

Southview Surgery

**178 Musters Road
West Bridgford
Nottingham
NG2 7AA**

Emergencies & Home Visits Tel: 0115 981 4472

Appointments Tel: 0115 982 1836

Fax No: 0115 981 2812

www.southviewsurgery.co.uk

Welcome To The Practice

General Practitioners

Dr Kevin Graham Bratt (Male)
BMedSci (1980 Nottingham)
BM BS (1982 Nottingham) FPA Cert 1985

Dr Lynn A Ovenden (Female)
MB ChB (1990 Sheffield) DRCOG MRCGP DFFP

Dr Nicholas J Hutchinson (Male)
BM BS (1991 Nottingham) MRCGP
BMedSci (1989 Nottingham)

Dr Barbara Long (Female)
MB BCh (1985 Galway) BAO DCH MRCGP

The Primary Care Team

Practice Manager

Janet Taylor and Gay Robinson (Job Share)

Receptionists

Five Receptionists and one Practice Secretary

Practice Nurse Prescribers

Sonia Price RGN
Karen Monk RGN

Practice Nurses

Christine Burkitt RGN
Barbara Shaw RGN

Health Care Assistant

Lizy Taylor, Primary Health Care Assistant

Community Nurses

Community Matron, District Nurses, Midwife, Health Visitor and Pharmacist are employed by the PCT and attached to the Practice.

Medical Students

We are fortunate to have medical students attached to our Practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor.

Surgery Times

Monday	8.00am - 6.30pm
Tuesday	8.00am - 1.00pm and 1.30 - 6.30pm
Wednesday	8.00am - 1.00pm and 1.30 - 6.30pm
Thursday	8.00am - 1.00pm and 1.30 - 6.30pm
Friday	8.00am - 1.00pm and 1.30 - 6.30pm

Dr Bratt - Monday, Tuesday, Thursday & Friday am & pm

Dr Ovenden - Monday, Tuesday & Thursday am & pm

Dr Hutchinson - Monday, Wednesday, Thursday & Friday am & pm

Dr Long - Tuesday, Wednesday & Friday am & pm

Registering With The Practice

Please come to the surgery and our receptionists will be pleased to help you. If you have a medical card please bring it with you, otherwise we will provide you with a registration form to complete. You will be offered an appointment with the nurse for a brief health check, please take advantage of this. You are welcome to consult any of the Doctors within the Practice.

How To See Your Doctor

The Practice will endeavour to make your appointment with the Doctor of your choice. If this is not possible, an explanation will be offered.

In Surgery

10-minute appointments are available during the surgery times. Except for emergencies, you will always need to make an appointment to see a Doctor. We will always see URGENT MEDICAL problems on the same day. Appointments can be made either by calling at reception, or by telephoning the surgery as early as possible on the day you wish to be seen. The majority of appointments are available for same-day booking, but a number of routine appointments can be booked up to two weeks in advance.

We would be grateful if you would arrive on time for your appointment and tell reception you are here. Please let us know as soon as possible if you are unable to attend, as we may be able to offer the appointment to someone else.

Home Visits

Telephone 0115 981 4472

Home visits are at the Doctor's discretion and usually reserved for housebound and terminally ill patients. In all other circumstances we would expect patients to attend surgery to facilitate examination and investigation. If you wish to request a home visit, please contact the surgery before 10.00am to enable the Doctor to assess the need for a visit.

Emergency Out-Of-Hours Care

Whatever time of day or night, the telephone number is the same: 0115 981 4472. If the surgery is closed your call will automatically be transferred to the Nottingham Emergency Medical Services who will deal with your problem. NHS Nottinghamshire County will be responsible for commissioning this service.

Chest Pain - If you suspect a heart attack, please ring 999 and ask for an ambulance.

Local Walk-in Centre

Walk-in Centre, London Road, Nottingham Tel: 0115 844 0212.

Test Results

Test results will be available to you over the telephone. You are asked to ring between 3.00 and 5.00pm.

Repeat Prescriptions

Please allow 48 hours for repeat prescriptions. Please use the computer slip, ticking the boxes for the items you require, or fill in a repeat prescription request form available from reception, and either drop it in or post it with a stamped addressed envelope for return. Personal arrangements may be made with your local Pharmacy to order and collect. We regret that, except in exceptional circumstances, we cannot take repeat prescription requests over the telephone.

The Nurse Prescribers

We have a minor illness clinic Monday to Friday mornings and the following complaints can be dealt with: cystitis (women), vaginal discharges, thrush, emergency contraception, urine infection, worms, bites, mouth ulcers, cold sores, conjunctivitis, mild eczema, impetigo, back pain, joint pain, chest infections, diarrhoea and vomiting.

