



Meadow Way, Aylesbury HP20 1XB  
Tel: 0844 477 8641 Fax: 0844 477 8769

## YOUNG PERSON'S GUIDE

### Meet the team!

#### The Doctors

Dr Martin Wakeford  
Dr Juliet Sutton  
Dr Karen Johnson  
Dr Christopher Trower  
Dr Claire Bonner  
Dr Elizabeth Muir  
Dr Sunil Pillai  
Dr Nilesh Champaneri  
Dr Kavitha Mallya



#### The Practice Nursing Team

Ruth Tossell  
Helen Parry  
Judi Woodfall  
Katie Powell  
Jenny Burrows  
Jackie Cousins

### Here to listen, not to tell

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about your visit, but we won't. The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from very serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere – for example at a hospital or Brook centre – it is best if you allow the doctor or nurse there to inform the practice of any treatment you are receiving.

If you have any worries about confidentiality, please feel free to ask a member of the surgery staff.



### How do I see a doctor or nurse at the surgery?

**Phone 0844 477 8641 to make an appointment. You can see a doctor or have a telephone appointment on the same day if you phone in the morning, after 08:00.**



#### **Telephone advice:**

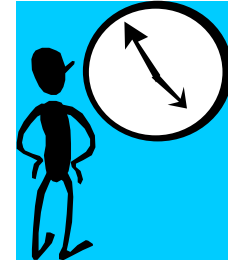
If you just want to speak to a doctor or nurse, leave your phone number (mobile is fine) and the receptionist will give you a time when the doctor or nurse will phone you back. Great if you're worried about something, but can't easily get to the surgery that day.

## Appointment times:

**Mon 7.30am – 7.30pm**  
**Tue 7.30am – 7.30pm**  
**Wed 7.30am – 7.30pm**  
**Thu 7.30am – 7.30pm**  
**Fri 7.30am – 6.30pm**

## Home visits:

These are available if you're housebound or too ill to come to the surgery.  
Please ring up and make your request early in the day.



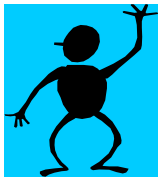
## Out of hours?

A doctor is always available (24 hours, every day) for urgent medical advice or consultation - **Phone 0300 130 3035**.

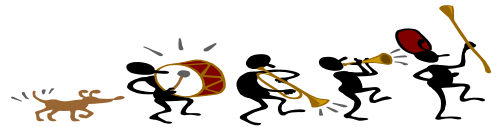
If your problem's urgent you can speak to a doctor and just get advice or you may be asked to attend a 'Primary Care Centre' to see the doctor if you require urgent medical treatment. There are lots of other ways to get advice whether or not it's normal surgery hours (See p4).

## Main attractions

**General Health Checks and Advice** – available with our practice nurse



- Help with stopping smoking
- Weight management/healthy lifestyle
- Advice on minor health problems
- Breathing, diabetes, heart clinics



## Vaccinations

Many dangerous infections can be avoided by vaccinations, so make sure you keep your **immunisations up-to-date!** To check if yours are, make an appointment with our practice nurse. Over 16s are recommended a TETANUS booster and a POLIO booster every 10 years.

**IMPORTANT!!** If you are 24 or under and have not had your **Meningitis C jab**, we'd **strongly** recommend you make an appointment with our practice nurse for it.

We also provide a complete service for **travel vaccinations** and advice.

**BE SAFE IN THE SUN!**



## Contraception

We offer a full range of contraceptive and sexual health advice, including emergency contraception. Just make an appointment with a doctor or the practice nurse. If you've had unprotected sex or the condom broke, **emergency contraception** (usually in pill form) can be taken up to 3 days afterwards. It's more effective the sooner it's taken. However, an IUCD can usually be fitted up to 5 days afterwards, which can still prevent pregnancy. Emergency contraception is available **free** from a doctor at most sexual health clinics and for under 18's from some pharmacists in the Aylesbury area. You can also buy it for £25.00 at most chemists if you're over 16.

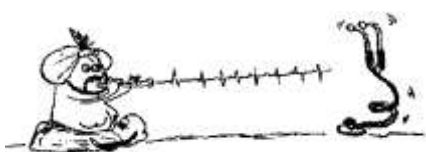
# Not sure what to do when you feel ill?



Let us point you in the right direction  
**GET THE RIGHT TREATMENT**

## NHS Direct Online [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Provides quality health advice and information. There's a self-help guide to treating common health problems at home and an encyclopaedia covering over 400 illnesses and conditions, treatments and operations.



## NHS Direct self-help guide: Not feeling well?

This handy reference book works alongside the NHS Direct telephone service and is free of charge, available in the surgery and pharmacies. It contains advice on most common symptoms or problems.

## Call NHS Direct 0845 4647

This is a confidential 24-hour advice and health information service. You can call NHS Direct any time, for advice on what to do if you or a family member feels ill.



## Pharmacists

Give advice on common complaints, such as coughs, colds, flu, sore throats, aches and pains. They can also answer any questions about medicines and other issues, such as healthy eating and giving up smoking. Your pharmacist can advise you when your symptoms are more serious and may suggest you visit your GP. You can talk to your pharmacist in confidence – even about the most personal symptoms – and you don't need to make an appointment

## Nearest Accident and Emergency department

Stoke Mandeville Hospital  
Mandeville Road, Aylesbury, HP21 8AL  
01296 315000

If you or a family member needs emergency hospital treatment you should immediately go to your nearest accident and emergency (A&E) department or call 999 for an emergency ambulance.



