

## Confidentiality

We provide a confidential service to all our patients, including under 16s. This means that you can be sure that anything you discuss with any member of the practice – family doctor, nurse or receptionist – will remain private. Nothing will be said to anyone including parents, other family members, care workers or teachers/tutors without your permission.

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

## Records

All records we hold on file or on the computer are completely confidential. They are only shared with those health professionals directly involved in your care.

## Suggestions & Complaints

Our Patient Services Manager, Wendy Jones, welcomes your comments, suggestions and complaints about any service provided by the Medical Practice.

## CONTACTS

### Useful phone numbers and web sites

**NHS Direct Advice** . . . . .0845 4647

**School Nurse** . . . . .01335 230042

*All day appointments clinic at QEGS every Thurs.*

**Connexions Direct** . . . . .0800 269 468

*General advice for 13-19 year olds*

**Stop Smoking Advice** . . . . .0800 085 2299

*Help & advice*

**Childline** . . . . .0800 1111

*For young people in distress or danger*

**The Space Advice Line** . . . . .01332 364445

*Advice & information for 12-25 year olds*

**Sexual Health/Contraception** .01332 363371

*Derby City advice line* . . . . .ext 281

**William Donald Clinic** . . . . .01332 254681

*Advice & treatment of sexual infections*

**Cruse Youth Involvement Project** . . . . .

[www.rd4u.org.uk](http://www.rd4u.org.uk) or 0808 808 1677

*Help & support following a bereavement*

**Addaction** . . . . .01332 254505

*Help & information about drug misuse*

**Drinkline** . . . . .0800 917 8282

*24hr Advice if worried about a drinking problem*

**Choices** . . . . .01332 206027

*Confidential advice for gay & lesbian young people*

**Lloyds Chemist, Ashbourne** . 01335 343509

**Boots Chemist, Ashbourne** . 01335 342039

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

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

[www.teenagehealthfreak.com](http://www.teenagehealthfreak.com)

DOCTORS MACLEOD, MACLEOD,  
CURRY, WARD & VOSE

# Teenagers Practice Information Leaflet



Dr Ian Macleod  
Dr Sheona Macleod  
Dr John Curry  
Dr Rachel Ward  
Dr Helen Vose  
Dr Debbie Kennedy

Ashbourne Medical Practice  
Clifton Road, Ashbourne  
Derbyshire DE6 1DR  
Telephone : 01335 230085  
[www.ashbournemedicalpractice.co.uk](http://www.ashbournemedicalpractice.co.uk)

## Contacting us

We are open from 8.00am to 6.30pm Monday to Friday.

Reception: Tel 01335 230085

Dispensary: Tel 01335 230087

## Appointments

Appointments are made by ringing the surgery or calling in to speak to our receptionists.

Routine appointments for non urgent problems e.g. spots, period problems, asthma checks, contraceptive advice etc., can be booked ahead by contacting us.

We also have some urgent teenage appointments for emergencies e.g. emergency contraception. Please ask for an urgent teenage appointment when contacting us.

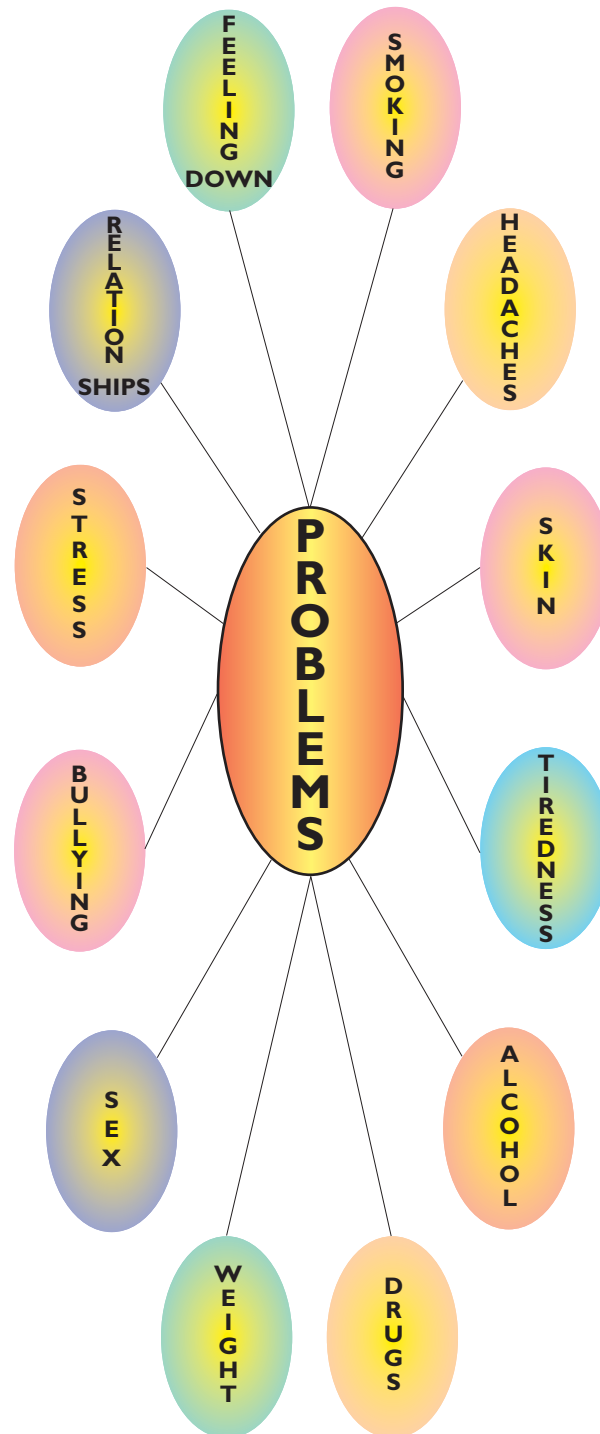
If you are unsure of the type of appointment required, our receptionist or nurse practitioner, Debbie, can advise you.

**Doctors** Mornings from 8.30am to 11am  
Afternoons from 4pm to 6pm  
Lunch times from 11.30am to 12.40pm

Our nurses are Debbie, Dawn and Jo.

Our Health Care Assistant is Yvonne.

**Nurses** Mornings from 8.30am to 12pm  
Afternoons from 2pm to 6pm



## Contacting You

We would like to know how we can confidentially contact you e.g. with test results.

We can ring your mobile, home phone number or send you a personal letter. Alternatively you can ring us.

## Teenage Health Check

You are welcome to see our nurses for a health chat and/or check at any time.

Dawn will be inviting all 14-16 year olds for their diphtheria/tetanus/polio booster, combined with a general health check. This includes blood pressure, weight, height and a review of any medication you are taking. She is happy to discuss any health worries that you may have e.g. relationship problems, skin problems, sexual infections, drugs and alcohol issues, smoking, weight problems, contraception etc.

## Contraception & Sexual Health

Contraceptive advice and checking for sexual infections is regularly available in surgery. Free condoms are issued, please ask at the dispensary.

If swabs need to be taken a morning appointment is best.

If you need a pregnancy test please make an appointment with the Practice nurse or doctor and bring a sample of urine with you.

## Urine Tests

These are often required for infections, cystitis or pregnancy testing. If you feel you need a urine test please ask for a sample bottle from reception, and book an appointment to see the nurse or doctor.