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FRONT COVER

CHELSTON HALL SURGERY

Dr Helen Paley

Dr Louise Solari

Dr Stefano Cannizzaro

Dr Philipp Buschtoens

Dr Katharina Jaeschke

OLD MILL ROAD • Chelston • Torquay TQ2 6HW

Enquiries / Emergencies

Tel: 01803 605359

Appointments

Tel: 01803 605117

Prescription Line

Tel: 01803 607000

Fax Line

Tel: 01803 605772

www.chelstonhall.co.uk

email: chelston.hall@nhs.net

Prescription email service: prescriptions.chelston@nhs.net

BACK COVER

MAP OF THE
PRACTICE AREA

MAIN TEXT

WELCOME TO OUR PRACTICE

Chelston Hall Surgery is a small, friendly, family practice located in Chelston, Torquay. Our practice covers the whole of Torquay and extends into many parts of Paignton.

Based in a Victorian building and originally built in the middle to late 1800s by the Howard family who were wealthy cotton mill owners in St Petersburg, Russia and owners also of large estates in Sweden. The house was bought as a family home in 1939 before being converted into a hotel until 1974 when it was reconverted into self-contained holiday apartments. At the beginning of October 2007 we closed our previous surgery, Walnut Lodge, and moved into new premises and became known as Chelston

Hall Surgery. Importantly, our new home, Chelston Hall, has car parking facilities, disabled access, a lift to all floors and a pharmacy on site.

Walnut Lodge Surgery, itself situated on Walnut Road, was established in 1978. Although most of our patients live in the surrounding areas of Chelston and Livermead our practice area covers the whole of Torquay as well as much of northern Paignton and the villages of Marldon, Compton and Kingskerswell.

We have five doctors, Drs Helen Paley, Louise Solari, Stefano Cannizzaro, Philipp Buschtoens and Katharina Jaeschke and a dedicated team of receptionists, nurses and counsellors to serve the health needs of our registered patients.

Chelston Hall is recognised as a Training Practice, which reinforces both the experience and skills of our doctor team. From time to time we will have an additional doctor working with us called a Registrar. They are fully qualified doctors who need to spend some additional time in the practice to finish their training as a GP.

We believe in helping our patients to make healthy choices and support them to best manage their health problems. We recognise the limitations of many drug treatments and promote the importance of self-help and non-drug treatments in managing many chronic complaints. The practice is active in its work to improve access to treatment throughout Torbay for those with substance misuse problems.

We offer a full range of services for our patients including Baby Clinic, Child Development, Family Planning, Maternity Care, Minor Operations, Asthma Clinic, High Blood Pressure Clinic, Diabetes Clinic, Well Person Checks and Travel Immunisations.

2004 saw the introduction of an annual Review Clinic for patients with diabetes, asthma, heart problems and various other medical conditions. An appointment at this clinic will review your condition, optimise treatment and discuss any other problems that you may have. This will save you time, allowing you to have just one appointment rather than several appointments spread throughout the year. Patients will be invited for an appointment to this clinic during the month of their birth.

2006 and we introduced our Healthy Living Review programme for patients over the age of 75. Our nursing team will visit patients, particularly those who are less frequent users of our service, in their own home and offer a full check-up.

Improved access to our doctors is a key priority with over 75% of consultations available on the day.

We look forward to seeing you whether you are a current patient or new to our area.

o THE DOCTORS

Dr Helen Paley

MBBS MRCGP DRCOG - Registered Newcastle 1988

Qualified from Newcastle University in 1988. She particularly enjoys dealing with women's problems, child health and counselling. Her other responsibilities at the surgery include staff issues and clinical governance. She hopes soon to be accredited as the second GP trainer at the practice. Married with three sons, her leisure time is spent in various outdoor pursuits such as playing hockey and squash or general socialising.

Dr Louise Solari

MBBS MRCGP - Registered London 1988

Qualified from St George's Hospital, London in 1988. She enjoys the full range of general practice particularly women's health and diabetes.

Out of surgery Louise enjoys the outdoor life with camping, tennis, cycling and walking among her favourite pastimes. She enjoys good food and wine. Louise is married with two sons.

Dr Stef Cannizzaro

MB ChB DCH MRCP - Registered Leicester 1988

Qualified from Leicester University in 1988. Stef was born in Torquay, growing up locally and his special interests include psychiatry and postural problems. He also spends one day a week as lead GP for the Primary Care Addiction Service.