The Practice Nurse

Our experienced Practice Nurses run the following clinics: diabetes, asthma and coronary heart disease prevention. Well man and well woman clinics are run for smoking cessation, pill checks, blood pressure and weight checks, plus cervical smears. In addition to the normal treatment room services, eg dressings, childhood vaccinations, ECGs, flu and pneumonia vaccinations, we offer confidential advice for teenagers, pre-conceptual advice and emergency contraception advice.

Child Health

We provide a child health service and a full immunisation programme.

Diabetic Clinic

All eligible patients are invited to attend annually. In between clinic appointments, most patients attend normal surgery appointments, which are arranged individually. If you have diabetes and have recently joined the Practice, please make an appointment with Dr Hutchinson to arrange your package of care.

Antenatal And Postnatal Care

All the Doctors provide antenatal and postnatal care. Please make an appointment if you are pregnant, or require pre-conception advice. If pregnant, you will be referred to the Midwife who runs an afternoon antenatal clinic. The Doctors will see you in normal surgery times for antenatal appointments.

Family Planning And Well Woman

All Doctors and Practice Nurses are available for advice in family planning, the menopause, HRT and all aspects of women's health.

Minor Surgery

Minor operations are provided by the Doctors at the Practice so you may not have to go to hospital for some small operations. Just make a routine appointment with the Doctor who will advise you if this is possible.

Over 75 Years Of Age

We would like you to stay as fit and healthy as possible, so if you have not had a check-up in the last three years, please telephone to make an appointment for one with the Practice Nurse.

Travel Vaccinations

Please allow four to six weeks before travel for these vaccinations as some take at least two weeks to become effective and may require more than one dose. Please note, backpackers or anyone travelling for one month or more needs a double appointment. There may be a charge for some vaccinations.

Medicals

We also undertake insurance and pre-employment medicals, as well as medicals for certain jobs, sports, etc. Please ask at reception.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes.

Please contact the reception staff in October for details of the vaccination date and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Comments And Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestions box.

Disabled Access

At Southview Surgery a reserved car parking space for the disabled is marked near the front door. Wheelchair access to the building is via a ramp near the front entrance. Patient services are provided at ground floor level. A disabled patients WC is provided on the ground floor. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Service Authority. Please note that we have to respect our duty of confidentiality to patients and patients' consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our Practice Manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within 14 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

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



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EYE PROFESSIONALS

Bringing the boutique experience to optical care

Feast your eyes on our gorgeous boutique-style clinic. Enjoy one-to-one optical care in a space specially designed to help you relax. Have the clinic all to yourself every moment of your visit and the complete attention of our qualified optometrist.

Something for Everyone

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- Consultant Eye Surgeon
- Sports Vision Specialist
- Private & NHS Eye Examinations
- Dedicated Children's Frame Area
- High Fashion & Designer Eyewear

Special Offer
20% OFF
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**36 Regent Street
Nottingham
NG1 5BT**
By Appointment Only

0845 604 1681
www.parkvisionnottingham.co.uk

YOUR eyewear should make a statement. After all, it's often the first thing people notice about you. That's why Park Vision Eye Professionals in Nottingham make choosing your frames or lenses just as important as your eye examination - and they won't hand you over to a clinical assistant. After your examination, you will be given the time and advice you need to choose from an extensive and striking range of high fashion and designer eyewear.

It's not often you get an expert all to yourself. But that's exactly what you can expect at Park Vision. They only ever see one patient at a time, so you will have the personal attention of optometrist Michelle Beach throughout your one-hour visit. There is a fabulous frame to suit every budget and plenty of advice when choosing it!

Michelle trained at Cardiff University and Queen's Medical Centre in Nottingham. She spent two years in clinical and corneal research which resulted in ophthalmic awards in the US and UK. She holds a diploma in sports vision and is a member of the Sports Vision Association.

Michelle has spent the last 13 years in private practice. Her special interests lie in Low Vision Aid, Sports Vision, children's prescribing and of course, the fashion trends of designer eyewear. She trained in London with Tom Davies who has a couture business designing frames for the rich and famous. Park Vision stocks his "off-the-shelf" collection of bespoke frames. So, if you can't find what you are looking for, you and Michelle can create your own made-to-measure glasses with inspiration from these designs.

You can visit Park Vision for private and NHS eye examinations and family appointments are very welcome. Park Vision not only has adult eyewear to suit all needs but also has a dedicated frame area specifically for children. They should look and feel special too!

If you need a medical eye consultation or are contemplating surgery, Gavin Orr, Park Vision's consultant eye surgeon, will be happy to see you for pre- and post-op ophthalmic appointments.

