

# OVERSEAL SURGERY



*Caring For The Community In the Heart of The National Forest*

1 Hallcroft Avenue  
Overseal  
Swadlincote  
Derbyshire  
DE12 6JF

**Tel: 01283 760595**

**Fax: 01283 763512**

**[www.oversealsurgery.co.uk](http://www.oversealsurgery.co.uk)**

# WELCOME TO OVERSEAL SURGERY

We are a rural, single-handed dispensing village practice in the heart of the National Forest and proud that we have been able to maintain a traditional, friendly 'Family Doctors' atmosphere.

## OPENING HOURS

Monday	0800 - 1830
Tuesday	0800 - 1830
Wednesday	0800 - 1830
Thursday	0800 - 1830
Friday	0800 - 1830

We are closed during weekends and bank holidays.

## THE PRACTICE TEAM

### *General Practitioner*

**Dr Vishnu P Parmar** (male) MBBS MD DCH (Indore 1971)

Dr Parmar has been at Overseal Surgery since 1985. Prior to this, he specialised in Paediatrics, with responsibility for training undergraduate and post-graduate doctors. He has an interest in complementary therapies and yoga and is a qualified acupuncture practitioner.

As this is at present a single-handed practice, all patients are registered under Dr Parmar.

### *Practice Nurse/Manager*

**Sally Parmar** RGN RM ADCA

Sally is a registered nurse and midwife who has worked at the surgery since 1994. Previous experience includes medical and neonatal intensive care nursing. Sally is also qualified in clinical aromatherapy amongst other therapies and runs her own private practice.

Routine appointments with the doctor or practice nurse are by appointment only and can be made by telephone or in person. Please inform reception if you are unable to attend.

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

### *Practice Manager*

**Debra Fearn/Sally Parmar**

### *Senior Dispensing Receptionist*

**Teresa Moore**

### *Dispensing/Reception Team*

**Debbie Brelsford**

**Victoria Holland**

**Carmen Jones**

**Jodie Curran**

**Ellie Walton**

**Sarah James**

## VISITING STAFF

### *District Nursing Team*

**Claire Owen** Sister

**Jane Goodall** Staff Nurse

**Susie Southgate** Staff Nurse

**Joyce Cuttings** Health Care Assistant

### *Community Matron*

**Alison Ward**

### *Midwife*

**Shirley Jeffrey**

### *Health Visitor*

**Karen Neal**

### *Smoking Cessation Counsellor*

**Emma Newton**

### *Practice Counsellor*

**Pam Collins**

The Citizens Advice Bureau also hold an outreach clinic at the surgery on Mondays.

### *Students*

This practice occasionally hosts medical and nursing students. Please inform Dr Parmar or Sally if you would prefer not to have a student present during your consultation.

## CONSULTATION TIMES

### **Dr Parmar**

Monday	0900 - 1200	1600 - 1800
Tuesday	0900 - 1200	1600 - 1800
Wednesday	0900 - 1200	1600 - 1800
Thursday	0900 - 1200	1600 - 1800
Friday	0900 - 1200	1600 - 1800

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## APPOINTMENTS

Appointments may be made by telephoning 01283 760595 or by calling at the surgery. Routine appointments may be made up to six months in advance, which will enable us to offer you an appointment at a time more suitable to your requirements.

If you wish to see any of our visiting staff please speak to reception who will make arrangements for an appointment.

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.

### *Telephone Advice*

If you would like to speak to the doctor or practice nurse over the telephone please call after 1130. You may be asked to ring back if they are still seeing patients.

## HOME VISITS

Patients are requested to telephone before 1100 if a home 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

The local out-of-hours service can be contacted by telephoning the surgery number and following the instructions.

The nearest casualty department is at Queen's Hospital, Belvedere Road, Burton-on-Trent and the nearest NHS walk-in centre is at Swadlincote Clinic, Civic Way, Swadlincote.

## NHS DIRECT

NHS Direct is a nurse-led helpline and information service available 24 hours a day, seven days a week. To access this service telephone 0845 4647 or, alternatively, visit their website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients who are on long-term treatment. Requests for prescriptions can be made by telephone, in writing, via our website at [www.sealsurgery.co.uk](http://www.sealsurgery.co.uk) or by calling at the surgery from 0800 - 1830 Monday to Friday. We are unable to take orders for repeat prescriptions at weekends, public holidays or out of normal surgery hours. Please allow 48 hours before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering. If someone collects your prescription for you, they will need to know your full name, address and date of birth, otherwise we are unable to give them your medication. This is in the interest of patient safety.

## DISPENSING

We have provision to dispense to patients who live outside the town boundaries. The Health Service Regulations on this are very strict and this service can only be offered to those patients who register as dispensing when they join the practice or when they move house. For further information please telephone the surgery and a member of our dispensing staff will be pleased to answer your enquiries.

