

## CLINIC SERVICES

The following services are available at the surgery:

- Ante-Natal Services
- Cervical Cytology
- Child Health Surveillance and Childhood Vaccinations
- Flu (influenza) and Pneumococcal Vaccinations
- New Patient Health Checks
- Family Planning
- NHS Health Checks
- Palliative Care
- Smoking Cessation
- Travel Vaccinations
- Health Promotion
- Long term condition monitoring
- Insulin Initiation

We are not a training practice, however from time to time we accommodate student nurses.

## 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 ask reception team for details.

## CATCHMENT AREA

The practice covers the following area:  
DL17, DH6

### 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

*Trainee Practice Manager*  
Thomas Sullivan

#### *Clinical Team*

Dr Armstrong GP  
Emma Donohue PN  
Dawn Kelly PN  
Elaine Walton HCA  
Warren Todd Clinical Pharmacist  
Danielle Abbs Smoking Adviser



**NHS**  
Providing NHS services



## West Cornforth Medical Centre

Reading Street, West Cornforth  
Ferryhill DL17 9LH

Tel: 01740 656578

Fax: 01740 653928

Email: [ddesccg.A83634-eds@nhs.net](mailto:ddesccg.A83634-eds@nhs.net)

### PRACTICE OPENING TIMES

Monday, Tuesday, Thursday and Friday  
8.00am-6.00pm

Wednesday 8.00am-7.30pm

Closed Bank/Public Holidays

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

Trusted to provide quality healthcare

Services provided by IntraHealth on behalf of NHS England  
[www.england.nhs.uk](http://www.england.nhs.uk)

## BOOKING APPOINTMENTS ACTIVE SIGNPOSTING

When contacting the practice to book an appointment a member of the reception team will ask a set of specific questions, this is to ensure you are directed to the most appropriate person.

Appointments requested on the day are booked via our triage service. You will be contacted by either a GP or ANP to discuss your problems.

Young children and frail elderly patients will be prioritised.

You can book a routine appointment by telephone, online or by calling into the practice. Appointments are 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

There is availability for urgent appointments throughout the day. When the triage is full to capacity you will be advised to contact 111.

## 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

All prior booked appointments will receive a text message reminder the day before the appointment. Please use this function to cancel your appointment if not required or alternatively please notify the practice as soon as possible.

## HOME VISITS

If you require a home visit from a doctor, please inform the surgery **before 11.00am**. 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

### Ring: NHS 111

If you need medical help fast and it is not a 999 emergency, you can call 111. It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

### 999 Emergencies

For immediate life-threatening emergencies, please call 999.

## 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.

## 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 as soon as possible.**

## 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
- Telephoning the practice
- Via SystmOnline

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

The practice is fully accessible to wheel chair 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.

*AMPLE FREE PARKING*