



Middlesbrough Pathfinder  
Clinical Commissioning Group

SOME PEOPLE WHO

**ATTEND A+E**



COULD BE TREATED

**ELSEWHERE**

**RIGHT PLACE  
FIRST TIME** 

# Accessing the right treatment in Middlesbrough

By going to the **right place first time** you can get the **right treatment** from your NHS.

## Self Care

A well-stocked medicine cabinet will help you deal with many common illnesses. Keep all medicines out of sight and reach of children and always follow the dosage instructions on the label. If you have an on-going medical condition such as asthma ensure you have adequate supplies of the medication you require at home.

## Pharmacist

Your local pharmacist is able to give expert advice without an appointment. Each pharmacy has a fully qualified pharmacist available to offer free advice on common ailments, health matters, and medicines. Pharmacists also provide contraception and emergency contraception (the morning after pill).

Middlesbrough pharmacies are listed on the back page of this leaflet. To check the opening times of your local pharmacy (many offer late, and Sunday, opening) please visit [www.middlesbrough.nhs.uk](http://www.middlesbrough.nhs.uk)

## GPs (family doctors)

Your local GP practice provides a comprehensive range of services including general medical advice and treatment.

They deal with a very broad range of complaints, including infections like cystitis and sore throats, mental health problems such as depression and anxiety, joint pains and arthritis. If you require more specialised care they will refer you to a specialist service or hospital.

If it's not life-threatening, call your GP first. Your GP has your records and knows your medical history, medicines, and allergies. Your GP can also admit you to hospital if needed.

Middlesbrough GPs are listed on the back page of this leaflet. Most surgeries are open Mon-Fri 8am to 6pm (some practices have extended hours). To check your local surgery opening times please visit [www.middlesbrough.nhs.uk](http://www.middlesbrough.nhs.uk)



Each year the A+E departments in Middlesbrough see almost 57,000 patients – this is an average of 156 patients per day. Of these, it is estimated that **up to 70 per day** could have been treated by their GP, a local pharmacist or treated themselves with basic self-care, first aid and advice. Many people automatically go to A+E as soon as they feel ill or have an accident. This leaflet highlights a range of options to help people get the treatment they need.

## GP out-of-hours

This service is only available when your GP surgery is closed. Call the out-of-hours service if you urgently need to see a nurse or family doctor and you cannot safely wait until the the GP surgery is open.

A trained nurse or doctor will talk to you and assess your needs and then advise and direct you to the most appropriate place for you to get treatment.

This is not a drop-in – you must phone first. Out of hours service is **0845 603 3131**.

## Walk-in Centre

Walk-in Centres are GP led health centres available for both registered and non-registered patients to use.

Middlesbrough's walk-in centre is based at **Resolution Health Centre, North Ormesby Health Village** and is open from 8am till 8pm, 7 days a week.

You can walk in and request an appointment or pre-book an appointment by calling **0330 123 9501**.

## A+E (Accident + Emergency)

A+E is an **emergency** service that should only be used when people are badly injured or show the symptoms of critical illness.

Your nearest A+E department is at the **James Cook University Hospital** on Marton Road, Middlesbrough.

A+E is **not** for minor injuries such as small bumps and cuts or minor illnesses such as coughs, flu and earache or for illnesses which you have had for a number of days.

## Call 999

999 is an **emergency** service that should only be used when people are badly injured or show the symptoms of critical illness.

If you think a patient is suffering from one of the following you must dial 999:

- Heart attack
- Sudden unexplained shortness of breath
- Heavy bleeding
- Unconsciousness (even if the patient has regained consciousness)
- Traumatic back/spinal/neck pain

**NHS Direct - 0845 4647**

If you are not sure what to do and need some advice, you can ring 24 hours a day, 365 days a year and speak to an experienced nurse. They will provide you with expert, confidential advice and information on what to do if you are feeling ill. Translators are available.