Away from the surgery, travelling, walking and cooking are amongst his favourite pastimes. Stef is married with two daughters and a son.

Dr Philipp Buschtoens

State Med Exam MRCP DRCOG DFFP - Qualified Berlin 1993

Philipp was born in Germany, moving to Torquay in 1995 and has worked extensively in general medicine in Torbay and one year as a rural GP in New Zealand.

Away from the surgery, travelling, motor biking and camping are amongst his favourite pastimes. Philipp is married with one daughter and one son.

Dr Katharina Jaeschke

State Med Exam MD FRCA MRCP DFFP DRCOG

Trained in Bochum Medical School and worked in Germany for a year before moving to the UK in 1995. She initially trained as an Anaesthetist, working in Barnstaple, Exeter, Leicester, Boston and Derby. After a year in New Zealand and having two sons she and her husband moved back to the South West and she went on to train in General Practice. She enjoys running, cycling and walking to balance her love of good food!

o CLINICAL STAFF

At Chelston Hall Surgery we work as a team. The doctors are helped in their management of clinical problems by highly experienced and fully qualified nursing staff.

Practice Nurse Jackie Holt SRN, RM, Dip PNS, Clinical Nurse Specialist in General Practice, Nurse Sally Young RGN, ENB998 and Nurse Lisa Robson RGN are experienced nurses who are able to see and advise patients.

Our fully trained healthcare assistants, Beverley Light, Shirley Bradshaw and phlebotomist, Kathy Williams assist them in their patient care.

The nursing team can deal with many health issues such as health promotion, immunisations, contraceptive advice, cervical smears, dressings, ear syringing as well as manage a variety of illnesses. They run their own clinics for Chronic Disease Management of Diabetes, Asthma, HRT, IHD and Hypertension to which you have access via appointment and, in addition, assist the doctors in patient treatment and management.

The practice also has a team of attached community staff including district nurses, health visitor, midwife, counsellors, carer support worker and a Citizens Advice Bureau advisor.

Access to these professionals is available by appointment.

o PRACTICE STAFF

Practice Manager

Mr Mark Thomas is our practice manager and is directly responsible to the partners.

He is here to ensure that the practice runs smoothly, ensuring that our aim in providing expert and friendly personal health care is our highest priority.

Mark manages the business side of our practice and is responsible for practice finances and liaising with the Torbay Primary Care Trust.

Your suggestions and ideas are always welcome. However, if you are not happy with any aspect

of our services please let us know by contacting Mark in writing, by telephone or email.

Receptionists

Our secretaries/administration staff and our receptionists are available to help you get the most from the practice.

o SURGERY TIMES

8.30am - 6.00pm Monday - Friday

Improved Access

By appointment on the day of request.

GP surgeries each morning and late afternoon are by appointment.

o CLINICS

Antenatal Clinics

These are run by a midwife on Tuesday mornings.

Baby Clinic

Tuesday morning 9.30am - 12 noon, administered by our health visitor.

The baby clinics are run for child development checks and immunisations. They are an opportunity to discuss problems such as sleeping, feeding and child health worries.

Asthma Clinic

This is run by one of our practice nurses and is by appointment only.

Diabetic Clinic

This is run by one of our practice nurses in conjunction with Dr Louise Solari and is by appointment only.

Family Planning

All the doctors and nurses provide family planning/contraceptive care.

Well Woman Clinic

Nurse Jackie Holt administers this clinic by appointment.

Leg Ulcer

Our nurses administer and manage a weekly leg ulcer clinic.

Minor Surgery

We carry out minor surgical procedures at the main surgery by appointment only. Should you need to seek advice on this please make a routine appointment with one of the doctors who will then advise you of our minor surgery schedule.

Ischaemic Heart Disease Clinic

Appropriate patients are invited to attend our nurse-led ischaemic heart disease clinic.

Dietician's Clinic

A dietician is available but referral to this service would be by one of the doctors.

Counselling Sessions

These are provided by the central psychology services and are by referral from one of the doctors.

Travel Clinic/Immunisation And Vaccination

Please contact the surgery for information. A charge will be made for certain immunisations and vaccines which are not covered by the National Health Service. A list of these charges is held at reception.

Flu Vaccination

Influenza vaccination is recommended for patients with heart, lung or kidney disease, diabetes and for residents of nursing and residential homes as well as for those aged 65 years and over.

