



## *Swingbridge Surgery*

Swingbridge Road  
Grantham  
Lincs  
NG31 7XT

Telephone

Prescriptions, Visits, Enquiries & Emergencies 571166

Appointments 578252

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

# WELCOME TO SWINGBRIDGE SURGERY

This booklet tells you all about the practice and the services we offer. We hope you will find it helpful and informative and suggest that you keep it in a safe place for future reference.

## Your Doctors

<b>Dr Dee Gallop</b>	Female	MBChB DCH DFFP	1976 Birmingham
<b>Dr Paula Welsh</b>	Female	MB ChB MRCP	2003 Glasgow
<b>Dr Kevin Shelbourn</b>	Male	BMBS MRCP DCH DFFP	1997 Nottingham
<b>Dr Amer Dar</b>	Male	MBBS DRCOG MRCP DPD	1998 Punjab

The Practice has a particular interest in Mental Health and Substance Misuse.

Dr Gallop is employed by the Mental Health Trust on a part time basis as Clinical Director for Primary Care.

## The Practice Team

This team aims to provide the best service they can. It is headed by Julie Beatty who ensures the efficient running of the practice and is available to answer any non-medical questions. The surgery staff consists of receptionists, computer operators and a secretary. They all help to keep the practice organised and running smoothly. You may talk to and seek advice from them in confidence and if they are unable to answer your queries they will refer you to someone who can.

## Practice Nurses

Our nurses have a wide variety of knowledge and skills and see patients for hypertension, asthma, COPD, diabetes, immunisations, weight reduction, lipid control, cervical smears, menopause, etc. We also provide an INR service for patients on Warfarin with results available immediately.

They are also available for general counselling and advice.

Stay in touch with our website - [www.swingbridgesurgery.co.uk](http://www.swingbridgesurgery.co.uk)

# Barrowbygate Pharmacy

*We specialise in supporting people who are housebound*

- Prescription collection & delivery
- Medicine trays for the elderly (delivered weekly)
- Incontinence products

**Please order your prescriptions a week in advance, then let us know when they will be ready to collect.**

Deliveries are made between 2.00 and 6.00pm so please tell us if you will not be at home to receive your medicines.

Please complete the repeat prescription form below and hand it to your chemist.

**176 Winchester Road • Grantham**

**Telephone: 592020**



## Repeat Prescription Collection Service

### Pharmacy Registration Form

Name

Address

Telephone Number

Doctor's Name

Surgery Address

I would like Barrowbygate Pharmacy to collect my repeat prescription from the surgery detailed above (either in person or by electronic transfer).

I will contact you if I wish to change this arrangement.

Signed

Date

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- Personal Injury (No Win No Fee)
- Industrial Disease Litigation
- Commercial Litigation
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- Conveyancing
- Wills & Probate

We pride ourselves on offering each and every client a personal, one-to-one service. We assign a team of lawyers to each case so you can be sure of having our full attention and understanding throughout the duration of your legal process.

What's more, we won't make this potentially stressful time of your life any more complicated than it already is. We speak in plain English so you can be sure of exactly what is happening from beginning to end - you can even check how things are progressing on our website 24 hours a day, 7 days a week.

To speak with one of our dedicated lawyers, call **JMP Solicitors** now on Freephone **0800 085 9966** or **01476 568100**.

**JMP Solicitors**, Newton Chambers, Newton Business Park, Isaac Newton Way, Grantham, Lincolnshire NG31 9RT

Advertising Feature

## Staff Linked To The Practice

### Health Visitors

They are qualified nurses who have undertaken further training to specialise in child care, health assessment and health promotion. The health visitors run well baby clinics and can advise and support you in areas such as the health of your baby or young child, everyday difficulties of bringing up children, immunisations, postnatal depression, unhappy or violent relationships, special problems and needs your child may have, women's health etc. You can contact a health visitor by calling 01476 590805. If you wish, they will visit you at home.

### Community Midwives

The attached community midwives run antenatal clinics in the surgery, visit before and after the baby's birth and may be involved in the baby's delivery. They may be contacted at Grantham Hospital - 565232 ext 4334.

### District Nurses/Case Managers

There is a district nursing team. They are primarily available to give nursing care to patients in their homes at the request of the doctors or the hospital. They may be contacted by telephoning Grantham 567352.

### Macmillan Nurse

The Macmillan nurse is a trained expert in the care of the terminally ill. Please ask your doctor if you feel they may be able to help.

### Enjoy your stay!

DATING back to the 1930s and set in a peaceful, picturesque area of Grantham, the White Lion Public House has been offering bed and breakfast accommodation to guests from around the world for over 10 years.

