

Cartmel Surgery

Haggs Lane
Cartmel
Grange-over-Sands
Cumbria
LA11 6PH
Tel: 015395 36366



Dr Simon Milligan
&
Dr Heather Lovatt

www.cartmelsurgery.co.uk

WELCOME TO CARTMEL SURGERY

The Doctors

Dr Simon D Milligan MBBS, DRACOG, Diploma in Child Health, MRCGP, Diploma in Family Planning. Qualified at The London Hospital Medical College, 1984

Dr Heather M Lovatt BSc, MBBS, Diploma in Obstetrics (NZ), Diploma in Child Health, MRCGP, Diploma in Family Planning. Qualified at The London Hospital Medical College, 1985.

The Doctors, a married couple with four children, operate as a job-share, so one or other is available at any given time. Dr Lovatt works on Monday and Thursday, and Dr Milligan on Tuesday, Wednesday and Friday. You can choose which Doctor you see.

SURGERY OPENING HOURS

Monday to Friday 8.00am—6.30pm

Surgery Consulting Times

Monday	9.00am-11.00am	3.30pm– 5,30pm	
Tuesday	9.00am-11,00am	3.30pm -5.30pm	
Wednesday	9.00am-11.00am	3.30pm—5.30pm	Thursday 9.00am-11,00am
Friday	9.00am-11.00am		

As of **TUESDAY 8th SEPTEMBER** there will a weekly extended evening surgery every Tuesday between **6.30pm-7.30pm**. This is for patients who are genuinely unable to attend for routine appts during normal surgery hours, ie due to work commitments.

All surgeries are by Appointment only.
Tel: 015395 36366 to make an appointment

Primary Health Care Team

Practice Manager— Janice Longmire—Advanced Cert in Health Service Management.

Dispensary Manager—Phaedra Settle—BTEC in Pharmaceutical Sciences.

Receptionist & Health Care Assistants—Karen Boden and Diane Rowlinson

Receptionist & Clinical Interface Manager—Josephine Viney.

Dispenser—Diane Robinson

Practice Nurse - Jane Abram RGN.SCM.

Jane gives advice on asthma, diabetes, travel health, immunisations, blood pressure, diet, cholesterol and Health Promotion helping with weight loss or stopping smoking. She also attends to minor injuries, ear syringing and dressings.

She is available:

Monday 9.00am—12.00pm
Wednesday 9.00am—1.00pm
Thursday 9.00am—12.00pm
Friday 9.00am - 12.00pm 4.00pm –6.00pm

Health Care Assistants (HCAs) sessions:

If you only require a blood test or blood pressure taken please make appointment with the HCAs.

Tuesday 8.00am—10.30am
Thursday 8.00am—12.30pm

New Patient Medicals—Please make a 20 minute appt with either the Practice Nurse or with the Health Care Assistant on a Thursday morning.

Health Visitors – Biddy Hibbert and Nicola Wild **Tel: 015395 32649**

The Health Visitors are involved in giving advice on health especially to expectant mums and the under fives. Drop in clinics are held every 3rd Wednesday in the month, developmental checks the 1st Monday in the month. If you need to see the Health Visitor you can ring the surgery to book an appointment.

Baby Immunisation Clinic – This is held every Friday between 3.30pm – 4.00pm with our Practice Nurse, Jane Abram. Babies are usually sent an appointment from the Child Health Department based in Kendal. If you need to change your appointment please ring the surgery to re-arrange it.

Community Midwife – Julie Gibson **Tel: 07775 917465**

Julie is available for advice ante-natally, during and after child-birth. She runs a clinic every Friday 11.30am – 1.30pm at the Surgery. Please ring the surgery to make an appointment.

District Nursing Team – Led by Karen Wharton **Tel: 015395 33760**
The District Nurses are based at Grange Clinic and look after patients who need nursing care at home, particularly older or terminally/chronically ill patients, and help with post-operative care for all ages.

MacMillan Nurse – Nick Brown **Tel: 07745 822335**
MacMillan Nurses offer help and support to cancer patients and their families, from the time of diagnosis. They are also available for bereavement counselling.

Mental Health Team – **Tel: 01539 797899**
Based at Cumbria PCT, Tenterfield, Kendal.

Social Worker – Shelley Bainbridge **Tel: 01539 713387**

HOW TO SEE THE DOCTOR

Routine Appointments – Appointments may be made in advance by telephoning or calling into the surgery. If you are unable to keep your appointment please let us know, even at short notice. If you have more than one problem to discuss please make a double appointment.

Urgent/Emergency Appointments – For urgent/emergency conditions, we will always fit you into the next possible surgery or an emergency appointment at the end of surgery. Please note that this will be a **5 min appt** not a routine 10 min appt. The Doctor will only deal with the urgent/emergency problem.