Our practice nurses run the flu vaccination clinics each Autumn; details can be obtained from reception. For those unable to attend these clinics, arrangements can be made via reception for these to be given at home.

Non-NHS Examinations

The doctors are happy to carry out medicals for a number of non-NHS purposes. These include medical examinations for insurance purposes, occupational purposes, taxi driving medicals, occupational driving medicals etc.

Please telephone the surgery for an appointment but may we ask that you make it clear to the staff that the appointment is for a specialised medical examination. The appropriate length of appointment can then be made. These, along with a number of other services such as private certificates, letters, vaccination certificates and insurance reports, are not covered by the National Health Service and a charge will be made for professional services. Please enquire at reception for the scale of charges. Patients are advised that medical reports may take 10 working days for completion with medical examination appointments being scheduled two to three weeks in advance.

o HOW TO ACCESS OUR SERVICES

To provide you with appropriate access to medical care we provide:

- Routine appointments with the doctors.
- Routine appointments with nursing staff.
- Appointments with district nurses, health visitors and counsellors.
- Improved ACCESS where you can be seen on the day of request providing you telephone the surgery before 3.00pm.
- Specialist clinics for patients with diabetes, asthma, ischaemic heart disease as well as baby/children's clinics and antenatal clinics.

o HOME VISITS

In line with modern practice, patients should normally be seen in efficient well-lit and equipped surgeries. We will, however, see the terminally ill, truly housebound and severely ill in their home should the need arise. If, because of your medical condition, you feel it is impossible to attend the surgery for your consultation, please contact the surgery before 10.00am on the day that you need to be seen at your home whenever possible.

Be prepared to give the receptionist as much detail as possible. If appropriate they will discuss the request with a doctor prior to your request being accepted.

o TELEPHONE CONSULTATIONS

In today's busy world we understand that many patients have questions and concerns that could be handled by a simple telephone call saving a trip to the surgery.

We advise patients that the high demand for this service means that sometimes you may be offered a telephone consultation with the on call GP rather than the GP you would normally see.

If you would like to use this service simply contact reception on our appointment line and they will schedule a telephone consultation for that day.

The doctor or nurse will then telephone you after their surgery.

o WEEKEND AND NIGHT COVER

This practice is a member of 'Devondoc', a large group of general practitioners across Devon who work as a collaborative on a rota basis, to provide emergency cover at night and weekends. Please note that this is an emergency service and routine matters should always be seen at the surgery within normal hours. In the event of a medical emergency outside surgery times please telephone the surgery - 01803 605359.

You will be given a contact number in order to access the emergency services and be able to access a doctor for advice or to arrange a consultation.

o DISABLED ACCESS

There is car parking for the disabled near the front of the surgery, located in Old Mill Road. Wheelchair access is available and we have a lift to all patient waiting areas.

Patient services are provided on three levels at the surgery but if you have any concerns or difficulty with access please advise reception and they will either request a consultation in a ground floor room or a room with improved accessibility.

The surgery has two disabled WCs and these are situated near the front entrance and just off the first floor waiting area.

If access proves difficult to any of our disabled patients we will be happy to consider any suggestions for improvement.

o HOW WE CAN WORK TOGETHER TO PROVIDE A QUALITY SERVICE

Rights Of Patients

Patients will be treated with respect for their dignity, privacy, religious and cultural beliefs. Confidentiality is an absolute right and patients can be assured of confidentiality at all times. Patients will have access to their records, subject to any limitations in the law.

Services Available

Patients will be advised of services available to them in the practice booklet, on our website and on the notice board.

Comments/Complaints

Comments about services available or ideas are always welcomed. Complaints should be made to the practice manager. An in-house complaint procedure has been set up.

Premises

These will be maintained and equipped to the best of our ability within the resources available to us.

Staff

We will ensure courteous and helpful staff who will identify themselves by wearing name badges.

High Quality Health Care

We are committed to improving the long-term health of patients as per guidelines laid down by the Department of Health.

Appointments

Please inform us if you are unable to keep the appointment.

If your need is genuinely urgent please let the receptionist know.

At The Hospital

If you are unable to keep an appointment for outpatients, investigations or admissions, please inform the appropriate department as soon as possible.

Repeat Prescriptions

Repeat prescriptions may be requested by either posting the repeat prescription slip, indicating the items required to the surgery with an SAE, by bringing the slip to the surgery and posting in our prescriptions collection box or by contacting our prescription line which is open from 10.00am - 12 noon and 2.30 - 3.30pm Monday to Friday.

