

## HOW TO MAKE A COMMENT OR COMPLAINT ON THE SERVICE

If you have any comments or suggestions about the service being offered you are welcome to speak to your doctor or the Practice Manager who will be happy to deal with the situation.

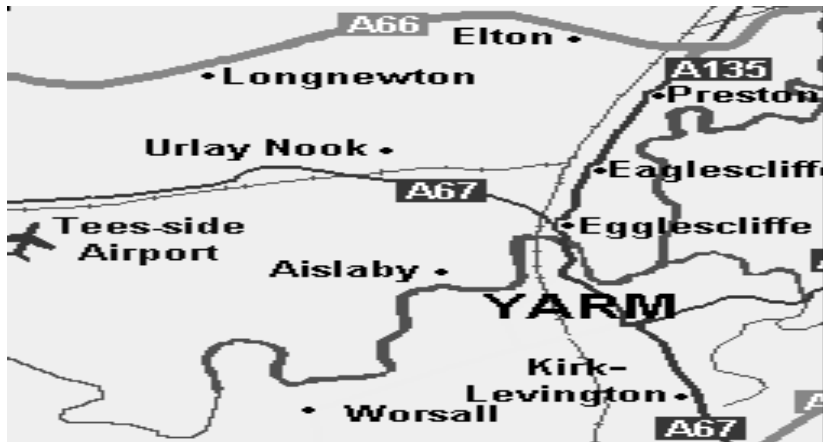
The Practice operates a formal complaints procedure and any complaints should be made verbally or in writing to, Mrs Angela Mackereth, Practice Manager. A complaints leaflet with more information is available from Reception.

## OTHER INFORMATION LEAFLETS

Available from Reception:

1. Your Health & Social Care Record—Information for the Public
2. Complaints Leaflet

## THE PRACTICE AREA



## Healthwatch Stockton on Tees

Should you wish to speak with somebody other than ourselves about concerns regarding your healthcare please contact Healthwatch Stockton on Tees: [www.healthwatchstockton.co.uk](http://www.healthwatchstockton.co.uk) or tel 0808 1729559

## USEFUL TELEPHONE NUMBERS

Health Visitor 01642 781281 / 01642 784501  
Midwife 01642 527802/ 527803  
Eaglescliffe Health Centre PCT General Office 01642 781281  
James Cook University Hospital, Middlesbrough 01642 850850  
NHS 111 Service: 111  
Family Planning Service 0333 000 0012

# Eaglescliffe Medical Practice



## **Drs Ellenger, Stockley, Waterhouse, Smith, Salvati and Greenaway**

Eaglescliffe Medical Practice  
Sunningdale Drive  
Eaglescliffe  
Stockton on Tees  
TS16 9EA

Tel: 01642 780113

**8.00am (doors open 8.30) to 6pm daily Monday—Friday**  
(closed Bank Holidays)

Fax: 01642 791020  
[www.eaglescliffemedical.co.uk](http://www.eaglescliffemedical.co.uk)

**OUT OF HOURS SERVICES PROVIDED BY NORTHERN DOCTORS URGENT  
CARE LIMITED ON BEHALF OF NORTH TEES PRIMARY CARE TRUST TEL  
NO :**

**0300 123 1851 or 111**

**FOR ALL INJURIES**

Your nearest A&E Department is at North Tees University Hospital  
Hardwick, Stockton on Tees

**PRACTICE INFORMATION BOOKLET PLEASE KEEP THIS SAFE FOR YOUR  
FUTURE REFERENCE**

## THE PRACTICE

The practice was started in 1971 in Station Road, Eaglescliffe, by Dr Tim O'Callaghan who retired in 1997. It has now grown to look after over 8,000 patients. We are committed to clinical excellence and have tried to combine efficiency with friendliness in looking after our patients. We feel it is important to provide care and advice to encourage a healthy lifestyle without undue medical interference. In 2000 we achieved the Investors in People Award.

## THE HEALTH CENTRE

This is purpose built, fully accessible building with car parking facilities on site. We share the centre with other health personnel employed by the North Tees Primary Health Trust, many of whom are involved in nursing and health promotion.

## THE STAFF

### **THE DOCTORS**

**Dr Krysia Ellenger** MBBS MRCGP DRCOG DFFP

First registered 1983 (Newcastle)

**Dr Simon Stockley** MB ChB FRCGP FIMC (RCS Edin) MRCS

First registered 1985 (Birmingham)

**Dr Angela Waterhouse** MB ChB MRCGP DCH DFFP

First registered 1990 (Birmingham)

**Dr Fiona Smith** MB ChB MRCGP DCH

First registered 1996 (Sheffield)

**Dr Mike Greenaway** MB BS MRCGP

First registered 1992 (Newcastle)

**Dr Yuki Smith** MB ChB MRCGP

First registered 1996 (Liverpool)

**Dr Stephen Salvati** MB BS MRCGP

First registered 2010 (Newcastle)

In addition to their roles as family practitioners the doctors maintain expertise by having appointments in clinical governance (raising the quality and standards in the NHS), appraisal of other GPs, emergency care, the Health Protection Agency and medical teaching.