## CLINICS

### *Antenatal Clinic*

Patients are seen by the midwife at the clinic by appointment and also by the doctor during surgery hours.

### *Baby Clinic*

The baby clinics are run by Dr Parmar, Karen Neal and Sally Parmar for child development checks and immunisations. They allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries with the doctor or health visitor.

### *Asthma Clinic*

This is run by Sally Parmar in conjunction with Dr Parmar by appointment only.

### *Diabetic Clinic*

This is run by Sally Parmar in conjunction with Dr Parmar by appointment only.

### *Family Planning*

Contraceptive care is provided by Dr Parmar or Sally Parmar during surgery hours.

### *Well Woman Clinic*

This clinic is run by Sally Parmar for smears, postnatal checks and discussion of women's health issues.

# Murray's

Independent Funeral Directors

Offering a Complete Personal Service to Burton, Derby and Surrounding Areas

For personal attention please call  
**Susan Barke Dip Fd MBIE**



Burton

01283 562299

Derby

01332 767536

Email: [murraysfd@hotmail.com](mailto:murraysfd@hotmail.com)

23 York Street (Corner of Dallow St)  
Burton-on-Trent DE14 2LX

## Looking After Your Loved One's Last Wishes Is As Important To Us As It Is To You

- Individually Tailored Funerals
- Traditional & Horse-drawn
- Eco-Burials
- Cremations
- All Faiths & Non Faiths
- Golden Charter Pre-paid Plans
- Help the Aged Pre-paid Plans
- Monumental Mason Service



Golden Charter  
Funeral Plans

## With dignity and respect

For Susan Barke of Murray's Independent Funeral Directors, her chosen profession isn't just a job, it's a way of life.

"It's something that I'm deeply passionate about," said Susan, who has over 18 years' experience as a qualified funeral director. "Families and loved ones only get one chance to say goodbye, and it has to be right."

Susan established Murray's in 1999, and combines traditional family values with a contemporary attitude to how a funeral should be conducted.

"We are experienced at handling all types of funeral, from traditional horse-drawn to modern eco-friendly cremations and burials," she said. "In fact, we are known for offering more 'unusual' burials, depending on the wishes of the deceased and their loved ones."

"Some of the services we've arranged in the past have included jazz bands and custom-painted caskets, which are popular for younger people."

It's this flexible approach that has built their reputation as funeral directors that care first and foremost about what each family wants.

"We are a small team dedicated to getting the little details right, including male or female funeral directors and bearers," added Susan.

"For example, we can lay the deceased out in a bed which makes them look comfortably at peace which is something families really seem to appreciate."

Murray's offer a complete service, including arranging catering, floristry, memorials and printing. They are a member of The Society of Allied and Independent Funeral Directors.

For more information please call (01283) 562299.

ADVERTISING FEATURE

To advertise your business in our booklet call 0800 612 1516

## Relax, unwind and experience the power of Aromatherapy Discover Nature's Ancient Secrets

Overseal Surgery  
1 Hallcroft Avenue  
Overseal  
Swadlincote  
DE12 6JD

Tel: 07840 416 988  
01283 760595 (surgery)  
[www.pavitraholistics.com](http://www.pavitraholistics.com)

Sally Parmar RGN RM MIFPA  
Clinical Aromatherapist



Aromatherapy, Holistic  
and Beauty Therapies  
inspired by Nature  
Baby Massage and  
Baby Yoga classes  
Reiki and EFT ('Tapping')  
[www.pavitraholistics.com](http://www.pavitraholistics.com)

## For mind, body and soul

As well as being Overseal Surgery's practice nurse and an experienced midwife, Sally has a diploma in Clinical Aromatherapy and offers a range of aromatherapy treatments, auricular acupuncture, holistic and beauty therapies from her fully equipped treatment room in the quiet purpose built extension above the surgery.

And why Pavitra? "It's the Sanskrit word for pure," explained Sally, who uses only the finest essential and carrier oils and bases in all her treatments, complemented by a range of skin, hair and body products prepared individually for each client.

Call Pavitra Holistic Therapies on 07840 416 988, or see [www.pavitraholistics.com](http://www.pavitraholistics.com)

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"We make sure each car meets the exacting standards our reputation is built on, and each vehicle has a thorough service and health check before we'll consider passing it on to a client."

It's this honest and reliable approach that has seen many clients return to MJ Car Sales time and again.

"People trust us to find the right car for them at realistic prices, and they know they'll not only receive a warranty with the vehicle but our assurance of quality, too," added Mark.

Open seven days a week, MJ Car Sales stock everything from small runabouts and family cars to 4x4s and sports models.

"We offer low-rate finance, and we'll do all we can to help our clients find the right vehicle for them," Mark said.

Call in today, telephone (01283) 222313 or visit [www.mjcarsaleslimited.co.uk](http://www.mjcarsaleslimited.co.uk) for more information.