We look forward to seeing you soon.

Attract more business by placing your advert here. Simply call 0800 0234 196.



First Class Cleaning & Domestic Services - Est 2003

- High-quality, personal service • All staff CRB checked
- Fully insured • Regular cleaner

(You will always have the same girl or girls at each visit. Should one of the team not be able to work, Louise, who started the business, will put on her rubber gloves and help where needed.)

A good general clean includes:

- Feather dusting ceilings for cobwebs
- Dusting and polishing
- Bathrooms – cleaning all sanitary ware, shelves and mirrors
- Windows (time allowing)
- Wipe down kitchen units
- Clean kitchen sink
- Clean hob or cooker
- Wipe light switches, door handles
- Vacuum (including floors) moving furniture where possible
- Mop all floors

We bring all our own equipment, always using very good quality products and vacuum cleaners.

Other services include:

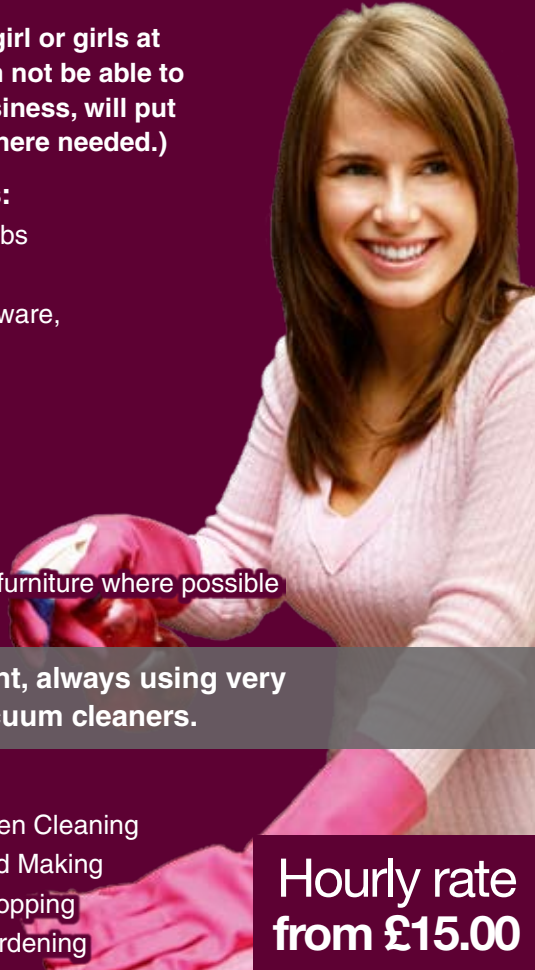
- | | |
|-------------------------|---------------|
| One Off / Spring Cleans | Oven Cleaning |
| Fridge/Freezer Cleaning | Bed Making |
| Ironing | Shopping |
| Holiday Home Care | Gardening |

Hourly rate from £15.00

Please call us to carry out a personal assessment of your requirements.

Tel 0115 923 0148 & 07759 410047

www.heavenhelpers.co.uk louise.mcniven@talktalk.net



A spring clean all the year round!

Think back to how good you felt just after taking delivery of a new suite, or perhaps just having had a new carpet fitted. New furnishing has a smell all of its own, doesn't it and for the first month or so, extreme care is taken.

However, as with all things, 'life' soon intervenes and all too soon the new furnishings become, quite literally, 'part of the furniture'.

Obviously it would be impractical, not to mention prohibitively expensive, to replace furnishings and carpets every six months or so – BUT you can enjoy many of the benefits of new furnishings by having your home or office cleaned regularly by a local, reputable firm.

What a treat to come in from work and be able to just walk in and sit down and enjoy your home without having to rush round and clean it. Perhaps you have been ill or are just getting older and slowing down and don't feel able to really keep on top of the cleaning as you like it.

Many local companies offer a range of services for your home and garden, so contact your local cleaning company Heaven Helpers who will be delighted to explain the range of services they offer, all designed to give you and your home or office a real lift, and create a healthier environment. So don't wait for spring. Contact Heaven Helpers and enjoy the benefits right now!



West Bridgford Orthodontic Centre

"We specialise in teeth straightening"

We offer treatment for NHS patients and private patients

Opening times:

- Mon & Tues 8am-7pm
- Wed & Thur 8am-5pm
- Fri 8am-3pm

The West Bridgford Orthodontic Centre,
166 Loughborough Road, West Bridgford,
Nottingham NG2 7JE

Email: westbridgford-pm@idhgroup.co.uk
www.westbridgfordortho.co.uk

Telephone: **0115 981 9465**

The West Bridgford Orthodontic Centre

Not happy with your smile? Then we can help you. We specialise in Teeth Straightening for Children and Adults. We offer various brace types, which include clear and hidden braces so nobody even knows you are having treatment. We have interest free payment options to suit everyone.

