



WORKING WITH OUR PATIENTS  
TO IMPROVE HEALTH

We would like more patients to use the eConsult service to reduce the demand on the telephone system, so that those who cannot go online have improved phone access. It is proving to be very effective both for patients and for the Practice. Go onto the practice website to activate and get started

econsult

Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?

eConsult and get a response before the end of the next working day or sooner

GET STARTED

A smears test lasts 5 minutes.

The impact of cervical cancer lasts a lifetime.

Attend your smears test. Reduce your risk.

# Shingles

Anyone aged 70 can have the [shingles vaccine](#) on the NHS. You become eligible for the vaccine from the first day of September after your 70th birthday for the following year.

People aged 78 or 79 are also eligible for the shingles vaccine on the NHS for a year from the first day of the following September as part of a catch-up programme.

Anyone aged 80 and over is unsuitable to have the shingles vaccination on the NHS because it seems to be less effective in this age group,

Please see reception staff for booking into a clinic.





Practice staff are challenged to meet our patients' demands.

All our staff want to provide the best possible care. With the insistent pressure, we sometimes cannot meet your specific wishes immediately. As a result, we are seeing an increasing number of incidents when patients behave unreasonably towards our staff, causing considerable distress. Any verbal or physical abuse, aggressive, offensive, intimidating, or disrespectful behaviour towards our staff will not be tolerated. We will follow our Zero Tolerance Policy and act when patients behave inappropriately.



### GP PRACTICE ENHANCED ACCESS OPEN WHEN YOUR GP PRACTICE IS CLOSED



Book Via  
your GP Practice

Appointments Available  
from: 6pm to 9pm  
Monday to Friday  
and  
9am to 5pm Saturday



For patients of:



- Acklam Medical Centre
- Coulby Medical Practice
- Crossfell Health Centre
- Hirsel Medical Centre
- Kings Medical Centre
- Newlands Medical Practice
- Parkway Medical Centre
- Westbourne Medical Centre

All appointments will be booked at Park Surgery  
- 1st Floor, One Life Centre, Middlesbrough  
A lift is available

Delivered by your Federation of GP Practices -Eston, Langbaugh and Middlesbrough Alliance.  
On behalf of Greater Middlesbrough Primary Care Network (find us on facebook)  
<https://www.facebook.com/GreaterBoroPcn/>



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

Two locations: By appointment only via 111.

Middlesbrough One Life

Redcar Primary Care Hospital

What is available?

- Face to face appointments,
- Telephone consultations,
- Video consultations and
- Urgent home visits



### South Tees GP Out of Hours Service



**Need Urgent GP or Advanced Nurse Assistance?**  
**Open all night 6pm to 8am Monday to Friday. Open 24 hours at weekends.**  
**Call 111 or use 111 online.**

Provided by your Federation of GP Practices  
Eston Langbaugh and Middlesbrough (ELM) Alliance Ltd