Home Visits – Home Visits are for people who are house-bound or those people who are too ill to attend the Surgery. Please make requests for home visits before 10.30am if possible.

Holiday Makers & Visitors – We are happy to see any relatives or friends staying with you who become unwell. We appreciate that it can be very distressing to feel unwell when away from home. Please phone and make an appointment.

Telephone Consultations with the Doctor – If you wish to speak to the Doctor, please phone at the end of morning surgery, between 11.30am and 12.00pm. If the Doctor is unable to speak to at this time you will be asked for a contact number the doctor can call you back on.

Test Results – Please ring the surgery after 2.00pm for test results.

EMERGENCIES OUT OF HOURS

If you need urgent medical attention when the surgery is closed, emergency care is provided by **CHOC** (Community Health On Call) at Westmorland General Hospital, Kendal.

TEL: 0845 0524999

For other advice 24hrs a day contact

NHS DIRECT on 0845 46 47

Or visit www.nhsdirect.nhs.uk

ORDERING REPEAT PRESCRIPTIONS

Please give at least 48 hours/2 working days notice for repeat prescriptions because:

- This also gives us time to order in your medication from the wholesaler, as we do not keep all medication in stock.
- No prescription can be dispensed before the doctor has checked and signed it. They can only do this between morning and afternoon surgery, and home visits!
- The Dispensary is very busy due to the volume of prescriptions dispensed.

You can order your repeat prescription by:

- Ringing 015395 36366 and choosing option 1 – you can use this service 24 hrs a day – 7 days a week. Please note that any request left after 6pm on Friday will not be processed until Monday am, therefore will not be ready until Wednesday morning.
- Email your request to pre.req@gp-a82647.nhs.uk or reception@cartmelsurgery.co.uk
- Via EMIS Access on the internet (you can also book appointments online). Please ask at reception for the surgery code and your PIN number to access this service.

We understand that at times it is not possible to give 48 hrs notice – if you do require your medication urgently please speak directly to a Receptionist.

GENERAL INFORMATION

How to Register as a Patient – We are delighted to welcome any new patients. Please ask for a registration form at the Reception. All new patients are invited to attend the surgery within a month of joining for a New Patient Medical with our Health Care Assistant or Practice Nurse. This allows your medical history to be summarised whilst awaiting the arrival of your notes from your previous doctor. You will be asked to provide a urine sample and fill in a brief questionnaire, if you are on any repeat medication please bring in details.

Rights and Responsibilities of the Patient – We aim to give an excellent service. In return you need to keep appointments or cancel them so they can be reallocated. Violent or abusive behaviour towards any member of surgery staff is not acceptable and may lead to exclusion from the practice list.

Dispensary – We can dispense medications to patients living more than a mile from the nearest chemist. Our dispensary is extremely busy and we ask that all patients give at least 48 hrs/2 working days notice for all repeat prescriptions.

Access for People with Disabilities – There is wheelchair access to the surgery and patient toilet facilities.

Change of Name, Address or Telephone Number – Please let the surgery know of any change of name, address or telephone number promptly so that we can keep your records up to date.

Computer – Medical records are computerised. Access to this information is limited to Surgery and Clinical Staff. All information is governed by the strict laws of the Data Protection Act and clinical confidentiality.

Cartmel Surgery Equipment Fund – Any money donated to, raised for the surgery is used to buy equipment to expand the range of services we can offer to our patients.

Practice Leaflet – Information contained in this leaflet is correct at the time of going to press. Any subsequent updates will be posted on our website at www.cartmelsurgery.co.uk.

Suggestions or Complaints – We aim to give the best possible service at all times and we welcome any suggestions for change. If you are unhappy with any aspect of our service or treatment, please tell us. We operate a Practice Complaints Procedure as part of the NHS system for dealing with complaints, which meets national criteria. Further details are available from the Practice Manager.

Trainee Doctors – Cartmel Surgery is a teaching practice, liaising with Liverpool University Medical School. At times you may be offered an appointment with a Trainee Doctor but you will still see the duty GP as well. At times they will sit in on consultations with the GP and Practice Nurse. We thank you for your co-operation as it is important for them to have ‘hands-on’ experience!

OTHER SERVICES

Family Planning – Both Doctors provide a full range of services including cap fittings, coil insertions and contraceptive implants.

Maternity – Both Doctors provide full maternity services and liaise with the Community Midwives and Obstetricians from Kendal and Barrow. If you are planning a pregnancy you are advised to get as fit as possible, stop smoking and start taking folic acid tablets (available from chemists and some supermarkets). Please let us know if you discover you are pregnant.

