

## Surgery Opening Hours

---

Monday – Friday

8am – 6pm

If you require medical advice outside of surgery hours, please telephone NHS Out Of Hours on **111**

However, if you require urgent medical assistance, contact **999**

**New Patients:** To register with our Practice, please call in to collect a registration form or visit our practice website to complete an online form.

**Accessible Information:** If you have a communication need and would like to receive information in a different format to help you to understand please inform us. Such formats could include large print, braille, etc.

**Practice Boundary:** It has been agreed that the practice will look after patients living in:

Saltburn, Marske, New Marske, Redcar East and Upleatham.

**Disabled access:** All patient areas including the waiting room, the consulting rooms and toilets have wheelchair access.

**Confidentiality:** All staff (including attached staff) are bound by confidentiality.

**Data Sharing:** For further information about how the NHS uses your data and to opt-out, please see:

[www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

# Huntcliff Surgery

---

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

Huntcliff Surgery  
Bath Street  
Saltburn-By-The-Sea  
TS12 1BJ  
Telephone: **01287 622207**

Dr Michael Milner, Senior Partner  
MBChB Bsc MRCP

Dr Kevin Fish, Partner  
MBChB MRCP

Dr Elizabeth Appleton, Partner  
MBChB MRCP

Dr David Siddaway, Partner  
MBBS MRCP

Dr Wendy Sutton, Salaried GP  
MBBChir MRCP

### Our Practice Mission Statement:

"Our wish is to accommodate the needs of our patients while promoting self-reliance. There is an emphasis on the prevention of illness while maintaining the traditional values of family medicine. We hope to provide a friendly, personalised service."

---

**Complaints and suggestions:** 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 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. A copy of our Practice Complaints Procedure is available from Reception.

**Removal of patients:** It is not our intention to remove patients from the practice list, although occasionally we have had to do so. We do not tolerate patients being violent or abusive to members of our team.

**GP Registrars:** We are a training practice for the Teesside branch of the Northern Deanery of the University of Newcastle which means you may see a different GP registrar in the surgery every 6 months. Training is carried out by Dr Fish. Dr Fish gives valuable tuition to these fully qualified doctors who are gaining experience in a general practice setting.

### Medical Students

From time to time, you may be asked if you would be happy to have a medical student sit in on your consultation with your doctor. The practice supports the student learning programme, part of which requires that students gain experience in observing different consultation techniques. Your confidentiality is guaranteed at all times.

## Meet the team

---

### **Nursing Team:**

Karen Ward, Nurse Practitioner  
Linda Bastiman, Nurse Practitioner  
Mandy Doyle, Nurse Practitioner  
Emma Smith, Nurse Practitioner  
Anthea Homan, Practice Nurse  
Samantha Badger, Practice Nurse  
Lesley Hornbrook, HCA  
Georgina Howieson, Phlebotomist

### **Practice Administration Team:**

Lynne Waldon, Practice Manager

Our Reception Team are your first point of contact at Huntcliff Surgery and provide a friendly welcome to the Practice. Our Reception Team perform a number of duties within the practice such as dealing with appointment requests, repeat prescription requests and queries, contacting patients on behalf of a clinician, dealing with incoming mail and inputting patient data, among many other tasks that assist with the efficient running of our practice.

Our Practice Secretaries provide administrative support to the clinicians and staff within the practice as well as carrying out a variety of duties including liaising with a wide range of departments and agencies including Consultants and their Secretaries, Solicitors, Insurance Companies and Social Services.

## Services

---

- Travel Advice and vaccinations
- Smoking cessation
- Health-checks
- Well women/man checks
- Dietary Advice
- Minor Surgery clinics
- Cryotherapy clinic
- Flu clinics
- Warfarin management
- Hypertension clinic
- Diabetic Monitoring clinic
- Asthma checks
- COPD
- Cervical Smears
- Immunisations
- Ante-natal
- Post-natal checks
- Limited Minor Injuries Service

### **Telephone Consultations**

Telephone consultations can be booked with your doctor, or nurse, in advance, to discuss the results of tests and investigations and any other matter where an examination is not required.

### **Care Navigation**

Our Receptionists have received enhanced training to promptly connect patients directly with the most appropriate source of help. When contacting the practice, the receptionist may ask patients to briefly identify what their need is. They are then able to book the most appropriate clinician or service.

### **Prescriptions**

Please allow two full working for repeat prescriptions to be processed. You can order prescriptions:

- Through NHS App (self sign up – nothing from practice required)
- Online services (sign up details required from reception)
- Handwritten posted in letter box outside surgery
- Phone line option 2 between 9am-12noon

### **Test Results**

Please contact the practice between 2pm-4pm for results. We ask that only the person concerned contacts us, as results will not be given to third parties for confidentiality reasons.

### **Online Access**

Patients can make or cancel appointments via our practice website. You can also order repeat medication. Please ask at Reception for log in details. However, to access your online medical records please note we require 2 forms of ID to process your application. You can also submit an eConsult from our practice home page with no log in required for both clinical and administrative help.

**Change of address/contact number:** We would appreciate if you could inform us whenever you change address, telephone number or name.