

Carisbrooke Health Centre

22 Carisbrooke High Street
Carisbrooke, Newport
Isle of Wight PO30 1NR



Tel 01983 522150 • Fax 01983 825902
www.carisbrookehealthcentre.co.uk

WELCOME TO CARISBROOKE HEALTH CENTRE

PRACTICE HISTORY

Carisbrooke Health Centre opened in 1996 and is situated in a large Georgian building on the outskirts of Carisbrooke. The building was previously used as a Convent. Historically it was Carisbrooke Manor and is mentioned in the Domesday Book.

THE GENERAL PRACTITIONERS

- Dr David Isaac** (M) MBBS DRCOG Westminster 1984
Has an interest in Palliative Care and works at Earl Mountbatten Hospice as a Hospital Practitioner.
- Dr Judith Moore** (F) BM MRCGP DRCOG Southampton 1985
Has an interest in Diabetes Care and undertakes training for 5th year students and GP registrars.
- Dr Ide McCarthy** (F) MB BCh DCH DipObs Cork 1985
- Dr Patrick Wills** (M) MBBS AKC MSc MRCP MRCGP DGM Kings 1989
He is an Associate Specialist in Genito-Urinary Medicine and undertakes training for medical students.
- Dr Jayne King** (F) MBBS MRCGP DRCOG DCh DFFP Charing Cross 1986
Has an interest in Family Planning and Sexual Health.
- Dr Katie Ramsey** (F) BMedSci BM BS MRCOphth MRCGP DRCOG DFFP Nottingham 1998
Has an interest in Ophthalmology and Family Planning

PRACTICE STAFF

Practice Manager

Vivienne Punter

Business Manager

Ivor Warlow

Receptionists

Denise Lloyd	Christine Reed	Lesley Westmore	Clair Porter
Julia Trout	Lisa Bunting	Paddy Wrangles	Vicky Willson

Practice Nurses

Andrea Finch	Helen Irving	Wendy Stubbings
Janice McCourt	Bernadette Owen	

Health Care Assistant (HCA)

Bernadette Woodford

District Nurses

The district nursing team for Newport can be contacted on 529119.

Administration

Jackie Hough	Vicky Pointer	Vicky Bailey
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Secretaries

Jacky McLean	Shenya Westmore	Rachel Nash
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General Practitioner Registrars And Students

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our practice for 6 to 12 months and usually become general practitioner partners after completing their training. They are at all times encouraged to seek advice when required from the practice partners.

We are also 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.

When booking an appointment you may be asked if you would consult with one of our registrars who are excellent doctors, appointed by the practice.

OPENING TIMES

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

APPOINTMENTS

We run a full appointment system. Appointments may be made by telephoning 01983 522150 or by calling at the surgery. Routine appointments may be made well in advance, up to a maximum of two months, which will enable us to offer you an appointment at a time more suitable to your requirements. If something is an emergency which cannot wait for a routine appointment, we offer same-day emergency and 48-hour appointments. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.

EMERGENCIES

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

HOME VISITS

Patients are requested to telephone after 9.00am and before 10.30am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

OUT OF HOURS

Tel: 0845 603 1007

This service is provided by the Isle of Wight NHS Primary Care Trust.

Calls to the surgery number 522150 after 6.30pm and at weekends will give you a recorded message stating the above number to contact the IOW-based out-of-hours service.

REGISTRATION

All new patients will have the opportunity to fill in a health questionnaire, giving details of medical history and lifestyle, and be offered an appointment for a new patient medical check with the practice nurse or doctor.

REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Request prescriptions can be made by:

1. Ticking the required items on your repeat slip and putting the slip into the box provided in the foyer
2. Posting your request (please enclose a stamped addressed envelope)
3. Via a pharmacy (please visit required pharmacy for details)
4. Via FAX: 532760 or 825902

We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours. Please allow two working days before collection and make allowances for weekends and public holidays.

All patients on repeat prescriptions will be asked to come in and see the doctor or practice nurse on a regular basis, depending on the problem, usually once or twice a year. This practice has a policy of 28-day prescribing as advised by the Primary Care Trust.

We have Siddys Convent Pharmacy located within our health centre. However, the management is independent from our surgery and patients are free to use them or any pharmacy of their choice.

TEST RESULTS

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait.

CLINICS

Antenatal Clinic

Monday from 1.30pm

Patients are seen by the midwife at the clinics by appointment and also by the doctors during surgery hours. The midwife can also arrange to visit expectant mothers at home and will provide care for mothers and babies during the first 10 days after birth.

Baby Clinic

Monday 2.00pm

The baby clinics are run by a doctor, health visitor and practice nurse for child development checks and immunisations. This is also an opportunity to discuss other problems, eg sleeping, feeding and child health worries, with a doctor or a health visitor.