We have five rooms to let, all of which are comfortable and we cater for all at very competitive rates," said landlord Shaun Simpson, who runs the premises with his wife Sabrina.

The rooms are centrally heated and include a TV, plus tea and coffee making facilities, all at competitive rates. We throw in the friendly atmosphere as standard!

A full English breakfast is served to set up each guest for a day spent either enjoying the conveniently-close local amenities or working in the area.

And what better way to unwind at the end of a tiring day than a visit to the pub itself? We have a wide variety of beers, wines and spirits to suit all tastes, and for sports fans we have both Sky Sports and Setanta in the bar itself.

For more information or to make a reservation, call (01476) 562084.

**WHITE LION PUBLIC HOUSE**



**Bed & Breakfast**

- ♦ Warm & friendly atmosphere
- ♦ Sky Sport, Setanta - big screen
- ♦ Live music
- ♦ Accommodation consisting of five rooms - double and single available

**Tel: 01476 562084**  
53 Bridge End Road, Grantham NG31 6JJ  
Email: [info@whitelion.com](mailto:info@whitelion.com)

## Surgery Hours

The surgery is open from 8.30am to 6.00pm Monday to Friday.

Consultations are by appointment and are available during the following times:

	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>
8.50am-12.15pm	Dr Gallop Dr Welsh Dr Dar	Dr Gallop Dr Welsh Dr Shelbourn Dr Dar	Dr Welsh Dr Shelbourn Dr Dar	Dr Gallop Dr Welsh Dr Dar	Dr Gallop Dr Welsh Dr Shelbourn Dr Dar
3.30-5.30pm	Dr Gallop Dr Welsh Dr Dar	Dr Gallop Dr Welsh Dr Shelbourn Dr Dar	Dr Welsh Dr Shelbourn Dr Dar	Dr Gallop Dr Welsh Dr Shelbourn	Dr Gallop Dr Shelbourn Dr Dar

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## Seeing A Doctor

Appointments may be made by telephoning 578252 or by calling at the surgery. If you are unable to keep an appointment please tell us so that we can offer it to somebody else.

Patients who persistently fail to attend their appointments may be removed from the practice list.

There are two types of appointment:

**Routine** appointments where patients can see a doctor of their choice.

**Emergency** appointments, which are for patients with genuine medical emergencies. The doctor can only deal with the problem requiring immediate attention. If you wish to raise any other matter with the doctor, you will be asked to book a routine appointment. If the doctor considers that your problem is not genuinely urgent or if there is not sufficient time to deal with the matter thoroughly and carefully, you may be asked to book a further routine appointment.

We must adhere firmly to this policy to avoid unreasonable waiting times.

### Home Visits

Where possible requests for home visits should be made between 8.30 and 10.30am. Be prepared to give brief details of the problem to the receptionist to enable the doctor to assess the urgency of your call then the duty doctor will ring you back to discuss. Please remember, visits are for people who are too ill to attend the surgery. Several patients can be seen in the surgery in the time it takes for a home visit. It is not possible for a specific doctor to visit you.

Visits requested after 10.30am should be for **URGENT** problems only and will be dealt with as soon as possible by the doctor on duty for that day.

### Medical Emergencies When The Surgery Is Closed

The out of hours service is the responsibility of the Lincolnshire South West Primary Care Trust which covers emergencies between the hours of 6.30pm and 8.00am on weekdays, Saturdays and Sundays. If you require assistance for a medically urgent problem during the above times please ring 571166. The out of hours answering service will take details of your problem and arrange for the health professional on duty to ring you back. The health professional will either provide telephone advice, arrange for you to visit the Primary Care Centre at Grantham Hospital or offer to visit you if you are too ill to travel.

## Services

### Repeat Prescriptions

To request a repeat prescription you may telephone 571166 or call in to reception between 8.30am and 6.00pm Monday to Friday. Please ensure that you have the exact details of the medication you require.

The prescription will be ready for collection up to 48 hours later.

All patients on repeat medication are reviewed by the doctor regularly.

If you are asked to attend for review and fail to do so the doctor may discontinue your repeat medication. This is because the surgery is required to monitor long term medication with appropriate tests and reviews to maintain safe prescribing.

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### Telephone Advice

If you ring in the morning your details will be taken and the doctor will phone you back later or you can ring at 3.15pm.

### Test Results

Telephone or call in person, preferably between 3.30 and 4.00pm. In order to maintain confidentiality, results can only be given to the person concerned.

### Personal Details

If you change your name, address or telephone number etc, please give full details to the receptionist, including the new postcode and telephone number.