### **THE PRACTICE MANAGER**

**Angela Mackereth.** She is supported by our Assistant Practice Manager **Nicky Sibson** and our Admin Team Leader **Alison Hill.** If you are unhappy about something, or wish to suggest ways of improving our service please do not hesitate to contact them.

### **REPEAT PRESCRIPTION REQUESTS**

If you are taking regular medication and are new to the practice please make an appointment with a doctor. Once a prescription is established as a repeat you are welcome to order a script. We **strongly recommend** you **use the tear off slip** attached to your prescription and tick the item you require. Requests are then accepted either by **post, in person** by dropping it through the **black repeat prescription request box in reception**, through the **letter box** located at the rear of building near the car park, or electronically via EMIS access (please see our website for further details, [www.eaglescliffmedical.co.uk](http://www.eaglescliffmedical.co.uk)), or by **fax** ( 01642 791020).

For reasons of quality and accuracy **WE DO NOT ACCEPT REQUESTS BY PHONE** except for the genuinely housebound.

Your prescription will be ready for collection **within two working days.** From time to time your medication may need review and your doctor will leave a message for you.

### **Walk-in Centre**

Our local walk-in centre is Stockton NHS Healthcare Centre, High Newham Road, Hardwick, Stockton on Tees. They offer a walk-in service where no appointments are needed between 8am-8pm 365 days a year. They can be contacted on 01642 525480

### **OUT OF HOURS**

**NORTHERN DOCTORS URGENT CARE LIMITED TELEPHONE NUMBER 0300 123 1851**

If you have an urgent medical problem and the surgery is closed you will find a recorded message directing you to the out of hours emergency service or NHS 111 Service. Emergency out of hours care is provided by qualified medical staff working for Northern Doctors Urgent Care Limited on behalf of the North Tees Primary Care Trust.

### **NHS 111 Service**

NHS 111 Service is a **24 hour nurse led helpline** providing advice and information on what to do if you are feeling ill, have health concerns relating to you and your family, or have enquires regarding local health services, self-help and support organisations. You can call **111 to access this service**

### **PATIENT CONFIDENTIALITY**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. You have a right to know what information we hold about you. If you would like to see your records please speak to our Practice Manager

## USING THE PRACTICE

### HOW TO REGISTER

Anyone living within our Practice area can register by completing the forms in our application pack available from Reception. Please note that as of January 2015 we are also able to consider registrations from patients residing outside the usual practice area. Further information and the relevant application forms can be obtained from our Reception or website, [www.eaglescliffmedical.co.uk](http://www.eaglescliffmedical.co.uk).

### MAKING APPOINTMENTS/TELEPHONE CONSULTATIONS

Appointments/telephone consultations for the doctor or nurse are **bookable up 4 weeks in advance** and are available both mornings and afternoons Monday—Friday. The Practice also offers extended hours on alternate Monday & Thursday evenings. The appointment interval for doctors is **10 mins**. If you need longer eg to discuss a number of problems then please ask the receptionist for a longer allocation. Whilst a proportion of appointments/telephone consultations are bookable in advance (up to a week) we reserve some for later release ensuring availability. The Practice recognises patient choice with regard to requests for an appointment with a specific GP, however this is on the understanding that 48 hour access rights for routine appointments are waived.

**In the unlikely event of the surgeries being fully booked**, the receptionist may enquire about the nature of the problem. You are, of course, under no obligation to disclose this information. However, please bear in mind our receptionist is there to help you and can arrange for you to see an appropriate but alternative health professional. If this is not suitable the receptionist will speak to the duty doctor to clarify your need and arrange for either telephone advice or indeed organise a time when you can be seen.

We are optimistic that over time we will get the right balance of appointments and provide you with a responsive and efficient service.

### HOME VISITS

We believe that domiciliary care impedes the provision of modern medicine. Home visits are available only where it makes clinical sense and provides the best way to give a medical opinion e.g. if you are bed bound and travel by car would cause a deterioration in your medical condition or unacceptable discomfort, or if you are terminally ill. If you **need a visit please telephone the surgery before 10am**. This will give us an opportunity to plan our work.

### RESULTS

Results of tests and investigations requested by your GP are available any afternoon **after 2.00pm**. Your doctor will leave a message for you.

### PATIENTS RIGHTS AND RESPONSIBILITIES

The patient has a right to equity of access to all available services and to be offered these services in a courteous manner. Patients have the responsibility for prompt arrival for appointments or cancellation with 24 hours notice. The Practice operates a zero tolerance policy for any abuse, verbal or otherwise.

### THE NURSE PRACTITIONER

**Shelly Williams** (BSc Hons 2000) is a fully qualified nurse practitioner with 20 years nursing experience. Her role is to provide easy access appointments for **acute illness** e.g. ear infections, sore throat, chest infections, hay fever etc. Shelly can prescribe treatment for many of these conditions. Routine appointments for **review or advice on certain ongoing conditions** are also available. Please ask at reception for further details.