Asthma Clinic

This is run by the practice nurse in conjunction with the doctors, by appointment only. Annual asthma checks with our practice nurses are recommended.

Diabetic Clinic

This is run by Nurse Andrea Finch in conjunction with Dr Moore, by appointment only. Regular diabetic checks are recommended.

Coronary Heart Disease, Hypertension and Smoking Cessation Clinics

The nurses also run these clinics.

Family Planning

Contraceptive care is provided by all doctors and family planning trained nurses during normal surgery hours. We also offer the service of fitting IUCDs, implants and providing emergency contraception.

Women's Health

There is no specific Well Woman Clinic, but all of our doctors are happy to discuss any concerns you may have. Routine cervical smear tests for cervical cancer screening can be booked with our nurses or doctors, and patients between the ages of 25 and 64 will be notified when their test is due.

Routine mammography for breast cancer screening is offered to all women between the ages of 50 and 70. The first invitation to screening should be before your 52nd birthday and this takes place at St Mary's Hospital, Newport, IW.

Men's Health

There is no specific clinic, but all of our doctors are happy to discuss any concerns you may have. In particular it is advisable to have your blood pressure checked and discuss lifestyle, weight and possible cholesterol testing over the age of 50.

Minor Surgery

Drs Isaac, Moore, Wills and Ramsey carry out minor surgical procedures by appointment and the reception team will be happy to advise you on this.

Non-NHS Examinations

Drs Ramsey, Wills and Isaac are happy to carry out medicals, eg insurance and driving licence, by appointment outside of surgery hours. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA recommended charges.

Counselling

A mental health counsellor is available for counselling on Wednesdays. Please ask your doctor for further information.

Patients 75 Years and Over

If you are 75 years of age or over, you should be seen annually, either by your doctor or the practice nurse. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

CHILD IMMUNISATION SCHEDULE

Age

2 months	1) Diphtheria, Tetanus, Whooping Cough, Polio, HIB 2) Pneumococcal
3 months	1) Diphtheria, Tetanus, Whooping Cough, Polio, HIB 2) Meningitis C
4 months	1) Diphtheria, Tetanus, Whooping Cough, Polio, HIB 2) Pneumococcal 3) Men C
12 months	1) HIB, Men C
13 months	1) Measles, Mumps, Rubella (MMR) 2) Pneumococcal
3 years 4 months to 5 years	1) Diphtheria, Tetanus, Whopping Cough, Polio 2) MMR
13 to 18 years	1) Tetanus, Diphtheria, Polio HPV Vaccine to specific group of girls under national guidelines

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



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Opening Hours
Mon – Thurs 9.00am – 6.00pm
Fri 9.00am – 7.00pm • Sat 8.30am – 4.00pm
Call 01983 530430 to arrange an appointment
Barnetts, 73 High Street, Newport PO30 1BG

A Cut Above

BARNETTS Hair Salon offers hair styling for all the family in relaxed, recently refurbished surroundings that children and adults alike love to visit.

"We're a family salon, and experienced with everyone from children to men and women," said owner Jo Sims, who has been a qualified hairdresser for over 20 years.

"Our professional team receive regular training and updates from Toni and Guy in London, which means whether a customer wants a traditional or contemporary cut, one of us can always help."

In fact, with each team member having their own specialist field, there aren't many styles they can't handle.

"We offer everything from trims and restyles for ladies and gents, highlights, tints and glosses, to hair treatments, perms, shampoo and sets," added Jo, also proud that the salon is known locally for children's hair styling.

"We make sure all of our younger customers enjoy a fun visit with us."

Jo also offers a complete wedding hair service. "We understand that brides want their big day to be as perfect as possible, and although we can't guarantee great weather we can make sure their hair looks as stunning as they've always wanted," she said.

In keeping with their contemporary approach, Jo and her team only use the very BEST in hair products by the likes of Toni and Guy and L'Oreal. "Using top quality products leaves hair looking great, and we also sell these products so clients can look just as good every day," added Jo.

Barnetts offers a late session on Fridays. There is full wheelchair access.

For more information, call (01983) 530430.

To advertise your business in our booklet call 0800 612 1516

Southwight Housing Association

We provide a Home Care service for people that wish to continue living independently within their own homes.

We can assist with:

- Washing & Dressing
- Cooking Meals
- Care at Night
- Escorted Outings
- A Sit In Service
- Respite Care
- Shopping, Laundry & Housework
- Out-Of-Hours Advice Line



Registered with CSCI
Experienced, well trained, NVQ level staff.
Call 01983 522479 for more information
Email – swha.communitysupport@shgroup.org.uk



Help In The Home

FOR many people, there comes a time when living independently in their own home becomes a struggle, with the everyday household chores once taken for granted suddenly a difficult burden. This is where the services of professional home helps can be invaluable.

