contact the Chairman:

Sue Fitzgerald
Marley Cottage
24 Red Lane
Claygate KT10 0ES
T: 01372 465 220

HOW TO MAKE BEST USE OF THE SURGERY TELEPHONE 01372 462501

CONSULTING THE DOCTOR

Patients may book some appointments up to five weeks in advance and the remainder are booked on the day. The phone lines are open between 8.30am - 6.00pm (5.30pm on Fridays).

PLEASE NOTE THAT EACH APPOINTMENT IS FOR ONE PATIENT ONLY. Appointments are booked for 10 minutes. Please bear this in mind so that doctors can try to keep to time. If you need to see a doctor about more than one problem, please inform the receptionists to book a double slot.

URGENT APPOINTMENTS (within 24 hours)

MEDICALLY URGENT CASES WILL ALWAYS BE SEEN THE SAME DAY, usually by the duty doctor if the doctor of your choice is already fully booked.

HOME VISITS

Are made by the doctors when there is inability, because of your medical condition, to attend the surgery. Please come to the surgery whenever possible. Except in an emergency, **please ring before 10.00 a.m. so that the doctors can plan their visits.**

EMERGENCIES Telephone 01372 462501

Between 8.30am and 6.00pm, urgent requests will be given prompt attention by the receptionists and the duty doctor will be informed. The doctor will decide the most appropriate action, which may include advising you to call an ambulance.

Outside normal surgery hours all calls are automatically diverted to our deputising services (Thamesdoc).

NHS DIRECT

NHS Direct, a 24 hour nurse led advice line and their number is 0845 4647.

NHS WALK IN CENTRES

There are a number of NHS walk-in centres in the area. The nearest is in Weybridge Hospital, 22 Church Street, Weybridge. Tel. 01932 826013. It is open 7.00 a.m. to 7.30 p.m. Monday to Friday and 9.00 a.m. to 3.00 p.m. Saturday and Sunday. It is usually open on Bank Holidays. Please phone to check before travelling.

NHS walk-in centres offer fast and convenient access to NHS advice, information and treatment.

REPEAT PRESCRIPTIONS

- ✚ Repeat prescriptions can be obtained by leaving a note with your full name, address and the name of your medication at reception. The right side of the computerised prescription form is ideal for this purpose.
- ✚ Please give us **48 HOURS** notice for us to deal with your request.
- ✚ If you include a stamped, addressed envelope with your request we will return your completed prescription by post. Alternatively, your prescription can be sent to a local pharmacist for you to collect.
- ✚ In line with modern advice **tranquillisers and sleeping pills will not be prescribed on repeat.** Please see a doctor each time.

- ✚ **Please do not use the telephone for repeat prescriptions.** This blocks more pressing calls and is not as reliable as a written message.
- ✚ You can FAX your repeat prescription to 01372 470258.
- ✚ You can also leave your repeat prescription request at the following pharmacies: Wakefields, Risdens and Wallis Jones.
- ✚ You can use our website at www.capelfieldsurgery.co.uk to request your repeat prescription.

TELEPHONE ADVICE

If you think you simply need advice from a doctor or any member of the team please telephone the surgery between 10.00 and 11.30 a.m. any week day. The doctor may need to call you back if still consulting.

OTHER MEMBERS OF YOUR PRACTICE TEAM

Practice Manager

Our Practice Manager, Ms. Leana Ait-Younes, is responsible for the many aspects of the administration of the practice. She is available to discuss any problems or suggestions you may have concerning the practice.

Receptionists

The Capelfield receptionists will book your appointments and give you general advice about the services available.

If you cannot attend an appointment you have made please 'phone and let us know so that we can offer it to another patient.

Results of tests and X-rays arrive in the afternoon post. These are then checked by your doctor. Please 'phone reception **personally** after 3.00 p.m. to request results. Receptionists are not permitted to give you results so it is likely that a GP will need to call you back.

Phlebotomists

The majority of blood tests are taken by our two phlebotomists who currently work at the surgery two mornings a week (Tuesdays and Thursdays).

Health Care Assistant

Jeanna Grateley, works as a Health Care Assistant on Tuesday morning. Her services include: phlebotomy, dressings, ECG's and spirometry.

Practice Nurses

Our Practice Nurses are:

Liz Scaife (nurse lead), RGN, RCNT, Specialist Nurse Diploma - Asthma, Diabetes, Travel Health/

Christine Raymond, RGN, SCM, ENB 998 Teaching and Assessing Cert.

