

## CLINIC SERVICES

The following services are available at the surgery:

- Cervical Cytology
- Contraceptive Services and Family Planning
- Child Health Surveillance and Childhood Vaccinations
- Flu (influenza) and Pneumococcal Vaccinations
- New patient checks
- NHS health checks
- Palliative care
- Travel Vaccinations (inc. Yellow Fever)
- Health promotion
- Long term condition monitoring
- Healthcare for the Homeless
- Minor operations clinic
- Chronic disease clinics
- Chaperone (please ask GP/Nurse)

We are proud to be a well-established training practice, helping qualified doctors, known as registrars, complete the final stages of their GP Training.

## PATIENT PARTICIPATION GROUP

Our Patient Participation Group works to improve communication between the practice and its patients, to ensure the services we offer meet the needs of all patients. We are always looking for enthusiastic people to join the group, share ideas on how services could be changed or improved, and be involved in making those changes - for the good of the patients and the practice.

If you are interested in getting involved, or would like to find out more, please contact Theresa Davies, Practice Manager.

## CATCHMENT AREA

We cover Blackhall Rocks, Blackhall colliery, Castle Eden, Easington Colliery, Easington Village, Haswell, Hawthorn, Hesleden, Horden, Hutton Henry, Old Shotton, Peterlee, Sheraton, Shotton Colliery, South Hetton and Wingate.

## HEAD OFFICE

William Brown Centre (1st Floor)  
Manor Way, Peterlee, Co. Durham SR8 5TW

## CHIEF EXECUTIVE

Greg Moorhouse

## CHIEF OPERATING OFFICER

Emma Brough

## DIRECTORS

Dr David Anderson, Glenn Carroll, Brian Hunter,  
Phil Young, Marie-Claire Young

## PRACTICE STAFF

*Practice Manager* - Theresa Davies

*Trainee Practice Manager* - Bethany Davies

### *Clinical Team*

Dr David G Anderson MB BS FRCGP Dip Ther MClinEd

Dr Michael Young MB ChB BAO LRCP/S(I)

Dr Ian Russell MB ChB; Dr Paula MA Graham MB BS

Dr Marc Lamplugh MB ChB MRCGP MRCS Ed

Dr Joanna Bielby; Dr Tulay Yugit

Dr Yogesh Parashar

### *Nurse Practitioners*

James Roberts BSc(Hons); Tracey Elliott BSc(Hons);

Amie Myers BSc(Hons); Claire Martin BSc(Hons);

Jane Atherton; Pam Corbett; Randy King

### *Practice Nurses*

Belinda Barker RN; Sharron Dickson RN

Julie Lambton; Hayley Boagey; Michelle Wells;

Midhun Sebastian; Vicky Martin

### *Health Care Assistants*

Fiona Bell; Heidi Matthews; Louise Parkin

Vicky Maddison; Pauline Goodlad

### *Phlebotomists*

Jackie Presho; Yvonne Allison; Claire Tose



Providing NHS services



## Arbroath House Surgery

Seaside Lane South  
Easington Colliery  
Co. Durham SR8 3PE  
Tel: 0191 527 0328  
Fax: 0191 527 3419

## PRACTICE OPENING TIMES

Monday-Friday 8.30am-5.30pm  
Saturday, Sunday & Bank Holidays  
Closed

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

Trusted to provide quality healthcare

## BOOKING A ROUTINE APPOINTMENT

You can contact the surgery via telephone, face to face contact or Online services, including eConsult. Our reception staff are trained in care navigation and are required to take basic details from the patient. On the day appointment requests go through our clinical triage system in which you will receive a call the same day. You can still book pre-bookable appointments if required.

## ARRIVING LATE FOR AN APPOINTMENT

Please ensure that you arrive on time for your appointment or you may be asked to re-book.

## CANCELLING APPOINTMENTS

Please notify the practice as soon as possible if you cannot attend your appointment, so that it can be offered to another patient.

## HOME VISITS

If you require a home visit from a doctor, please inform the surgery **before 10.30am**. Home visits should only be requested when the patient is too ill to attend the Practice. The GP or nurse may phone you first to assess the problem before visiting.

## ONLINE SERVICES AVAILABLE

- Book and cancel appointments
- Order repeat prescriptions
- View records

## GP TRAINING PRACTICE STATUS

We are proud to be a well-established training practice, helping qualified doctors, known as registrars, complete the final stages of their GP Training.

## CONSULT OUR DOCTORS ONLINE

Our eConsult service will let you:

- Request advice and treatment from our practice online
- Get self-help advice for hundreds of common conditions

Please visit [www.intrahealth.co.uk](http://www.intrahealth.co.uk) and click on our practice drop down.

## HOW TO RECEIVE MEDICAL HELP WHEN THE PRACTICE IS CLOSED

If you become ill when the surgery is closed and you feel it is an emergency, you can contact the following:

### NHS 111

If you need medical help fast but it's not a 999 emergency you can call 111

Open 24 hours a day, 365 days a year

### 999 EMERGENCIES

For immediate life threatening emergencies, continue to call 999

## PATIENT CONFIDENTIALITY & DATA PROTECTION

The practice is compliant with the Access to Medical Records Act 1990 and the Freedom of Information Act 2000. It is registered under the Data Protection Act 1998.

It also conforms to the Common Law Duty of Confidentiality and adheres to the NHS Code of Practice when sharing information between Professionals in support of patient care.

## COMPLAINTS

We always aim for high standards. If you have any complaints please let the staff know so that we can help you. There is also a copy of the Complaints Policy available in reception.

## CHANGE OF DETAILS

If any of your details change (i.e. your name, address or contact number), **please inform the surgery straight away.**

## RESEARCH ACCREDITED PRACTICE

The practice is a research ready accredited practice working with the NIHR clinical research network team. We have seen firsthand the benefits it can bring in providing more tailored care for our patients. It also enables us to concentrate our research in the areas that affect our practice most so that we can make a tangible difference to how we provide care for patients.

## REPEAT PRESCRIPTIONS

Patients requiring repeat medication will be given a repeat order form which will enable them to re-order their prescriptions in the following ways:

- Calling into the practice
- Telephone during the hours of 10am-1pm
- Online

Please ask at reception for further details.

## REGISTERING AT THE PRACTICE

IntraHealth operates an **open list policy**. Registering or changing doctors is easy and takes only minutes. Please call into the practice or register online via our website.

## DISABLED ACCESS

- Disabled toilet
- Wide doors for wheelchairs
- Disabled parking bays

We also have access to an interpreting service, either language (ethnic minorities) and BSL services

## CARERS SERVICE

If you care for a relative or friend, please inform the practice as we may be able to help you access other local support services.

## CHAPERONE SERVICE

Trained chaperones are available. Please ask the GP/Nurse for this service.

## REMOVAL OF PATIENTS

We operate a **zero tolerance policy** on verbal and physical abuse. Any patient who commits an act of violence or behaves in a threatening manner to staff will be removed from the practice list.

## AMPLE FREE PARKING