### Access For Disabled

As a purpose-built health centre we are fully equipped with facilities for the disabled with access ramps, double doors and disabled toilet facilities.

## Special Services

The doctors and nurses of the practice are all committed to health promotion, believing it is better, where possible, to prevent illness rather than treat it.

### NHS Health checks

All patients over the age of 40 years are encouraged to attend the nurses for a regular health check.

### Smear Test

This is an examination of the neck of the womb (cervix) for changes which occur before cancer develops. We strongly recommend this test for all women from the age of 25 up to the age of 65 who are or who have been sexually active. We run a recall system for this examination.

### Chlamydia Screening

We encourage all patients between the ages of 16 and 24 to undertake an annual urine screening test for chlamydia.

### Antenatal Clinic

This is run by the midwife on Tuesday between 1.30 and 3.30pm by appointment.

### Child Development And Immunisation

Routine immunisations and developmental checks are carried out every Monday between 2.00 and 3.00pm by appointment.

### Travel Immunisation

If you intend going abroad on holiday or business, you may need the protection of travel vaccinations. Please complete a travel vaccination form and hand in at reception. The practice nurse will check what vaccinations you need for your destination and look at what you have already received. You will then be contacted to advise if vaccinations are required. If possible allow two months before departure. We advise you to take a sterile needle pack whenever visiting Third World countries where hygiene is dubious.

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## Adult Immunisation

We run an annual influenza programme and we offer all other immunisations as recommended by the Department of Health.

## Family Planning

All the doctors offer advice about family planning, including the pill and all other methods. Coils and subcutaneous contraceptive implants are fitted in surgery by Dr Gallop. The doctors are happy to prescribe the 'morning after' contraception at any consultation. This can be taken up to 72 hours after intercourse and the service is, of course, completely confidential. We also belong to the 'C Card Scheme'. If under 25 years, you can register and receive free condoms on presentation of your card.

## Minor Surgery Services

These are carried out by our doctors and nurses - you will need a special appointment. Please make an appointment with one of our doctors first.

## Diabetic Clinic

We run a regular diabetic clinic where advice is given on all aspects relating to diabetes. The practice is regularly visited by the mobile Retinopathy Camera to complement our care of diabetics.

## Chronic Heart Disease Clinics

These clinics are run by the nurse and offer help and advice regarding all aspects to the disease.

## Asthma And COPD (Chronic Lung Disease) Clinics

These clinics are run by the nurse and offer help and advice on lifestyle, inhaler technique and medication. Patients are seen regularly and referred back to the doctor when appropriate.

## Smoking Cessation Clinics

These are run in the practice by a qualified Phoenix Smoking Cessation Advisor.

## Non-NHS Examinations/Services

If you need a special examination, eg fitness to undertake sport, pre-employment medical or PSV and LGV medicals, it will be undertaken by appointment and a fee will be charged. A list of these charges is displayed in the reception area.

## Comments And Complaints

We operate a practice complaints procedure as part of an NHS system dealing with complaints. Should you have any comments, suggestions or complaints regarding the practice, please make an appointment with the practice manager.

## Patient Confidentiality And Data Protection

We ask you for personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is necessary that medical information about you is shared between members of the practice team.

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## 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.

## Health Promotion

We encourage all our patients to share the responsibility for their health, both by preventing disease and treating existing diseases. Many serious diseases can be prevented by a healthy way of life. You may discuss ways of promoting improvements in your general health with your doctor or with our practice nurses.

### Particularly Important Are:

**SMOKING** - The single largest preventable cause of ill health in this country. A major cause of cancer, bronchitis and heart disease.

**DIET** - To control weight and to reduce cholesterol in the blood to prevent heart disease.

**EXERCISE** - To reduce weight and increase wellbeing.

## Self Treatment Of Common Illnesses

Many common illnesses get better on their own and can be treated at home and do not require the attention of a doctor. We hope you find the following notes of some guidance in self-management. Remember, your local pharmacist is highly trained and able to give advice on minor illnesses and will always ask you to consult a doctor if necessary.

### A Temperature

A temperature occurs commonly even with mild infections. In small children it is important to stop the temperature rising too quickly - they should be given Paracetamol syrup or Ibuprofen, which may be bought from the chemist, and their fluids increased significantly. If they still appear hot, they should be gently sponged with tepid water in order to cool them. If a temperature is very high and does not come down with the above treatment, you should consult your doctor. A child or adult with a temperature will not come to any harm being brought by pushchair or car to surgery.

### Colds And Flu

These usually start with a runny nose, cough, temperature and aches. They are caused by a virus and antibiotics are of no use in their treatment. Treatment consists of taking the recommended doses of Paracetamol for the temperature and aches and drinking plenty of fluids.