They are available by appointment from Monday to Friday and their services include:

Management of uncomplicated medical problems; Asthma and Diabetic and Hypertension clinics; Childhood immunisations; Blood pressure and cholesterol monitoring; Travel immunisations and advice; Family Planning and HRT advice; Cervical

smears; ECGs, injections; wound dressing; Treatment of simple warts; suture removal; ear syringing; dietary advice; warfrin monitoring

District Nurses

The District Nursing team (who are employed by Central Surrey Health) are qualified nurses who have been specially trained to assess and give skilled nursing care in patients' homes for those who are unable to get to the surgery. Examples of services provided are: wound and skin care, post surgical care, bowel and bladder care, diabetic care, care of acutely ill and terminally ill patients, chemotherapy, and liaison with other specialist nurses. They can be contacted between 8.30am and 4.30pm on 01932 863252. If they are not there, please leave a message on the answer phone.

Health Visitors

The Health Visitors are all qualified nurses who are part of the 0-19 Team. They provide services to expectant mothers, families and children 0-19 years. Examples of services include postnatal support, child development, children with complex health needs, domestic abuse and safeguarding.

They provide a breastfeeding drop-in clinic Friday 10-12 at Molesey Clinic, they also provide a daily advice line Mon-Fri 9.30-1.00pm. Tel: 020 8979 6464.

Midwife

Your doctor and the Midwife will share your antenatal care and help care for you and your baby when you return home. The Midwife holds a clinic at Emberbrook Community Health Centre, Thames Ditton, on

Wednesday mornings. Details can be found in the maternity pack given to patients at the beginning of their pregnancy. Tel: 020 8546 7711.

Integrated Rehabilitation Service

The integrated rehabilitation service provides a short-term rehabilitation and personal care service that aims to prevent unnecessary admission to hospital and also allow patients to return home, with support, as soon as possible after treatment. They also offer assessment/advice if a chronic situation deteriorates at home. The team includes District Nurses, Physiotherapists, Occupational Therapists, Rehabilitation Assistants, Community Support Workers and Community Care Assistants. They currently operate an open referral system. They can be contacted on 07968833560.

Dietitian

A dietitian, from Epsom Hospital, holds clinics at the practice monthly. Appointments are only available through referral by a doctor or nurse.

Counsellor

A counselling service is available in the practice. Patients with stress, mild depression, anxiety or relationship problems who feel they might benefit from seeing a counsellor should make an appointment with a GP to discuss the possibility of referral.

Carers

Our local support for all Carer's is the 'Carer Support Elmbridge' organisation.

Carer Support Elmbridge provide a vast array of services to local carers including; general support, advocacy, information, support groups and training.

If you would like further information or to speak to a Carer Support & Advocacy Worker, please contact 01932 235 770.

SPECIFIC SERVICES

Maternity Care

All the doctors at Capelfield provide regular antenatal and postnatal checks. Antenatal classes are held at some local halls (Health Visitors have details). The National Childbirth Trust is active in our area giving extra support.

Family Planning and Women's Health

All our doctors are family planning trained. We provide all the normal contraceptive services including pill checks, cap and IUD/IUS (coil) fittings and injectable contraception. We advise all women between the ages of 25 and 65 to have routine cervical smears every 3 to 5 years. A computerised call and recall system is operated on our behalf by the Primary Care Support Services.

Please see a doctor if you need advice on: breast screening, preparing for pregnancy, fertility, the menopause, hormone replacement therapy and period problems. Information is also available on the Family Planning Association website www.fpa.org.uk/

Vaccinations

2 months:

Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenzae type b (Hib, a bacterial infection that can cause severe pneumonia or meningitis in young children) given as a 5-in-1 single jab known as DTaP/IPV/Hib, Pneumococcal infection.

3 months:

5-in-1, second dose (DTaP/IPV/Hib)
Meningitis C

4 months:

5-in-1, third dose (DTaP/IPV/Hib)
Pneumococcal infection, second dose
Meningitis C, second dose

Between 12 and 13 months:

Meningitis C, third dose
Hib, fourth dose (Hib/MenC given as a single jab)
MMR (measles, mumps and rubella), given as a single jab
Pneumococcal infection, third dose

3 years and 4 months, or soon after:

MMR second jab
Diphtheria, tetanus, pertussis and polio (DtaP/IPV), given as a 4-in-1 pre-school booster

Around 12-13 years:

Cervical cancer (HPV) vaccine, which protects against cervical cancer (girls only): three jabs given within six months

Around 13-18 years:

Diphtheria, tetanus and polio booster (Td/IPV), given as a single jab

65 and over:

Flu (every year)
Pneumococcal

Asthma Clinic

This clinic is run by the Practice Nurses and aims to provide optimum symptom control and appropriate education for our asthmatic patients. We offer a yearly check-up for all asthmatics on regular medication.