Southwight Housing Association offer their own specialist domestic care service, where experienced staff help local residents with all manner of daily tasks.

“We are a small, independent provider of quality care throughout the local community,” said manager Tina Stuart.

“Our dedicated team provide a range of services including personal care, domestic chores, shopping and respite care.

“For some, help around the home while rehabilitating can be of great benefit, and we offer a ‘Home From Hospital’ package where we help clients convalesce after a hospital stay.

“The team can assist with getting up and going to bed, cooking meals, bathing and cleaning. We are well established, and are proud to have built up a reputation over the years for quality personal care and attention.”

Tina matches clients to carers, so they will always know who’s coming to their door.

“It’s important to build up a relationship with each client, and because of our modest size I know most of our clients personally,” said Tina, pointing out that, to ensure the best possible care for each client, all staff undergo regular training sessions.

“All of our carers are fully qualified to NVQ Level III and CRB-checked. They pride themselves on the standards we maintain.”

For more information, call (01983) 522479, e-mail: swha.communitysupport@shgroup.org.uk or visit www.shgroup.org.uk

To feature your business in our booklet call 0800 612 1516

ADVERTISING FEATURE

Need a Taxi?

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Well established firm - Friendly, Reliable Service

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Great Service From Solo

FOR many local residents in Newport looking for a friendly, reliable private hire and hackney company, there is only one choice.

Solo Taxis have been established since 2000, and are a small, independent company offering a wide range of private hire and hackney services to clients from throughout the area.

“We do everything from short trips into town or nights out to mainland runs and airport transfers,” said owner Gillian Cocker, who took over the business in 2006.

“It’s a service that we pride ourselves on, because we really get to know our clients and provide that personal touch they may not receive from our larger competitors.”

There’s no job too big or small for Gillian and her dedicated team of friendly and courteous drivers.

“We’re as happy to help someone run into town to pick up their shopping as we are taking clients to one of the UK’s airports or ferry ports,” she added.

“Our drivers are known for their prompt arrival, and we can do out of hours pick-ups by prior arrangement, 24 hours a day,” she said.

Gillian’s team are always happy to assist in carrying shopping or helping the less mobile in and out of their vehicle.

“We also knock on a client’s door to let them know we’ve arrived, and we’ll help with any bags or luggage they may have,” she said.

Solo Taxis also has wheelchair friendly vehicles offering easy access for disabled people.

“Looking after our passengers is our number one priority,” Gillian said.

One phone call is all it takes to book a Solo Taxi. Please call (01983) 52-5010.

To advertise your business in our booklet call 0800 612 1516

ADVERTISING FEATURE

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PGK Contracting – a division of PGK Roofing/Roofstore Ltd (est. 1994)

Continuing to satisfy the increasing demand for a personal, prompt and quality service on the Island, PGK service the need within the industry for a construction company to provide an economic fixed price and guaranteed service, usually reserved for the larger clients.

Whilst we still offer all of the above to our larger accounts, we feel that the response, personal service, project management and guaranteed completion dates should be offered to all.

Some of the main areas we cover are as follows:

- Fast, accurate estimating service
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Stag Lane, Newport, Isle of Wight

Tel: 01983 522443 or 525783

Catering For Everyone

KANGA Catering has been providing a complete range of hot and cold catering services to clients across the Isle Of Wight since 1989, when Jo Ewell launched what has grown into a highly-successful business.

“We offer mobile catering for all types of occasion, from events and celebrations to weddings and parties,” said Jo.

“All of our food is freshly prepared from local produce, whether it’s a platter, buffet or hot food event catering.”

Jo and her experienced team, who pride themselves on being friendly and efficient, can help with all sizes of occasion, too.

“There’s no event too big or small, and whatever the occasion clients will always receive the same great food and premium service,” she added.

A large part of this success is Jo’s commitment to tailoring menus to meet her clients’ individual requirements. “We don’t have set menus, but take the time to meet our clients and discuss the type of food they are looking for,” Jo said.

“We can then design a bespoke catering package unique to their celebration or event.”

For more information, call Jo on 07979 286088.

ADVERTISING FEATURE

A Regular Service

Stag Lane Motors is a local family business, established in 1964 and they can assist, in most cases, with a whole range of services for your vehicle. Just as you have your own health checked regularly by your GP, it is important to have your car serviced on a regular basis. This can highlight areas of concern so that you can take the necessary action before a problem arises. They will also be able to assist you with your annual MOT test when it is due. A winter check is strongly recommended, making sure your car is safe for the winter months, checking such things as tyres, brakes, lights, coolant and the battery. They offer free estimates and have fully trained, experienced motor mechanics available to give advice as well as the use of the latest diagnostic equipment. You will often see a member of the team attending one of the thousands of roadside breakdowns and accidents that they deal with on the Island throughout the year. So check out the facilities at Stag Lane Motors, and become a regular customer. They look forward to hearing from you.

