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 that ourselves about concerns regarding your healthcare please contact Healthwatch Stockton on Tees: 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

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 feasibilities 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 MRCGP Dip IMC RCS (Edin)
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)

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 Office Manager Lynda Phoenix. 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, by e-mail (www.eaglesclifemedical.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 inquiries 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.
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 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 chiropodist 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, alcohol, 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.

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 offer advice on smoking cessation. Our practice nurses offer more specialist support should this be of value to you. And our Health Visitors operate a walk in service every Thursday 4.15pm-5.45pm.

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.