Diabetic Clinic

This clinic is available to all our diabetic patients to help maximise their effective control and reduce the risk of complications associated with diabetes. Diabetic patients who wish to use this service should arrange to see Practice Nurse Liz Scaife two to four times a year.

Minor Surgery

All the doctors are approved to undertake minor surgery and Nurse Liz Scaife has a cryotherapy clinic on Wednesday afternoons.

Travel Advice

All travel vaccinations can be given at the surgery. Please consult the Practice Nurse, at least six weeks prior to departure, for advice regarding travel and necessary vaccinations. One appointment per patient.

Some vaccines are not available on the NHS and a charge is therefore made.

Protection and Use of Patient Information

We ask you for information about yourself so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again.

You may be receiving care from other people as well as from the National Health Service. So that we can all work together for your benefit, we may need to share some of this information about you.

We will only ever use or pass on information about you if these other people have a genuine need for it in your interest. Whenever we can, we shall remove details which identify you if these are not essential for your personal care. The sharing of some types of very sensitive personal information is strictly controlled by law, The practice is registered under the Data Protection Act.

The NHS Central Register for England and Wales contains basic personal details of all persons registered with a GP. The Register does not contain any clinical information. However, at the time of printing this leaflet, the Government are in the process of implementing the Summary Care Record scheme which is an electronic summary of key health information. This will include details of your current medication; any adverse reactions you might have and any allergies.

Anyone who receives information from us is also under a legal duty to keep it confidential.

You may have access to your records under the relevant access to medical information legislation.

GENERAL PRACTITIONER TRAINING

We provide higher professional training for doctors who intend to specialise in general practice. They normally work with us for one year and are essential members of the medical staff. They are known as GP Registrars. These GP Registrars regularly remain with the practice for a further six months as Senior Registrars.

SURGERY TIMES

These times are a guide only and can change due to holidays and sickness.

Monday

Dr. Neil Munro	8.30 - 11 a.m. and 4.00 - 5.00 p.m.
Dr. Heather Patel	8.30 - 11 a.m. and 4.00 - 6.00 p.m.
Dr. Sharmila Asirdas	8.30 - 11 a.m. and 4.00 - 6.00 p.m.
Dr. Georgia Ingram	8.30 - 11 a.m.
Locum	8.30 - 11 a.m. and 4.00 - 6.00 p.m.

Tuesday

Dr. Neil Munro	8.30 - 11 a.m. and 4.00 - 6.00 p.m.
Dr. Heather Patel	8.30 - 11 a.m. and 4.00 - 5.00 p.m.
Dr. Teresa Wilson	8.30 - 11.00 a.m.
Dr. Sharmila Asirdas	4.00 p.m. - 6.00 p.m.

Wednesday

Locum	8.30 - 11.00 a.m. and 4.00 - 5.00 p.m.
Dr. Sharmila Asirdas	8.30 - 11.00 a.m.
Dr. Teresa Wilson	8.30 - 11.00 a.m.
Dr. Georgia Ingram	4.00 - 6.00 p.m.
Dr. Tazz Pacha	4.00 - 6.00 p.m.

Thursday

Dr. Heather Patel	8.30 - 11 a.m. and 4.00 - 6.00 p.m.
Dr. Sharmila Asirdas	8.30 - 11 a.m. and 4.00 - 5.00 p.m.
Dr. Teresa Wilson	8.30 - 11 a.m. and 4.00 - 6.00 p.m.

Friday

Dr. Heather Patel	8.30 - 11.00 a.m. and 3.30 - 5.30 p.m.
Locum	8.30 - 11.00 a.m. and 3.30 - 5.30 p.m.
Dr. Georgia Ingram	8.30 - 11.00 a.m. and 3.30 - 5.30 p.m.

Additional urgent cases are seen after each morning surgery by the duty doctor.

If you move house:

If you change your address and/or telephone number please let us know. This is important so that we can keep you informed of important medical matters and screening invitations. If your new address is outside our defined practice area you will need to register with another, more local, surgery. **We are unable to make any exceptions.**

PRACTICE BOUNDARY

We are only able to accept new registrations from patients within the practice boundary. If you are not sure whether or not you are resident within the practice area, please contact reception.

If things seem to go wrong

We have a practice complaints procedure. As a first step please ask to speak to the Practice Manager, Ms. Leana Ait-Younes. She will try to address your concerns fully, provide you with an explanation, and discuss any further action which may be required.

Other Services

There are many services provided by the practice which are not covered by the National Health Service.

As a partnership we are self-employed and must cover these extra costs by making a charge. A list of additional services and fees charged is displayed in the reception area and includes: insurance examinations and reports, statements of fact, driving licence examinations, solicitors reports, private treatment claim forms, etc.

Pharmacists

The local paper will give you information on which duty pharmacist is open on weekends and Bank Holidays.