Child Health – A baby clinic is held at the Surgery on the **first Monday** in the month 1.00pm -2.30pm **by appointment only**. There is a **drop in clinic (no appointment necessary)** on the **third Wednesday** in the month 1.00pm-2.30pm. Please contact the surgery for more information.

Immunisations – Immunisations are important to ensure your child's health. An immunisation clinic is held every Friday 3.30pm-4.00pm (appointments will be issued by Child Health Department). Alternatively you can make an appointment with the Practice Nurse.

Chronic Diseases – If you have certain conditions such as diabetes, asthma, chronic obstructive pulmonary disease (COPD), thyroid, ischaemic heart disease or are taking certain medications you will be requested to make regular appointments to see the Nurse and/or Doctor to monitor your treatment.

Flu Vaccinations – Flu vaccinations are available from late September/early October. These are given each year and are recommended for everyone over 65 years, anyone with a chronic disease and carers.

Pneumonia Vaccination – Pneumonia vaccinations are a one off vaccination given to everyone over 65 years and anyone with a chronic disease. As the vaccination can be given at anytime we keep it in stock all the time. If you would like a pneumonia vaccination please make an appointment with the Practice Nurse or alternatively ask the Doctor at your next appointment.

Routine Immunisations – Tetanus is a life-threatening disease. A simple course of injections can prevent this and generally a booster is recommended every 10 years.

Travel Advice & Vaccinations – If you are planning a journey of any sort, make an appointment with the Nurse to discuss your travel health and immunisations. There are a number of immunisations and malaria tablets not available on the NHS therefore a charge will be made for these. Please see the Fees list in reception, on the website or ask the receptionist. All vaccinations and malaria tablets must be paid for in advance.

Yellow Fever – The Surgery is a registered Yellow Fever Centre. This service is also available to persons not registered at Cartmel Surgery. Please note this injection is not available on the NHS.

Smoking Cessation Clinic – The smoking cessation clinic is held fortnightly on a

Monday between 2.00pm – 5.00pm at the Surgery. To make an appointment to see the Stop Smoking advisor please contact the surgery.

Non-NHS Services – We charge for some services which are not covered by the NHS. These include HGV, PSV and Elderly Driving Licence medicals, BUPA and PPP claim forms, and some immunisations. A full list of fees is on display in the surgery and on the website.

Minor Surgery – A wide range of procedures are performed at the surgery under local anaesthetic. Please discuss with the Doctor.

ADVICE FOR TRAVELLERS

BEFORE YOU GO – Well before travelling aboard, check with your travel agent or the tourist office/embassy of the country you intend to visit on any special precautions you may need to take.

At least two months before departure, discuss any vaccination requirements with the Practice Nurse.

Pack a small first aid kit containing: adhesive dressings, insect repellent, antiseptic cream and water purification tablets.

WHEN ABOARD – Check on the quality of drinking water. If in doubt, either drink only bottled water or use water purification tablets. Avoid ice in drinks as this may very well have been made from suspect water.

Raw vegetables, salads and fresh fruit should be carefully washed in clean water. If in doubt, stick to freshly cooked food.

Beware of the Sun!! Use a high factor sun screen particularly in the first few days of exposure. Children in particular should be monitored closely in this respect.

REMEMBER TO
SLIP (on a shirt)
SLAP (on a hat)
And **SLOP** on the suncream!

In hot climates drink plenty of non-alcoholic drinks. If you are not passing water regularly, you are not drinking enough.

It is also advised that you practice safe sex whilst aboard and always use a condom if having sex with a new partner.

ON YOUR RETURN – If you fall ill, don't forget to tell your Doctor that you have travelled aboard. If you have received treatment abroad, tell your own Doctor on your return. When donating blood, tell the transfusion staff which countries you have visited. Don't forget to complete the full course of any anti-malaria tablets you are taking.

SELF TREATMENT

BACK PAIN – The best answer is prevention – learn to sit, bend and lift correctly and keep generally fit. If you do have pain, regular painkillers and gentle heat, eg from a hot water bottle or heat lamp will help. As the pain begins to ease, start gentle exercises as soon as possible. Avoid straining your back while exercising and take great care with lifting even when the pain has completely settled. When sitting, an upright chair with support for the small of the back puts much less strain on your spine. Consult the Doctor if the pain fails to ease or causes problems with numbness in the legs, or bowel and bladder disturbances.

BITES & STINGS – Remember, apply “*Bicarbonate for Bees and Vinegar for Wasps*”. Use antiseptic to clean the area and an antihistamine for the itch.

BURNS – Apply cold water to the affected area immediately and keep applying cold water until the pain subsides. If there is blistering, apply cling film or a clean dressing and don't burst the blisters. For severe or widespread burns, consult the Doctor or Nurse as soon as possible.

