

## CLINIC SERVICES

The following services are available at the surgery:

- Ante-Natal Services
- Cervical Cytology
- Family Planning
- Child Health Surveillance and Childhood Vaccinations
- Flu (influenza) and Pnuemococcal Vaccinations
- New Patient Health Checks
- NHS Health Checks
- Palliative Care
- Travel Vaccinations
- Health Promotion
- Long term condition monitoring
- Minor operations

The practice supports the training of medical students.

## HEALTH CHAMPIONS

The practice Health Champions offer a free wellness and weight management service to all patients each Tuesday at St George, between 1:30pm and 3:30pm. Free advice, support and recipes available. No appointment necessary, just drop in.

## 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 just like to find out more, please contact Nicola Greenwood, Practice Manager.

## CATCHMENT AREA

We cover the NE31, NE32, NE33 and NE34 areas.

### 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*  
Nicola Greenwood

*Trainee Practice Manager*  
Leah Muller

#### *Clinical Team*

Dr N. D. Elliott MB ChB (f)  
Dr M. Young MB BCh (m)  
Dr V. Slevin MB BCh (f)

#### *Advanced Nurse Practitioners*

Amanda Rees MSc, BA (Honors), DPSN, RGN  
Kieran Devereux

Alison Howey BSc Hons Nurse Practitioner  
Anthony Golding BSc Emergency Care

#### *Practice Nurses*

Kelly Summerly Dip He in Adult Nursing

#### *Trainee Nurse Associate*

Carly Jones

#### *Health Care Assistant*

Dee Bell



Providing NHS services



## St. George Medical Practice

New George Street, South Shields  
Tyne & Wear NE33 5DU  
Tel: 0191 455 5958 Fax: 0191 4565828

### PRACTICE OPENING TIMES

Mon, Wed, Thurs and Fri 8.00am-6.30pm  
Tues 8.00am-7.30pm  
Closed Bank Holidays

## Riverside Medical Practice

Flagg Court Medical Centre  
Dale Street, South Shields  
Tyne & Wear NE33 2LX  
Tel: 0191 283 2050 Fax: 0191 283 2059

### PRACTICE OPENING TIMES

Mon-Fri 8.00am-6.30pm, Sat 9.00am-12noon  
Closed Bank Holidays

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[www.england.nhs.uk](http://www.england.nhs.uk)

## BOOKING A ROUTINE APPOINTMENT

You can book a routine appointment by telephone or calling into the practice, or by registering for online services and booking your appointment online or on the Patient Access app.

Appointments are generally available 4 weeks in advance to book.

You can express a preference to see a particular clinician and we will try to comply with your request. However due to availability of doctors this may not always be possible.

## URGENT APPOINTMENTS

The practice offers urgent appointments with both the GP or the Advanced Nurse Practitioner, which are bookable on the day.

## 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.

## CHANGE OF DETAILS

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

## HOME VISITS

If you require a visit from a doctor to your home, 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.**

## 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:

### Extended Access

We now have extended access to healthcare professionals through the **Primary Care Service**, where patients can be seen outside regular practice hours; early mornings, late evenings and weekends. Further information can be found at [www.healthcollaboration.co.uk](http://www.healthcollaboration.co.uk). Please contact reception to book an appointment.

### 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.

## 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
- Via Patient Access (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

This practice is fully accessible to wheelchair users and provides a disabled toilet facility.

## 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.

There is Carers information available in our Reception Area and in our waiting rooms.

## CHAPERONE SERVICE

Trained chaperones are available to support you during intimate examinations. Please ask the doctor/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 normal GMS list. These patients will then be placed on AMS for violent patients, and will have restrictions on how and when they can access GP services.