Claygate Voluntary Services

We are very fortunate in Claygate that there are active voluntary services that help our older more infirm residents to maintain independent lives. Volunteers are always needed to assist with the 'Claygate Car Service' and the 'Meals on Wheels' service. The Claygate Centre also has a steady stream of tasks with which it needs help. If you have some time and feel able to help please

contact the Day Centre on 01372 464 310. Perhaps one day you will need some extra help.

SELF TREATMENT OF COMMON AILMENTS

Many conditions get better on their own and can be treated successfully at home. Your pharmacist will be pleased to advise about medicines you can buy over the counter.

Colds and flu

These usually start with a runny nose, cough, temperature and aching. They are caused by viruses and antibiotics are, unfortunately, of no help in their treatment. Treatment consists of taking recommended doses of regular 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 their own. Treatment consists of replacing the fluid that you have lost and resting the digestive system by having nothing solid to eat for 24 hours. The diarrhoea can usually be eased by a medicine called Loperamide, available from the chemist. Consult your doctor if the symptoms persist for more than a few days.

Nose bleeds

Sit in a chair (leaning forwards with your mouth open) and pinch your nose just below the bone for at least 10

minutes by which time the bleeding should have stopped. Repeat once if necessary. If symptoms persist, contact the surgery.

Backache, Strains and Sprains

Most acute strains and sprains will respond to a few days' rest and paracetamol taken for the pain. Severe backache will usually be helped by 48 hours rest lying on a firm bed in a position of comfort. If the symptoms fail to improve, particularly if you have much pain down one leg, you should consult your doctor. For sprains, first apply a cold compress containing ice (e.g. a packet of frozen peas) for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give a sprain plenty of rest until much of the discomfort has subsided. Repeat the cold compress twice daily for 3 days.

Insect Bites and Stings

Anti-histamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Calamine lotion is also helpful.

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 10 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than 3 to 4 inches in diameter, or if the skin is broken, contact the surgery.

SOME COMMON CHILDHOOD PROBLEMS

A temperature

A temperature commonly occurs even with mild infections. In small children it is important to stop the temperature rising too quickly and children should be given paracetamol syrup (e.g. Disprol or Capol), which may be bought from the chemist. If they still appear hot, they should be gently sponged all over with tepid water in a bath or shower to cool them. It is sometimes necessary to carry this out for 20 to 30 minutes at a time on more than one occasion to get results. If a temperature is very high and does not come down with the above treatment or 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 by pram to the surgery.

Earache in children

This common problem can occur alone or may accompany a cold. It is very likely to occur at night when your child has been lying down for some time. You can treat it effectively with paracetamol syrup. Keeping your child upright for a while and giving them a drink will also help. Many episodes do settle over 12 to 24 hours with these simple measures. We recommend children with persistent earache should be seen in the surgery the next day. Some may need antibiotics.

Threadworms

You may notice very small 1cm long worms in your child's motions or around the anus, or your child may complain of an itchy bottom. This not a serious condition and is easily treated with medicines that can be bought from the chemist. All members of your family should be treated to prevent recurrence.

Head Lice

Head lice may affect anyone and are not a sign of poor hygiene. Suitable medicated lotions can be obtained from the chemist without prescription.

Chicken Pox

On the first day a rash appears with small red spots about 3-4 mm. Wide. Within a few hours these develop into small blisters. During the next few days further spots appear. Calamine lotion can be applied to help itching. Paracetamol syrup will help the general discomfort. The most infectious period is two or three days before the rash appears and until the last crusts have formed dry centres, usually 7 to 8 days after the rash started. Children may usually return to school when the last crusts are dry.

USEFUL TELEPHONE NUMBERS

Capelfield Surgery Reception	01372 462501
Capelfield Surgery Fax	01372 470258
District Nurses	01932 863252
Capelfield Health Visitors	0208 9796464
Integrated Rehabilitation Service	07968833560
Boots, The Parade, Pharmacy	01372 463808
Boots, Hare Lane Pharmacy	01372 463912
Wallis Jones Pharmacy	020 83982494
ACE Pharmacy, Hook Road	020 83974564
Central Pharmacy, Esher	01372 464064
Night & Day, Tolworth Broadway	020 8390 6797
Boots in Esher	01372 464600
Sainsbury's Cobham	01932 866488
Kingston Hospital	020 8546 7711
Epsom Hospital	01372 735735
Weybridge Walk in Centre	01932 826013
Ashtead Hospital	01372 221400
New Victoria Hospital	020 8949 9000
Parkside Hospital	020 8971 8000
Claygate Day Centre	01372 464310
Citizens Advice Bureau (Esher)	01372 464770
Meals on Wheels (via Day Centre)	01372 464310