Our practice offers a professional and friendly service with highly qualified clinicians and an experienced caring team. We appreciate that your smile is precious and we want the very best quality results for you.

The practice is conveniently situated on the corner of Loughborough Road and Northwold Avenue on the same side as Asda. We have parking available at the practice.

If you would like to book a consultation with our Orthodontist, or simply would just like a chat with our Treatment Coordinator, then please do not hesitate to contact our friendly team on the contact details provided.

The West Bridgford Orthodontic Centre,
166 Loughborough Road, West Bridgford,
Nottingham NG2 7JE
Tel: 0115 981 9465

Email: westbridgford-pm@idhgroup.co.uk
Website: www.westbridgfordortho.co.uk

Advertising Feature

Advertising Feature



51 Stodman Street
Tel: 01636 705677
 www.duffy-optometrists.co.uk

Diabetic Retinopathy Screening
 Low Vision Services
 Home Visits
 NHS & Private
 Sight Tests and Eye Examinations
 Children's Sight Tests
 Vision & Learning Assessments



NEW PATIENTS WELCOME

High Tech Optometry - With The Personal Touch

DUFFY Optometrists Ltd may be a relatively new name in Newark, but this family business has been established within the county for over 20 years providing comprehensive and professional eye care services.

Based in Mansfield, the practice has three offices. In Newark they took over the Sheldrake practice in Mount Lane when Andrew Sheldrake retired.

They have recently moved the practice from its long established site opposite the Palace Theatre to new air-conditioned and wheelchair-accessible premises at 51 Stodman Street.

The practice ethos is to provide comprehensive and personal service, using the full extent of their professional skills and new technology.

They provide a full range of eye care services to all age groups including pre-school children. In addition to the normal sight tests, spectacles and contact lenses that you would expect from any opticians, Duffy's also provide specialist services such as Low Vision Care, Diabetic Retinopathy Screening, Digital Retinal Photography and a Vision and Learning service for students with dyslexia. Home visits can be arranged for patients who cannot attend the practice.

They carry a wide range of frames including designer ranges, with an emphasis on quality and value for money. Contact lens fitting is available for complex prescriptions as well as disposable lenses.

New patients, NHS or private, are always welcome, and are assured of the very best attention.

Advertising Feature

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

www.bodysculptpt.co.uk
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 Clare Stewart BSc MSST
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 ** FREE CONSULTATION **
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- Sports Conditioning
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- Exercise & Fitness for Children
- Zumba Fitness Classes

Mobile Service - Adaptable to your location

* Available at LivingWell The Hilton, Junction 24, M1 Derby Road Castle Donington, Derby DE74 2YW




How can a Personal Trainer help?

Some people are happy to follow their own programme in their own time and place, and at their own pace. However, for those who lack the time, motivation, or energy to train effectively on their own, a Personal Trainer can be the answer. So, when should you consider a personal trainer? Well, when you are overweight or underweight, when you are unfit or want to get fitter, when you are in training, when you are bored with training, when the kids have left home, when the jeans don't fit, when you are too busy to keep fit, when you are going skiing, when Christmas has happened, when Summer is about to happen, when aerobics has got boring, when you can't avoid the mirror, when you always avoid the scales; in short, when you want to!

A personal training session will normally last for one hour. This will usually follow along the lines of a brief warm-up followed by your main training programme then a cool down or relaxation period.

Programmes may vary from one session to the next according to your progress.

Advertising Feature

William Roberts & Sons Funeral Directors

Tel: (01949) 842401

A Caring, Personal, 24 Hour Service offering Dignity and Discretion in Times of Bereavement from a Local Family Business.

PRIVATE CHAPELS OF REST
 MONUMENTAL STONEMWORK

Pre-payment funeral plans now available through Golden Charter
 OFFICE AND RESIDENCE:

Devon Ford, Devon Lane, Bottesford, Nottingham NG13 0BZ

Principals: Mr W J Roberts (Prop) Mrs M Roberts (01949) 842042



To encourage our patients to become your clients or customers, advertise your business now through our practice booklets, appointment cards and website.
Simply call 0800 612 1516 for more information.

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

Confidentiality

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 team.

