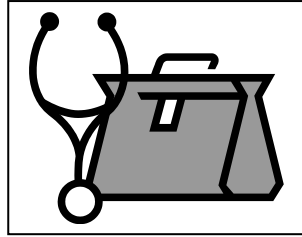


## Our Staff

### General Practitioners (GP's)

Dr Simon Wooding  
Dr Philip Rathbone  
Dr Bettina Dorling  
Dr Kate Rice  
Dr Catherine Griffiths  
Dr Phil Clark  
Dr Igone Pena  
Dr Andrew Wyatt



### Health Staff

Wendy Patrick RGN – *Practice Nurse & Nursing Team Leader*

- Minor illness/injuries
- Family Planning
- Travel vaccinations
- Childhood immunisations
- Contraception
- Asthma/hypertension/Long Term Conditions
- Wounds
- INR
- Bloods
- ECG

Sally Priest – *Practice Nurse*

- Childhood Imms
- Travel
- Contraception
- Wounds
- Bloods
- ECG

Samantha Hadley - *Health Care Assistants*

Jessica Haines

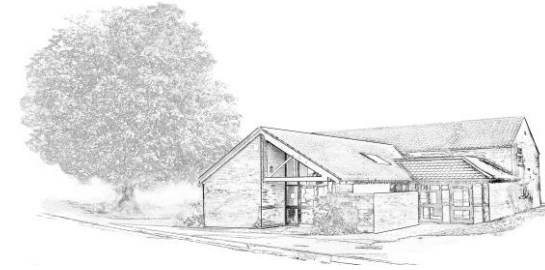
- Wounds
- INR
- Bloods
- CG

Mrs Alison Brandon – *Phlebotomist*

- Bloods
- ECG

# Vale Medical Group

## Long Clawson Medical Practice & Pharmacy



# Welcome Guide for Young People

The Sands  
Long Clawson  
Melton Mowbray  
LE14 4PA

[www.valemedicalgroup.co.uk](http://www.valemedicalgroup.co.uk)

Telephone: 01664 822214

Leaflet Rev – 2016



This booklet has been written for young adult patients of Vale Medical Group, by two fellow young patients who have been co-opted on to the Patient Participation Group (PPG). Our remit is to represent the views of younger patients.

The objectives in writing this are to:

- Inform younger patients of the services provided for them at Vale Medical Group and how to access them
- Supply contact details of services provided outside the surgery for younger patients, including the new 111 Service
- Give young people more confidence in seeking help by knowing what is available and where
- Encourage and enable younger people to take greater responsibility for their own health.

Thanks go to Alex, who had the original idea of compiling this booklet and also to Emily for her updating. They were both assisted by Wendy, Lead Nurse at Vale Medical Group.

If you have any comments that you would like to make about this booklet, please contact the Surgery on 01664 822214.

## Vaccinations

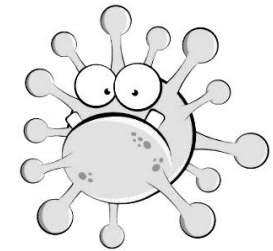
Say NO to disease

Certain diseases may seem rare because of the currently successful vaccination schemes. In order to keep them rare, it is vital you receive your vaccinations. A vaccine not only benefits you, but the more vulnerable members of your community by minimising risk of infection.

Due to vaccinations, we no longer encounter the devastating smallpox. Polio is also heading towards eradication. No wonder vaccination is considered the modern miracle – these diseases can be fatal.

Thanks to the NHS and its childhood vaccination programme, children in the UK are now protected against many dangerous diseases. These include many potentially deadly infections, such as:

- Pneumococcal
- Measles, Mumps, Rubella (MMR)
- Meningitis C/Meningitis B
- Diphtheria, Tetanus, Polio, Whooping Cough, HIB (5 in 1)



### Aged between 13-18?

You) will be offered the following:

- 3 in 1 (Td/IPV) teenage booster, given as a single jab, which contains vaccines against diphtheria, tetanus and polio.
- Meningitis ACWY

All girls aged 12 -13 years old are offered HPV (Human Papilloma Virus) vaccinations as part of the NHS Childhood Vaccination Programme. This will be administered at school.

## Travel Vaccinations

If you are travelling abroad, you may need to have some extra vaccinations. To find out if this is the case, there is a form on the Practice website to complete. Return it to the Practice so that the Nurse can see which immunisations are required. Please note that this must be done well in advance of your travel departure.