Please allow 48 hours for repeat prescriptions.

You can also order your repeat prescription via email. If you would like to utilise this service please visit our website for further details.

Test Results

If you have had a test carried out at the surgery or at the hospital at the request of your GP, your GP will contact you if there is a problem.

Please note that when hospital-based doctors carry out tests, your GP will not normally be given access to these results.

Please understand that we cannot give you the results of tests which were hospital-based. You would normally have to wait until you re-attend the hospital or until the hospital makes contact with you.

Change Of Address, Name Or Telephone Number

Please inform us of your change of address, telephone number or name at the earliest opportunity. This allows us to keep the notes in good order and avoids errors.

Courtesy

Our staff are very loyal and long-standing and at all times try to be courteous to our patients.

We ask in return that patients reciprocate that courtesy.

With the ever increasing workload of the National Health Service there are times when things get quite fraught: we ask for your understanding. We would also ask you to remember that doctors work not only within the practice but also for the out-of-hours emergency services. A doctor on duty in the evening or at night has to do routine work during the day before and the day after those duties.

o CHELSTON HALL SURGERY

We Are Only Human!

Here at Chelston Hall Surgery we aim to provide a happy, friendly medical practice.

We know that life is not perfect and we know that sometimes we fail in our hopes.

If you are not happy with any aspect of our service we want to know.

We have an in-house complaint procedure to deal with any comments, suggestions or complaints about any of the services we offer. If you wish to make use of the procedure please arrange to see our practice manager, Mr Mark Thomas.

You will normally be offered a meeting to discuss the problem within seven days. You are entitled to bring along a friend or relative to this meeting. Please note that we have to respect patient confidentiality, therefore if you are complaining on behalf of another person, their written consent is required.

We are not able to deal with questions of legal liability. We will try to deal with your concerns, give you an explanation and discuss any action that may be needed. We hope that at the end of the meeting you will feel satisfied that we have dealt with the matter thoroughly.

If you use our in-house complaints procedure it does not affect your right to complain to the Torbay Care Trust at Bay House, Riviera Park, Nicholson Road, Torquay, TQ2 7TD telephone: 01803 210500.

We will always try to help. If *you* are not happy *we* are not happy.

o CHELSTON HALL PATIENTS' CHARTER

The Aim Of This Practice Is To Ensure That:

- * We provide our patients with the best possible service.
- * The care of your health is a partnership between you and the practice.
- * The success of the partnership depends on an understanding of each other's needs and co-operation between us.

Our Responsibility To You:

- * Patients have a right to be greeted courteously.
- * Patients have a right to absolute confidentiality.
- * Doctors and nurses will begin surgeries at the appointed time; any delay will be due to medical necessity. When there is a delay in excess of 20 minutes patients have a right to be informed and to make an alternative appointment.
- * Patients have a right to information about their own health and, in particular, the illness and its treatment, and the likely outcome of the illness.
- * Patients have the right of access to their own health records subject to any

limitation in the law.

- * Patients will be offered advice on the steps they can take to promote good health, and on any self-help, which can be undertaken without reference to health care professionals in the case of minor ailments.
- * Patients will be informed of available services by means of the practice booklet and waiting room notice board.
- * Patients with urgent medical conditions will be seen as priority and will be seen as soon as possible, even when this may cause delay to booked appointments.
- * Patients may choose whether or not to take part in research or training.
- * All new patients will be offered an appointment for a health check.
- * Patients shall be referred to a consultant specialist acceptable to them when their GP thinks it is necessary.
- * Patients have the right to request a second opinion on their medical condition.
- * Any suggestions to improve services within the practice can be directed to the practice manager.
- * Any complaints will be dealt with promptly in conjunction with our complaints policy.
- * On weekdays patients with a non-urgent request should normally be able to see a GP or nurse, or speak with a doctor or nurse, within 24 hours.
- * Patients should be able to consult a named doctor within three working days except when that doctor is on holiday or study leave.
- * Urgent prescriptions will be available after 4.00pm on the day that the request is received at the surgery, and routine prescriptions within 48 hours.
- * All practice staff will wear a badge so that their name is known to you.
- * All consulting rooms are labelled so that you will know the person's name.
- * If the results of routine tests are abnormal the practice will contact you by letter or telephone.
- * A 24 hour emergency service will be available on the usual surgery telephone number, at all times, even when the surgery itself is closed.
- * If you change your doctor we will ensure that your notes are forwarded as soon as possible.
- * Any information related to the charter and local standards will be advertised widely to all patients.