ADVERTISING FEATURE

Kanga Catering

*A mobile catering service
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*All events catered for
 private parties
 welcome - a totally
 flexible service
 to your door*

*For more information and sample menus
 please contact Jo Ewell on
 07979 286088*

To advertise your business in our booklet call 0800 612 1516

ADULT VACCINATIONS

Tetanus

A tetanus booster is recommended every 10 years up to a maximum of two.

Hepatitis B and Pneumovac are available for special groups (please discuss with the nurse).

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 September for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Travel Immunisation/Vaccinations

Please make an appointment with a nurse at least four weeks prior to your holiday to ensure adequate cover. The pharmacist can advise you on Malaria medication.

Yellow Fever Vaccinations

The Travel Vaccinations Department at 3 Daish Way, Newport, IW PO30 5XB (Tel: 821388) is now an authorised Yellow Fever Vaccination Centre.

NHS DENTIST

There is an NHS dentist located at the surgery. However, they come under separate management and the contact number is 520588.

Emergency Dental Helpline: 0845 050 8345

REFERRALS

Doctors can refer you on for NHS secondary care at St Mary's Hospital, Newport, IW or to any mainland hospital of your choice. Whilst a mainland hospital may be an advantage, you must consider all follow-up appointments such as physiotherapy will continue on the mainland. For most of us, referral to St Mary's, Newport remains the most appropriate action. Doctors are also able to refer you privately if required.

This Government is working towards GPs making an outpatient appointment for you when a decision is made to refer you to a consultant at the hospital. This is made via our secretaries and the referral management centre.

If you experience a problem with your appointment, please contact the Patient Advice and Liaison Service (PALS) on 534850.

COMMENTS AND SUGGESTIONS

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

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

DISABLED ACCESS

Wheelchair access to the building is via a ramp near the front entrance. A bell is positioned to the right of the main door for anyone requiring attention or assistance. A disabled patient's WC is provided to the right of the reception desk. All major rooms are on the ground floor with low level handles. 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 service 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 a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make 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 seven 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.

CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate 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 sometimes necessary that medical information about you is shared between members of the team.

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 intends to routinely make available. This scheme is available from reception.

ZERO TOLERANCE

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

Keep updated, click to: www.carisbrookehealthcentre.co.uk

PRIMARY CARE TRUST

The practice is now part of the IWNHS Primary Care Trust (PCT).
 Address: South Block, St Mary's Hospital, Newport, IW PO30 5TG
 Tel: 01983 535455

HELP US TO HELP YOU

Our aim is to offer our patients a fast, efficient and friendly service. However, to enable us to do this we require some help from yourselves.

1. Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.
2. If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.
3. The out-of-hours service is for emergencies and urgent problems which cannot wait until the following day to be seen. Please do not abuse this service.
4. If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.
5. We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your ideas in writing to the practice manager.

USEFUL TELEPHONE NUMBERS

Citizens Advice Bureau	0845 120 2959
IDAS Drug and Alcohol Advice	526654
Emergency Dental Helpline	0845 050 8345
Hants and IW Health Authority	01962 853361
Independent Complaints Advisory Service.....	523591
Isle of Wight Youth Trust	529569
Relate (Marriage Guidance)	524402
Samaritans.....	521234
Sexual Health Clinic	821363
Siddys Pharmacy	525216
Social Services	823340
St George's Physiotherapy.....	521078
St Mary's Hospital, Newport, IW.....	524081

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

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NEWPORT IW PO30 1LQ

Telephone: 01983 526652

A Healthy Outlook

THERE is something for everyone at Ralph's Health Foods, which carries over 7,000 items in its extensively-stocked premises.

"We offer everything from health foods, vitamins and minerals to giftware and fine china," said owner William McComb.

"This includes one of the largest ranges of gluten-free products on the island, as well as a huge variety of dried fruits, nuts, seeds and pulses."

The shop also carries products by some of the most trusted names in the health supplement business, including Lifeplan, Health Aid and Nature's Aid, as well as Weleda homeopathic remedies and glucosamine tablets.

"Glucosamine is important for helping to keep the bones and joints in good working order, especially in later years," William said.

"We are an independent shop, which allows us to listen to our customers and respond to their needs by stocking the types of item they require.

"We'll do all we can to help out our customers wherever necessary, which is why we've built up such a large range of products."

Call in today, or telephone (01983) 526652 for more information.

ADVERTISING FEATURE

To advertise your business in our booklet call 0800 612 1516

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for Drs Isaac, Moore, McCarthy, Wills, King and Ramsey of Newport

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Map of the Island with Practice Boundaries