## GPs in Middlesbrough (All 01642 unless stated)

### Borough Road & Nunthorpe Medical Group

167a Borough Rd **243668**  
87 Guisborough Rd **315390**

### Cambridge Medical Group

10a Cambridge Rd **851177**

### Coulby Medical Practice

Cropton Way **590500**

### Crossfell Health Centre

Berwick Hills **296777**

### Fulcrum Medical Practice

Grangetown Neighbourhood Centre, Bolckow Rd **508508**

### Fulcrum Medical Practice

Acklam Rd **354550**

### Haven Medical Centre

7 Harris St **251053**

### Hemlington Health Centre

Viewley Centre **514350**

### Hirsel Medical Centre

North Ormesby HV **242880**

### Kings Medical Centre

North Ormesby HV **244766**

### Martonside Medical Centre

1a Martonside Way **812266**

### Newland Medical Centre

Borough Rd **247401/247029**

### Oakfield Medical Practice

North Ormesby HV **244990**

### Park End Clinic

Overdale Rd **280090**

### Park Surgery

One Life, Linthorpe Rd **0845 234 2300**

### Parkway Medical Centre

Cropton Way **270033**

### Prospect Surgery

Cleveland HC **0844 477 3987**

### Resolution Health Centre

N. Ormesby HV **0330 1239501**

### The Discovery Practice

Cleveland HC **245069**

### The Endeavour Practice

Cleveland HC **242192**

### The Erimus Practice

Cleveland HC **242746**

### The Linthorpe Surgery

378 Linthorpe Rd **0844 477 3467**

### The Village Medical Centre

400-404 Linthorpe Rd **851234**

### Thorntree Surgery

11 Beresford Bg's **0845 2342300**

### Westbourne Medical Centre

N. Ormesby HV **0844 875 3500**

### Woodlands Road Surgery

6 Woodlands Rd **247982**  
283 Acklam Rd **818952**

## Pharmacies in Middlesbrough (All 01642 unless stated)

### AC Moule and Co

55 Parliament Rd **244717**

### Alliance Pharmacy

21 High Street **452777**

### Asda South Bank

**443810**

### Assura Pharmacy

North Ormesby HV **243994**

### Boots

Cleveland Centre **249616**

One Life, Linthorpe Rd **242944**

455 Linthorpe Rd **817134**

4 Kings Road **231002**

51 Kings Road **246260**

Teesside Retail Park **605956**

Cleveland Retail Park **465058**

Lealholme Crescent **314251**

15 The Viewley Centre **594647**

Parkway Shopp'g Ctr **594439**

93 Guisborough Rd **270299**

### Cooper and Kime

78 Bolckow Road **466256**

### David Jarvis Ltd

43 Eastbourne Road **817361**

### Eston Pharmacy

134/145 High Street **452379**

### F I Maguire

Stokesley Road **316072**

### Hunters Pharmacy

397 Linthorpe Rd **819533**

### Lloydspharmacy

386 Linthorpe Rd **812993**

(Fulcrum) Acklam Rd **852123**

89 Acklam Rd **817570**

9 High Street **314471**

Low Grange HV **452066**

### L Rowland and Co

169a Borough Road **247382**

### Martonside Pharmacy

Martonside Way **819601**

### PJ Wilkinson Chemist

273a Acklam Road **817164**

### Superdrug

87-89 Linthorpe Rd **244328**

### Tesco

Coulby Newham **410447**

### The Co-Operative

Cleveland Centre **240548**

### The Crossfell Pharmacy

Ormesby Road **245859**

### The Oval Pharmacy

5 Centre Court **284087**

### Victoria Chemist

118a Victoria Road **356606**

### Whale Hill Pharmacy Inc

Pharmacy4meds

256 Birchington Ave **454078**

### Whitworth Chemists

17 Beresford Buildings **243079**

### Your Family Pharmacy

378 Linthorpe Rd **850811**

# RIGHT PLACE FIRST TIME