Your Responsibility To Us:

- * Please treat all surgery staff with respect.
- * Do not ask for information about anyone other than yourself.
- * Please tell us of any change of name or address, so that our records are accurate.
- * Only request an urgent appointment if appropriate.
- * Only request a home visit if you really are too ill to attend surgery.
- * Please cancel your appointment if you are unable to attend.

- * Please be punctual, but be prepared to wait if your consultation is delayed by an unexpected emergency.
- * Please allow sufficient time for your consultant's letter or the results of any tests to reach us.
- * Please use the correct telephone number to contact the surgery (appointments /prescriptions etc).
- * Use the tear-off slip to request repeat prescriptions.
- * Let our practice manager know when we have either exceeded or failed to meet our responsibility to you.

o SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor. Our nurses are available to advise you.

All homes should carry a stock of over-the-counter medicines and dressings and these will not normally be prescribed by your doctor.

Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body and therefore it is understandable that it sometimes goes wrong. Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol, which will not only relieve the pain but will help to relieve the inflammation.

Refer Yourself! Same Day Physiotherapy Service

Broken bones and surgery, continence issues, back or neck pain, joint and muscular pains? Torbay Hospital Physiotherapy Department can offer Chelston Hall patients same day treatment. Patients can refer themselves without the need for a prior GP appointment. Ask at reception for a leaflet.

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 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, seek medical advice.

Colds

Even in this day and age there is no magic cure for the common cold. Take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take any antibiotics you may have in the house - these will have no effect!

Diarrhoea

Ideally let the illness take its course. In adults diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. Holiday diarrhoea is often due to bacteria. In both the above cases, consult your doctor if the symptoms persist for more than a few days. Diarrhoea in

very young children needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. If you are concerned about your child's bowel actions please ensure they are taking plenty of water/fluids. For further advice contact the health visitor.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomachache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Large quantities of water should be taken to counter the effects of dehydration.

Stomachache

Most attacks are not serious and are usually caused by indigestion or wind. A hot-water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

Sprains

Firstly apply a cold compress (ie a bag of frozen peas) for 15 to 30 minutes to reduce the swelling. Apply a firm crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period. Drugs such as aspirin or ibuprofen available from the pharmacy may well help.

Nosebleeds

Sit down and lean forward then pinch your nose just below the bone for approximately 20 minutes, by which time the bleeding should have stopped. If bleeding continues beyond this you need to attend the Accident and Emergency Department at Torbay Hospital. Avoid hot drinks or hot foods for 24 hours. Do not blow the nose for 24 hours. If symptoms persist, seek medical advice.

An ice pack (or a bag of frozen peas / flannel after being placed in cold water) on the bridge of the nose and back of the neck helps.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop the bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Sunburn will occur after prolonged exposure to the sun. Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve irritation whilst paracetamol will also help. 1% hydrocortisone can now be purchased over the counter from a registered pharmacist and this will soothe the irritation considerably. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun. To prevent sunburn use a Factor 25, or greater, sun cream; wear light cotton clothing, a hat and keep in the shade.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Head Lice

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

Wash regularly, apply conditioner and comb through with a fine-tooth comb every two to three days for two to three weeks.

German Measles (Rubella)

This is a minor illness and all children should be vaccinated. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and therefore it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor. *Immunisation can prevent this disease.*

Measles

All children should be vaccinated against this. It is increasingly rare these days.

Mumps

All children should be vaccinated against this.

o VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

www.chelstonhall.co.uk

o FREEDOM OF INFORMATION ACT/DATA PROTECTION ACT

This practice operates in compliance with:

- The Data Protection Act of 1998 and
- The Freedom of Information Act 2000.

If you require further information about:

- Our compliance with these acts then please enquire at the reception desk.
- Access to your medical records then please ask your GP or contact the practice manager.

o PROTECTION AND USE OF YOUR INFORMATION

We ask for information about you so that you can receive the best possible care and treatment.

We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up-to-date information.

It also may be needed if we see you again.

There are times when we have to pass on information about you to other people such as hospitals, Social Services or the Health Authority. This is always done confidentially or by removing your identifying details when they are not essential.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality

about patient information.

If at any time you would like to know more about how we use your information you can speak to our practice manager.

o 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.