### THE PRACTICE NURSES

**Linda Cardwell and Lindsey Spires** specialise in **health promotion**. They are available for **smear testing, smoking cessation, immunisation and travel advice**. They assist in the **monitoring** of some ongoing conditions and can offer advice in such matters as **contraception**.

### THE HEALTH CARE ASSISTANT/

Our Health Care Assistant, **Suzanne Elder**, provides **well person checks** and helps in the **monitoring** of certain conditions. She performs **tests** such as electrocardiography, lung function tests and assists in the provision of minor operations and phlebotomy. If you have registered with us in the last 6 months, are over 75 and have not seen a health professional in the last year, or are registered with us but have not attended in the last 3 years, you are welcome to make an appointment with them for a check up.

### THE PHLEBOTOMIST

**Shirley Thorman** runs **twice weekly morning clinics** and takes **blood tests** at the request of the doctors. We also have a **further Phlebotomist** in practice who is **available everyday, Monday to Friday**. Transportation arrangements of blood samples to the laboratory generally preclude the availability of a phlebotomy service on an afternoon.

### THE DISTRICT NURSES

**Our team** of attached district nurses specialise in **dressings, postoperative care including the removal of stitches** and the **care of the infirm**. Home visits can be arranged if needed.

### THE HEALTH VISITORS

Our attached health visitors **advise on all family matters** but specialise in the under 5's offering developmental checks and immunisation advice. No appointment is needed for the **Well Baby Clinic every Friday 10am-11.30am**.

### THE MIDWIFE

Our team of attached midwives have good knowledge of the community and facilities available locally. As well as providing personalised **pregnancy care**, they offer post natal care for you and your baby for up to 28 days after delivery. Parentcraft classes are available. Appointments with the midwife are via initial referral from your doctor.

## **THE COUNSELLOR**

**Liz Sumners**, our attached counsellor is available two days a week. Appointments are via initial referral from a doctor.

## **OTHER STAFF**

We have a visiting **physiotherapist, dietician, community psychiatric nurses and Macmillan nurses**. Consultations are via initial referral from the doctor. Services from a **chiroprapist** are also available.

## **UNDERGRADUATE AND POSTGRADUATE TEACHING**

The practice is affiliated to the University of Newcastle upon Tyne and the University of Durham through the regional programme of both undergraduate and postgraduate training of qualified doctors. At times there may be medical students or young doctors working with us under close supervision. Of course you may opt not to see him/her. Their allocation to the practice indicates that we have had to exceed certain stringent standards to attain status as a teaching practice.

## **SERVICES**

**In addition to providing essential management and advice when you are ill we provide a range of other services**

## **MONITORING ADVICE AND REVIEW OF ONGOING CONDITIONS**

Our team of nurses and health care assistants supported by the doctors provide regular check ups for patients with hypertension, coronary heart disease, stroke, diabetes, thyroid problems, epilepsy, mental health problems, asthma, chronic obstructive airways disease, rheumatoid arthritis, post splenectomy, pernicious anaemia, treatment with warfarin, hormone replacement therapy and contraception.

Should you fall within one of these categories, from time to time you will be invited for a check up. We hope you see this as we do - an important opportunity to promote well being and health.

## **IMMUNISATION**

We support our important programme of **childhood immunisation** by way of a weekly clinic **every Friday 10—12 am** via appointment. Should this time be inconvenient you can of course make an appointment with the practice nurse in the usual way.

**Adult immunisations including flu (Sept-Nov) and travel vaccinations** are offered by the practice nurses via appointment.

## **HEALTH PROMOTION**

The doctors and nursing staff are always pleased to advise you on health matters such as smoking, diet, stress, relaxation, exercise and heart disease. We now also offer a healthy heart check for patients between the ages of 40 and 74. The purpose is to help you enjoy a healthy life.

## **ALCOHOL WORKER**

We have a designated Alcohol Worker from local support group Lifeline, who comes into practice usually on a Monday afternoon. Referrals to this service can be made via the GP.

## **CHILD HEALTH SURVEILLANCE**

A programme of checks is carried out by the doctors and health visitors in order to detect problems early and to help ensure normal development.

## **MINOR SURGERY**

Curettage, cautery and cryotherapy (liquid nitrogen) is offered by our GP's. If you require these service please make a routine appointment with one of our GP's.

## **SMOKING CESSATION**

All doctors and nurses can offer advice on smoking cessation.

## **CONTRACEPTION**

Advice is available on all forms of contraception including the **fitting of intrauterine devices (coils)**.

## **SMEARS**

We have a **cervical screening recall programme**. The service is provided by our practice nurses.

## **MATERNITY SERVICES**

Ante natal and post natal care is provided through the support of our attached team of midwives. **Please note that intrapartum care (care during delivery) is not provided by the doctors.**

**Please note that we do NOT provide a MINOR INJURY SERVICE.** In case of such injury we would advise you to attend the Accident and Emergency department at North Tees University Hospital.