



1st Floor, One Life, Linthorpe Road, Middlesbrough, TS1 3QY

Tel: 0300 111 2300 Fax: 01642 245748

BRANCH SURGERY

131 Kings Road, North Ormesby, Middlesbrough, TS3 6EY

Tel: 0300 111 2300 Fax: 01642 270008

www.parksurgery.co.uk

Partners

Dr I S Basson (Male)

MBBS (1974) Punjab, DRCOG, FP Cert

Dr M W Lau (Male)

MC.CbB (1988) Dundee, FRCS, DRCOG, MRCP

Dr S Ismail (Female)

MBChB (2003) Johannesburg, DCH, DRCOG

Mr S P Doyle

Managing Partner

Associates

Dr M Patrick (Male)

MBBS (2000) Newcastle, MRCP

Dr B Coapes (Female)

MBChB (1998(Edinburgh), MRCP DFRS, MRCP

Dr R Ramesh (Female)

MBBS (2001), NMRCGP, DFFP

Welcome to Park Surgery

This booklet is designed primarily for new patients whom we would like to welcome to the Practice, but it is also for all patients who may find it helpful in making the best possible use of our services.

There are 6 doctors, 3 male and 3 female. You are free to consult with any of the doctors.

Practice Area

Our Practice covers the following areas:

- Middlesbrough Town Centre
- Beechwood
- Saltersgill
- Whinney Banks
- Grove Hill
- Acklam
- Brookfield
- Hemlington
- Coulby Newham
- Stainton
- Tollesby
- Marton
- Nunthorpe
- Easterside
- Berwick Hills
- Thorntree
- Netherfields
- Park End
- Ormesby
- Longlands

If you have any doubt about whether you live in our Practice Area, please ask one of our Patient Advisors for guidance.

Commissioning Group

Park Surgery is part of South Tees Clinical Commissioning Group. Details can be found on their website: www.southteesccg.nhs.uk

Useful Telephone Numbers

NHS 111 (24 Hrs)	111
James Cook University Hospital	01642 850850
North Tees Hospital	01642 617617
Social Services	01642 398300
Carter Bequest Hospital	01642 850911
Emergency Contraception	01642 854519

Registration

In order to register with the Practice you must live within the practice boundary. To register, bring your medical card together with 2 forms of identification (1 photo id and 1 address confirmation), to either surgery and ask a Patient Advisor for a registration form. You will also be asked to complete a new patient questionnaire and offered a new patient check up. If your application is rejected you will be provided with a full explanation.

If you move outside the practice boundary you must inform the surgery and register with a new local doctor as soon as possible.

Park Surgery follows a policy of non-tolerance of abuse to staff whether verbal, physical or racial. If this policy is not adhered to you will be removed from the practice list.

Surgery Times

Main Surgery – One Life Building

Monday	8am – 6pm
Tuesday	8am – 6pm**
Wednesday	8am – 12 noon then 2pm – 6pm
Thursday	8am – 6pm**
Friday	8am – 6pm
Saturday	closed
Sunday	closed

**On Tuesdays & Thursdays we offer evening appointments between 6:00pm – 8:00pm. These times are for pre-booked appointments only.

Branch Surgery – 131 Kings Road

Monday - Friday 8.00am – 12 noon

Please note both surgeries are closed on Bank Holidays.

Making an appointment

Appointments can be made by telephoning the surgery, by calling at Reception or requesting via our web site. Appointments can be booked up to one week in advance.

For minor ailments our Urgent Care Practitioners can see you on the same day.

You may request to see the doctor of your choice, however if that doctor is not available you will be offered an appointment with another.

If you are unable to attend your appointment, please inform us as soon as possible so that the slot can be offered to another patient.

Home Visits

Requests for home visits should only be made if the patient is too ill to travel. Please attend the surgery if at all possible, as the doctor can see 4 to 5 patients in the average time it takes to make a home visit.

If you are unable to attend the surgery and do require a home visit, please telephone before 11:00am as after this time only emergencies will be accepted. All home visit requests will be vetted by a doctor who may telephone you beforehand.

When we are Closed

If you need medical advice call NHS 111 by simply dialing - 111

Calls to the 111 service are free from both landlines and mobiles.

If you need to see a doctor, again the first point of call is 111 where arrangements will be made.

A 'Walk-In' clinic is available each day between 8:00am – 8:00pm at the Resolution Health Centre, Trinity Mews, North Ormesby

Emergencies

IN A LIFE THREATENING EMERGENCY DIAL 999

For other emergencies during normal surgery hours please contact Park Surgery on 0300 111 2300. *Calls to 0300 (health) numbers are included in the free minutes of all phone packages, otherwise they are charged at local rates.*

Outside the surgery hours contact NHS 111. Simply dial 111.

Our Responsibilities to You

Waiting Time: We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. Obviously some patients' problems take longer than others, however, our aim is that nobody waits more than 20 minutes in our waiting room.

Access: We offer same day appointments and others that can be booked up to one week in advance. We will attempt to meet your requirements.

Respect: Patients will be treated as individuals, irrespective of their ethnic origin or religious and cultural beliefs.

Health Records: Information contained in your health records is kept confidential at all times and only disclosed for purposes related to your healthcare (except when you have given permission). Under the Data Protection Act 1998, you are entitled to access your clinical records or any other personal information held about you. For this, please contact The Managing Partner.

Chaperones: If you feel you would like a Chaperone present at your Consultation, please inform the Doctor / Nurse who will be happy to arrange this for you.

Your Responsibilities to Us

Please let us know if you change your name, address or telephone number. Please do everything you can to keep appointments. Tell us as soon as possible if you cannot.

Please ask for home visits only when the patient is too ill to visit the surgery.

Please keep your telephone calls brief and avoid ringing at peak times (8am – 10.30am) for non-urgent matters.

Remember, you are responsible for your own health and the health of your children. We will give you our professional health advice, please act upon it.

Repeat Medication

If you require regular medication you can order your Repeat Prescription by either: handing in the completed white slip, posting the white slip with a s.a.e. or via our website. To reduce the risk of errors we do not accept requests by telephone.

Repeat prescriptions will be ready after 4:00pm, two working days after receipt of the request.

Please make sure you order you medication in good time.

Complaints

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably as possible.

Simply write to the Managing Partner and he will set all the necessary wheels in motion. Alternatively, request a complaints form from one of our Patient Advisors.

We are continually striving to improve our service. Any helpful suggestions would be much appreciated and a suggestion box is located in the waiting area.