

Medical Services Available in Our Area

Before you book a GP appointment with the Practice, please see if it might be better for you to go straight to one of the other local services listed in this leaflet. If that's not the case, please go ahead and book your GP appointment.

This leaflet has been prepared by the Practice's Patient Participation Group

LocalMedicalServicesPPG_V08-20200120



Riverside Surgery
Bovey Tracey
01626 832666

Tower House Surgery
Chudleigh
01626 852379



For life-threatening conditions such as the following, call 999 immediately:

- Severe chest pain or severe breathing difficulty
- Unconsciousness or severe blood loss
- Severe burns or scalds, or choking
- Suspected stroke, fitting or concussion
- Severe allergic reactions

If it is not a life-threatening condition, there are other options:

For minor injuries like those listed below, you can go to the surgery during opening hours (except for broken bones—these always require hospital treatment):

- Minor scalds and burns, cuts and grazes
- Foreign bodies such as splinters
- Minor head injuries from a low fall
- Muscle or joint injury, sprains and strains
- Skin complaints
- Insect/animal/human bites or stings
- Localised allergic reactions and infections
- Minor eye injuries, infections and wounds
- Emergency contraception

Many of these types of problem can be dealt with at the surgery by a nurse or doctor between 8.30am and 6.00pm on weekdays. When the surgery is closed, the nearest **Minor Injuries Unit** is at Newton Abbot Hospital:

- ❖ While our surgeries are closed and only between 8.00am and 10.00pm, phone **01626 324500**.
- ❖ At all other times, please phone **111** for advice.

Minor Ailments and Conditions such as:

- Teething and nappy rash
- Hay fever, cold sores, mouth ulcers
- Diarrhoea, thrush, uncomplicated urinary tract infections
- Skin rashes, impetigo, threadworms, athlete's foot
- Eye infections, coughs, colds, sore throats, blocked nose, or ear ache

- ❖ You can go to your local **pharmacy/chemist** for advice, or phone **111**, or visit **NHS Choices** at: www.nhs.co.uk.

All pharmacies have staff who are trained to treat minor ailments and the conditions listed above. They usually have an area or consulting room if you want to have a conversation in private in confidence. They will tell you if they think you need to seek other medical advice. They can also help you understand the medicines you are taking and how to get the best from them.

Mental health concerns (for over 18s):

Panic attacks or anxiety, excessive worry, health anxiety
Depression, low mood, social anxiety and shyness, bulimia
Obsessive compulsive disorder
Post traumatic stress disorder, phobias

You can ask the **Depression and Anxiety Service** for advice:

- ❖ Monday to Friday, 9.00am to 5.00pm, phone **01626 203500**.

Babies, children and parenting

Baby and child growth and development
Childhood conditions, allergies and infections
Breastfeeding, bottle feeding and weaning, teething
Post natal depression
Child behaviour issues, e.g. sleeping, eating, tantrums
Support with parenting, family health and relationships

For support for babies and parenting, contact the **Health Visitors' Team**:

- ❖ Phone **0333 234 1901**.

Sexual health—advice and treatments

For contraceptive prescriptions (including implants) and advice
Testing for sexually transmitted diseases
Symptoms such as vaginal discharge

Sexual Health Clinics are based at Newton Abbot Hospital and Castle Circus Health Centre, Torquay. You can contact the Clinics in confidence:

- ❖ Phone **01803 656500**.

Community nursing support for housebound patients seen by District Nurse:

Wound care, care at home after discharge
End of life care
Continence assessment
Equipment assessment

You can contact the **Torbay and South Devon Community Nursing Team** by phoning the appropriate number listed below:

- ❖ Monday to Friday, from 8.30am to 4.30pm, phone **01626 852379**.
This number will be answered by Tower House surgery in Chudleigh where they will take your message and pass it on to the Health Visitors' Team.
- ❖ Monday to Friday, between 7.00am and 8.30am and between 4.30pm and 7.00pm—phone **0300 333 6602**.
- ❖ At all other times, please phone **111** for advice.

Footcare and podiatry (patients aged 60 or over):

Painful foot problems or abnormalities

Ingrowing toe nails, verrucas (NOT corns, calluses or nail cutting)

- ❖ You can phone **01803 217712** for advice or pick up a Podiatry Assessment Form from the surgery.

Muscular and skeletal problems:

Back and neck pain, sprains and strains, whiplash disorders

Joint and muscle pain or sports injuries

You can refer yourself direct to the **Physiotherapy Service** (and you might receive a same-day appointment):

- ❖ You can phone **0300 456 9987** on Monday to Friday between 8.30am and 12 noon.

Adult social care information and advice

Care Direct at Devon County Council can provide advice on:

Staying independent; equipment; personal care

Support for carers; blue badges; and much more

- ❖ You can phone **0345 155 1007** between 8.00am and 8.00pm on weekdays and between 9.00am and 1:00pm on Saturdays.
- ❖ There's more information at www.devon.gov.uk/socialcare

Remote monitoring services

Torbay TeleHealthCare run by Torbay and South Devon NHS helps people to remain independent in their own homes.

- ❖ You can phone **0300 456 4861** or visit www.torbaylifeline.co.uk for details of the services available.

Women with bladder control problems

No leak is normal, even if it's only a little one. Specialist NHS physiotherapy can really make a difference — and now you can refer yourself. If you're female and over 16, phone **0300 004 0335** for help with leaks, urgency and frequency, prolapse, and pelvic floor weakness. Don't suffer needlessly!

If you would like to have a copy of this leaflet in a different format to make it easier to read, please contact the Practice.