Zero Tolerance

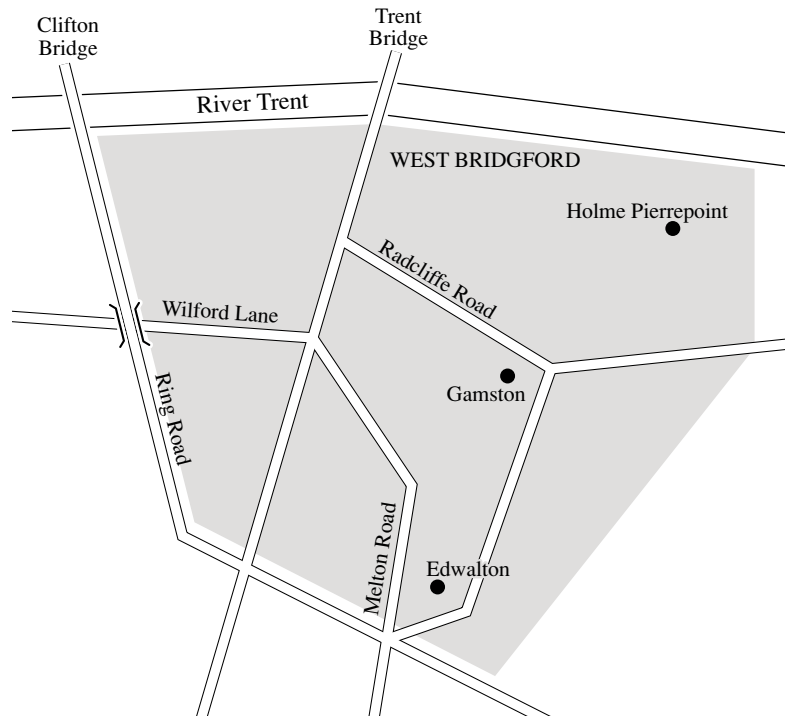
We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list. In extreme cases we may summon the police to remove offenders from the Practice premises.

Freedom Of Information

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 routinely make available.

Practice Area

Doctor Bratt, Ovenden, Hutchinson and Long accept onto their list patients who live within the Practice area. A sketch map of our Practice area is shown below.



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

Primary Care Trust

NHS Nottinghamshire County PCT
Birch House
Ransome Wood Business Park
Southwell Road West, Rainworth
Mansfield, Nottinghamshire NG21 0HJ

Practice Charter Standards

These are the local standards set within this Practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

Our Responsibility To You

We are committed to giving you the best possible service.

Names: People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the Doctors' or Nurses' names are indicated on their surgery doors.

Waiting Time: We run an appointment system in the Practice. You will be given a time at which the Doctor or Nurse hopes to be able to see you. You should not wait more than 20 minutes in the waiting room without receiving an explanation for the delay.

Access: You will have access to a Doctor rapidly in case of emergency. Please telephone immediately; we will always see urgent medical problems on the day. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

Telephone: We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a Doctor by telephone.

Test Results: If you have undergone tests or x-rays ordered by the Practice, we will inform you of the results at your next appointment. If no further appointment needs to be arranged, we will advise you when and how to obtain the results.

Respect: Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Information: We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

Health Promotion: The Practice will offer patients advice and information on steps they can take to promote good health and avoid illness and on self-help which can be undertaken without reference to a Doctor in the case of minor ailments.

Health Records: You have the right to see your health records subject to limitations in the law. These will be kept confidential at all times.

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

Your Responsibility To Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

We need help too. Please ask for home visits by the Doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital not the practice.

We ask that you treat the Doctors and Practice staff with courtesy and respect.

Please read our Practice booklet. This will help you to get the best out of the services we offer.

It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your Doctor.

Useful Telephone Numbers

Nottinghamshire Health Authority.....	0115 912 3344
NHS Direct.....	0845 4647
Online.....	www.nhsdirect.nhs.uk
Walk-in Centre Nottingham*	0115 844 0212
Musters Road Health Clinic.....	0115 945 5066
Queens Medical Centre.....	0115 924 9924
City Hospital.....	0115 969 1169
Social Services.....	0115 914 1500
Age Concern	0115 947 5892
AIDS Helpline	0800 622738
APAS Nottingham.....	0115 941 4747
Alcoline Nottingham.....	0115 641 4747
Citizens Advice Bureau Nottingham	0115 241 4747
Police West Bridgford.....	0115 945 5999
Rape Crisis Centre	0115 941 0440
Relate (marriage guidance) Nottingham.....	0115 950 7836
Rushcliffe Borough Council	0115 981 9911
Samaritans Linkline	08457 90 90 90

* Nottingham Walk-in Centre, London Road, Nottingham

* Visit the NHS Website: www.nhs.uk

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
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For the latest information click to: www.southviewsurgery.co.uk