## Sex and Relationships

[Sexwise – Helpline](http://www.sexwise.org.uk): 0800 28 29 30

This is a free and confidential advice line on sex and your relationships and contraception.

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



## GUM Clinics

Genito-urinary medicine (GUM) clinics offer free and confidential advice, counselling and treatment of all sexually transmitted infections and other genital conditions. Emergency contraception is also available. You can book yourself an appointment and don't need to see a doctor first.

## Your Local GUM Clinic

Brookside Centre  
Station Way  
Aylesbury  
HP20 2SQ  
Tel: 0844 225 2408

Teenage Health Clinic  
(Drop-in session up to age 25)  
Mon – 2.00pm – 5.00pm

**Chlamydial Infection:** This infection is sexually transmitted and commonly affects women under 25. It often causes NO symptoms. You can be infected with Chlamydia for months, even years, without realising it. Wearing a condom during sex helps to protect you from getting Chlamydia. How do you know if you are infected? A simple vaginal swab (or urine for men) will tell you. Get checked out – see our practice nurse.



[Gay and Lesbian - www.bucksgaylink.org.uk/](http://www.bucksgaylink.org.uk/)

[www.queeryouth.org.uk/](http://www.queeryouth.org.uk/)

Tel: 07092 031 086



## **Accommodation** – for help with finding a place to stay.

If you need help in find a place to stay that is safe and suitable for your needs then contact **01296 310430**.  
The help is there if you need it.

## **Counselling**

22-28 Cambridge Street, Aylesbury  
A FREE and CONFIDENTIAL service for young people aged 13 - 19 in Aylesbury and up to 25 years old with special needs.  
Tel: **01296 310442** (24 hour answer phone)  
E-mail: [norriss@buckscc.gov.uk](mailto:norriss@buckscc.gov.uk)

*What do you mean by 'counselling'?*

Counselling means giving you the time & space to talk in a non-threatening supportive & understanding environment about issues that concern you.

*What sort of 'issues' do you mean?*

Relationships, families, drugs, pregnancy, sexuality, stress, bullying, feeling low, depression or anything else that worries you.

## **Drugs & Alcohol Advice**



22-28 Cambridge Street, Aylesbury  
13 year olds and over: counselling, assessment & advice on drugs, alcohol or related medical health issues – you or someone you know.  
9am-5pm every day.

Tel: **01296 310452**  
E-mail: [tbarrow@buckscc.gov.uk](mailto:tbarrow@buckscc.gov.uk)



## Youth Addiction

23B Walton Street, Aylesbury, HP20 1TZ

**01296 396352**

[aylesbury@addaction.org.uk](mailto:aylesbury@addaction.org.uk)

[www.youngaddaction.org.uk/](http://www.youngaddaction.org.uk/)

Free Confidential Service – anyone up to 19 years seeking information, advice and counselling support for problems caused by drug & alcohol use.

Open 9am-5pm every day.

## **Life Advice** - for help with getting back into life.

If you're not in work, education or training, there are all kinds of ways you can put some direction into your life. For advice please contact **0845 217 1366**.

### Connexions Business Support Team

14-16 Temple Street

Aylesbury

HP20 2RQ

Tel: 0845 217 1366

[Aylesbury location map](#)

e-mail: [aylesbury@connexionsbucks.org.uk](mailto:aylesbury@connexionsbucks.org.uk)

[www.connexionsbucks.org.uk](http://www.connexionsbucks.org.uk)

Connexions provides help and support to 13-19 years olds (up to 25 years old for young people with learning difficulties and disabilities) on a variety of issues including careers, learning, work and training, housing, relationships, money and health.



## **Stop Smoking**

NHS Smoking Helpline: **0800 169 0 169**

Or go to [www.quit.org.uk](http://www.quit.org.uk)



### **Phone Advice lines:**

Alcoholics Anonymous	0845 769 7555
Al Anon (for relatives)	0171 403 088
Cruse Bereavement Care	01296 425757
Childline	0800 1111
Connexions	0845 217 1366
Eating Disorders Assn Youth Line	0845 634 7650
Marie Stopes	0845 300 8090
NHS Direct	0845 46 47
Police	08458 505 505
Rape Crisis	01296 392468
Samaritans	0845 709 9090
Victim Support	01296 397618

## Websites:

Local advice for young people:  
[www.cxtv.org.uk](http://www.cxtv.org.uk)

Young people's health:  
[www.likeitis.org.uk](http://www.likeitis.org.uk)  
[www.teenagehealthfreak.com](http://www.teenagehealthfreak.com)  
[www.ruthinking.co.uk](http://www.ruthinking.co.uk)  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)  
[www.iwannaknow.org](http://www.iwannaknow.org)  
[www.mindbodysoul.gov.uk](http://www.mindbodysoul.gov.uk) (14-16)  
[www.lifebytes.gov.uk](http://www.lifebytes.gov.uk) (11-14)

Sexual Health: [www.cybershs.co.uk](http://www.cybershs.co.uk)  
[www.shastd.org.uk](http://www.shastd.org.uk)  
[www.maristopes.org.uk](http://www.maristopes.org.uk)  
[www.playingsafely.co.uk](http://www.playingsafely.co.uk)  
[www.gayyouthuk.co.uk](http://www.gayyouthuk.co.uk)  
[www.queeryouth.org.uk](http://www.queeryouth.org.uk)  
[www.brook.org.uk](http://www.brook.org.uk)

Others: [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)  
[www.talktofrank.com](http://www.talktofrank.com)  
[www.samaritans.co.uk](http://www.samaritans.co.uk)



**See our practice leaflet for further information!**

Thanks to



15 March 2011