CHICKENPOX – On the first day a rash appears as small red patches about 3-4mm across. Within a few hours, small blisters appear in the centre of these patches. During the next three or four day's further patches will appear and the earlier ones will turn 'crusty' and will 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. Pregnant women who haven't themselves had chickenpox should contact the surgery if they come into close contact with chickenpox.

COMMON COLD – Unfortunately there is no magic cure for the common cold. It usually starts with a runny nose, aches and pains and is caused by a virus. Antibiotics do not usually help. Keep warm, rest and take plenty of fluids. Paracetamol, decongestants and throat lozenges may help relieve the symptoms.

FEVER IN CHILDREN – If your child feels hot and is generally unwell, it is important to get their temperature down. Give some paracetamol or ibuprofen at the recommended dose and repeat every 4 hours up to 4 times a day. Undress the child and do not make the room too warm – open the window and turn down the fire. Give plenty of fluids.

Very rarely, a child under five years will have a convulsion with a high temperature. They will shake all over and become very still. It usually subsides in less than five minutes. Lie the child on their side and stay with them while it lasts. If there is another adult in the house, ask them to phone a doctor. If not, call when the convulsion has passed.

GASTROENTERITIS – This is an illness that affects the stomach. Symptoms include diarrhoea, sickness and stomach ache. It is usually self-limiting and settles in 24 to 36 hours. Treatment consists of lots of fluids. Avoid dairy products. Consult your doctor if symptoms do not settle over 2 days or 6 hours in very young infants.

HEADLICE – These creatures, contrary to popular belief, live in clean hair and are not therefore a sign of poor hygiene. Medicated head lotion can be obtained from the chemist without prescription. Wet-comb the hair after washing and using a conditioner regularly will help.

MENINGITIS – This is a rare illness that is most common in babies, children under four years and teenagers, and requires urgent attention. It is important to be aware of the following symptoms:

- **Babies and very young children may have:** difficulty waking, a high-pitched cry that is different from their normal cry, repeated vomiting, refusing feeds, pale or blotchy skin, especially with red or blue/black bruises that don't disappear when you press on them, tight or bulging soft spot on the top of your baby's head.
- **Older children and Adults may have:** a high temperature, a constant headache, vomiting, drowsiness, dislike of bright lights, stiffness in the neck (moving chin to chest will be particularly painful), a rash of red/blue spots or bruises that don't disappear when pressed with a tumbler.

If you are in doubt, contact your doctor immediately.

MINOR CUTS & GRAZES: Wash the wound thoroughly. To stop the bleeding, apply a clean pad firmly to the wound for about 5 minutes. Cover the wound with a clean, dry dressing. A tetanus jab may be advisable if it is 10 years or more since your last one.

NOSEBLEEDS: - Sit in a chair, bend forward slightly and squeeze the nose firmly below the bone for about 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks and the temptation to pick or blow the nose for 24 hours. If symptoms persist, consult the Doctor.

SPRAINS: - Remember “**RICE**” Rest, Ice, Compress and Elevate. Apply a cold compress to reduce the swelling for 20 minutes. Then apply a firm crepe bandage or tubigrip and rest the affected area.

SUNBURN:- Avoid sunburn by covering up and using sunblocks. Treat as for burns using cold water to cool. Calamine lotion will sooth, and paracetamol will reduce the pain.

USEFUL WEBSITES

www.nhsdirect.nhs.uk

www.patient.co.uk

www.cumbria.gov.uk/socialservices

www.bbc.co.uk/health

www.2womenshealth.com

www.bbc.co.uk/health/mens/

www.teenagehealthfreak.org

www.arc.org.uk

www.arthritiscare.org.uk

VISIT: www.cartmelsurgery.co.uk

USEFUL TELEPHONE NUMBERS

NHS DIRECT	0845 46 47
CHOC (Out of Hours on Call)	0845 0524999
District Nurse	015395 33760
Health Visitor	015395 32649
Furness General Hospital	01229 870870
Westmorland General Hospital	01539 732288
Royal Lancaster Infirmary	01524 65944
Royal Preston Infirmary	01772 716565
BMI Hospital, Lancaster	01524 62345
St Mary's Hospice	01229 580305
Social Services	01539 773377
Registrar of Births, Deaths & Marriages	
	Grange 015395 34240
	Kendal 01539 773566
	Ulverston 01229 894171
Samaritans	01539 741444
Relate	0845 6024828
Police	0845 3300247
Pregnancy Advisory Service	0161 2281887
Age Concern, Kendal	01539 728118
South Lakeland Carers	01539 815970
Urgent Dental Problems	01539 716822