### Sore Throats

The majority are caused by a virus. These are tiny germs that cannot be killed by antibiotics. Most sore throats get better in a few days on their own. A hoarse voice suggests viral laryngitis. You should gargle with soluble aspirin four times a day for adults; take plenty of rest and steamy inhalations. In children, use Paracetamol and fluids. If you are getting worse after three days seek medical advice.

### Coughs

Coughing acts as a protector if dust or food enters the air passages. It also prevents mucus from causing infection on the chest. Steam inhalations are excellent as are some linctuses you can buy from your local chemist. See the doctor if the cough lasts more than a week after a cold, if there is breathlessness, pain or if you are coughing up blood.

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## Earache

This is very common and often associated with a cold. Simple treatment includes giving regular doses of Paracetamol or Ibuprofen syrup to children and Paracetamol or Ibuprofen tablets to those over 10 years of age. Consult the doctor in normal surgery hours if the earache does not settle in 48 hours.

## 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 and resting the digestive system by having nothing solid to eat for 24 hours.

Non-milky fluids in small quantities or better still Dioralyte should be taken frequently. If the diarrhoea contains blood or there is severe pain or high fever, you should discuss it with your doctor. Diarrhoea and vomiting in small babies and children should be treated with caution, and your doctor will be happy to advise you if necessary. Elderly people and those with medical conditions should consult a doctor.

## Backache

Most attacks of backache will settle within a few days with simple painkillers (ask your pharmacist for advice). We now know that back pain gets better more quickly if you try to remain active rather than confining yourself to bed.

If the pain does not settle within a few days you should contact the doctor.

## Nosebleeds

Nosebleeds are quite common and usually stop in a few minutes. The best treatment is to lean forward with your head over a basin or bowl with your mouth open. Then pinch your nose firmly between your thumb and first finger. You should pinch the fleshy part of your nose below the bony bridge and keep applying pressure for 10 minutes. It may also be worth holding a cold pack (such as a bag of frozen peas) over the nose.

Once stopped try to avoid blowing your nose or sneezing for a few hours. If the bleeding does not stop after 20 minutes, it is then wise to contact the nearest casualty department.

## Head Lice

These creatures, contrary to popular belief, prefer clean hair and are therefore not a sign of poor personal hygiene.

Medicated head lotion can be obtained from the chemist without prescription.

However, the most important part of the treatment is the very careful use of a nit comb every night for two weeks. Prescription shampoos do not work.

## Burns And Scalds

Place the burnt area under cold running water for at least 10 minutes. Then cover the area with a clean dry towel or wrap in cling film. Seek medical advice either in casualty or from your GP if you are worried.

Do **not** put oil on the burn and do **not** prick blisters.

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## Chickenpox

On the first day a rash appears with small red blotches about three or four mm 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 blisters will turn crusty and fall off. Calamine lotion may be applied to help the itching and Paracetamol will help the fever and discomfort. The most infectious period is two or 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 scabs are dry.

## Zero Tolerance

The practice team want to help care for their patients. Help them to do their job by being courteous and co-operative. They will not tolerate verbal or physical abuse, or damage to the surgery. Such incidents will be treated seriously and may lead to removal from the practice list and/or prosecution.

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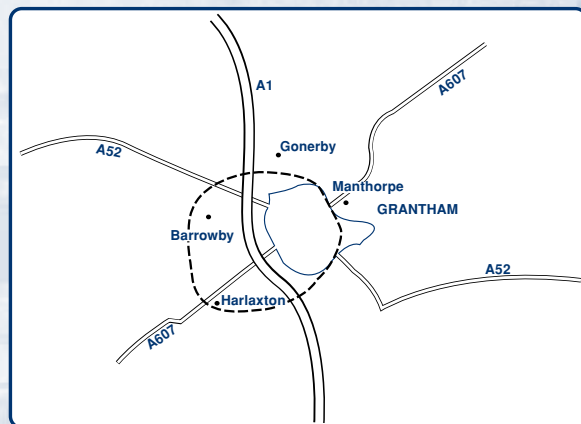
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## Our Practice Area



## Useful Telephone Numbers

Surgery - Prescriptions, Visits,  
 Enquiries & Emergencies 01476 571166  
 Appointments 01476 578252

Grantham Hospital .....	01476 565232
Lincoln Hospital .....	01522 512512
Pilgrim Hospital.....	01205 364801
Queens Medical Centre.....	0115 924 9924
Beaconsfield.....	01476 591233
Social Services.....	01476 561061
Police.....	01476 562501
Health Visitor .....	01476 590558
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