ADVERTISING FEATURE

To feature your business in our booklet call 0800 612 1516

### *Minor Surgery*

Dr Parmar carries out minor surgical procedures at Overseal surgery by appointment and will be happy to advise you on this.

### *Non-NHS Examinations*

The doctor is happy to carry out medicals, eg insurance and driving licence, by appointment outside surgery hours. Please telephone the surgery for an appointment and details of the charges involved.

### *Counselling*

A counsellor is attached to the surgery; please ask for a referral.

### *Patients Over 75 Years*

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

### *Travel Immunisation/Vaccinations*

Please make an appointment at least three weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges and a vaccination questionnaire for your completion are available from 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 August for details of vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged.

## **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**

Wheelchair access to the building is via a ramp near the front entrance. The ramp also allows access to the treatment room from outside in an emergency. Patient services are provided at ground floor level and a disabled patients' WC is sited near the front entrance. If access proves difficult to any of our disabled patients we would be happy to consider suggestions for improvement.

## **COMPLAINTS**

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 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 Services 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 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 two working days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or a 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 for your 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.

## **ZERO TOLERANCE**

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GP, 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 and is available on request.

## **PRIMARY CARE TRUST**

Derbyshire County PCT  
Park Hill, Hilton Road, Eggington  
Derbyshire DE65 6GU  
Tel: 01283 731300  
[www.derbyshirecountypct.nhs.uk](http://www.derbyshirecountypct.nhs.uk)

## 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 care.
- People involved in your care will give you their names and ensure that you know how to contact them.
- We run an appointment system in this 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.
- You will have access to a doctor rapidly in case of emergency, on the same day in cases of urgency and otherwise within two working days. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.
- We will try to answer the telephone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone after 1130.
- If you have undergone tests or x-rays ordered by the practice please telephone for results after one week for laboratory tests and three weeks for x-rays.
- Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.
- 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.
- The practice will offer patients advice and information on health promotion:
  - (i) Steps they can take to promote good health and avoid illness.
  - (ii) Self-help which can be undertaken without reference to a doctor in the case of minor ailments.
- You have a right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

### *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 a home visit only when the person is too ill to visit the surgery.
- Please keep your phone call brief and avoid calling during peak morning time for non-urgent matters.
- It is your responsibility to contact us for your test results. 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 doctor and the practice staff with courtesy and respect.
- Please read our practice booklet. This will help you get the best out of the services we offer. It is important 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.

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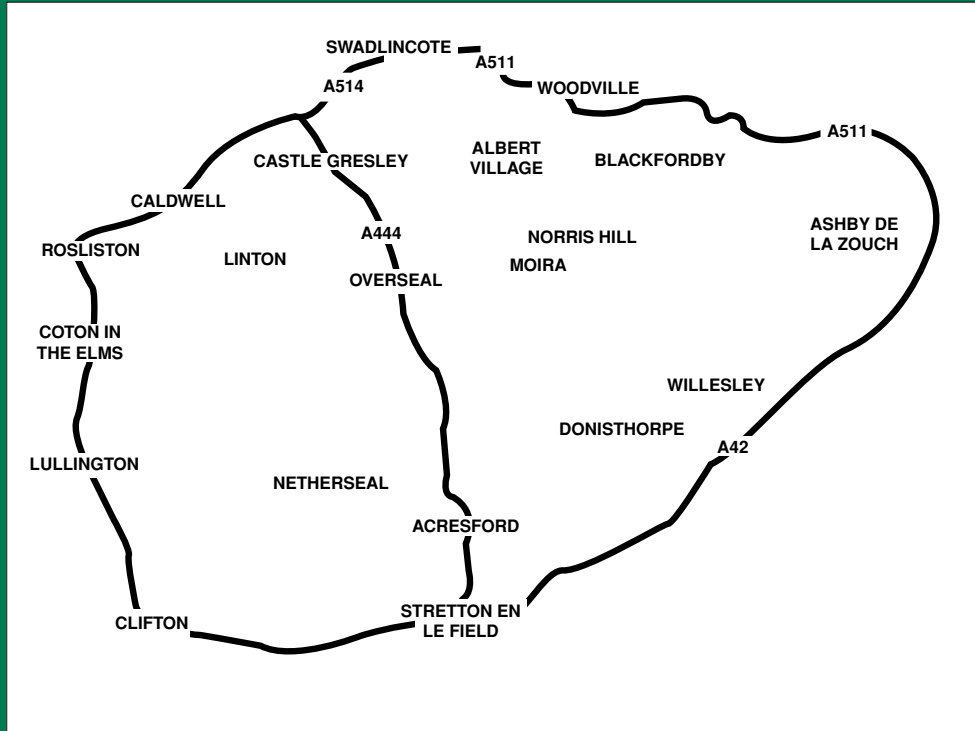
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## PRACTICE AREA MAP



The surgery location is near to the A444 and can be accessed from Moira Road or Woodville Road.