## The New 111 System

### What is “111”?

A new system devised by the NHS to aid those who need immediate medical assistance but don't believe it to be life threatening. Think of it as the in-between of booking a doctor's appointment and ringing 999.

### When do I use 111?

Examples of when it would be considered necessary to call 111 are:

- You need medical advice fast but it's not a 999 emergency
- You do not know if you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next



### What happens when I call 111?

You will be put through to a trained adviser who will ask you questions about you, or the concerned person's condition. They will then advise you on what to do next which may include; A&E, an ambulance, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the 111 adviser will transfer you directly to the people you need to speak to or book the necessary appointment.

### Further information

- It is open 24/7 365 days a year
- The calls are recorded but remain confidential. They will only be shared with others involved with your care
- The line is free

Find out more at <http://www.nhs.uk/111>

## Here to help

Teenage years are a difficult time but your Local Surgery can provide both guidance and solutions to many problems which you or a friend may encounter.

Remember, any appointment is **completely confidential**.

### Sexual Health

Long Clawson Medical Practice provides the appropriate equipment for you to self-test for Chlamydia and receive results by text, telephone or post. Testing kits are available in the loos. The Nurse is also able to take swabs, bloods and urine samples.

### Stress & Anxiety

Exams, school, and family can become quite a handful particularly at this age. Remember, you are welcome to arrange an appointment with a Doctor or Nurse to discuss any worries or concerns. If necessary, referral to the Counsellor is always available.

### Eating Disorders

You don't have to suffer alone. Arranging an appointment with a Doctor or Nurse to discuss any concerns is always available and, if necessary, referral to the Counsellor.

### Pregnancy

An array of options is available, at your discretion, regarding possible pregnancy. The Nurse is able to talk and discuss these with you as well as being able to offer equipment and medication, such as a pregnancy test or the morning after pill.

## USEFUL CONTACTS

<b>Drugs/Alcohol</b> Swanswell 34 Asfordby Road MELTON MOWBRAY LE13 0HR Tel: 0300 303 5000	<b>Smoking</b> NHS Smokefree Tel: 0800 022 4332 Mon-Fri 9am – 8pm Sat & Sun 11am – 4pm	<b>Bullying</b> Choices NHS Tel: 0800 1111 Website: <a href="http://www.choices.nhs.uk">www.choices.nhs.uk</a>
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## Opening Times

Reception		Pharmacy
Monday - Friday	8:00 – 6:30pm	8:00 – 6:30pm
<b>Saturday</b> (at one of our Surgery sites)	8:00 – 12:30pm	8:30-12:00noon

## Surgery Hours

Open Access	Evening Surgery (Appointments Only)
Monday	8:30 – 11:00am
Tuesday	8:30 – 11:00am
Wednesday	8:30 – 11:00am
Thursday	8:30 – 11:00am
Friday	8:30 – 11:00am
<b>Saturday</b> (at one of our Surgery sites)	8:00am – 12:30pm (Appointments Only)

### Open Access

- Every weekday morning to see a Doctor or Nurse.
- An appointment is not required in advance.
- All you need to do is to turn up **before 11:00am** and check in at Reception.

### Appointments

- Available every week day evening and on Saturday morning.
- Ring or turn up at Reception to book.
- Please note that phones are not on daily between **1:00 – 2:00pm**

## Clinics

The Practice runs a number of clinics, covering a range of medical issues. These clinics are run during the afternoon and will need an appointment.

**Contraception Clinic** – Wednesday - 1:00 – 3:00pm

*(However, you can also be seen about this in an open access or evening surgery)*

## Telephone Advice

The Doctors and Nurses are available to take telephone calls after morning surgery (12noon – 12:30pm). This can be to give advice, discuss test results, follow up problems or do simple medication reviews. A telephone call may save you a visit to the surgery!

One of the Doctors is on duty for the surgery from 8:00am – 6:30pm every week day. If you have a very urgent medical problem, ask the Receptionist if you can speak to the Doctor on call. During these hours, if the surgery is closed, the answer phone will give you the Duty Doctor's telephone number.

### Please remember:

**Appointments at the Practice with any Doctor or Nurse will always remain confidential at your discretion.**



**"Your x-ray showed a broken rib, but we fixed it with Photoshop."**