

### Carers:

Are you a carer? Do you know there is support available to you? Please ask at Reception for further information.

### Confidentiality:

All staff are bound by confidentiality. You have the right to access personal information under the Data Protection Act but a charge may be payable. We will not disclose any details to other agencies or family members unless we have patient consent.

### Privacy Notice & Call Recording:

As a Practice we comply with the General Data Protection Regulation. Our Privacy Notice can be found on the practice website.

**Please note that calls may be recorded for training & monitoring purposes.**

### Complaints & Suggestions:

We strive to provide a quality service at all times however if you wish to make a complaint we have a Practice Complaints Procedure to deal with this. Should you have a problem you can either phone or write to the Practice Manager.

### Zero Tolerance:

We operate a zero tolerance policy on any issues of abuse. We have the right to remove a patient from our list and to inform the Police of any such incident. Please be informed that we now operate CCTV cameras and recording equipment within public areas of the surgery.

### Change of address / telephone number:

We ask that you please notify the Surgery of any change of address or telephone numbers to ensure we can contact you when necessary.

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 or reasonable adjustment request, such as would like to receive information in a different format to help you to understand better please inform us. Such formats could include large print, telephone call, etc.

**Online Access:** Patients can make or cancel appointments via our practice website. You can also order repeat medication. Please ask at Reception for logon details. However, to access your online medical records please note we require 2 forms of ID to process your application.

**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)

## SGMC Opening Hours

**Monday - Friday:  
8.00am - 8.00pm**

## South Grange Medical Group Practice Branch: Lagan Surgery

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

### SOUTH GRANGE MEDICAL CENTRE

Trunk Road, Eston, TS6 9QG

**Tel: 01642 467001**

Email: [southgrange.medicalcentre@nhs.net](mailto:southgrange.medicalcentre@nhs.net)

### Branch site: LAGAN SURGERY

20 Kirkleatham Street, Redcar, TS10 1TZ

**Tel: 01642 488128**

Dr S Hameed, Senior Partner (m)  
MBBS MRCCGP

Dr Khwaja Moienuddin, Partner (m)  
MBBS MRCCGP

Dr Mehvish Riaz, Partner (f)  
MBBS MRCCGP

Dr Divya Nair, Salaried GP (f)  
MBBS

Dr John Geldart, Salaried GP (m)  
MBBS

Dr Winnie Ho, Salaried GP (f)  
MBBS MRCCGP

Dr Muhammed Rehman, Salaried GP (m)  
MBBS MRCCGP

Dr Alison Sturdy, Salaried GP (f)  
MBBS MRCCGP

### Practice Manager:

Mrs Karen Brain

### Office Manager:

Mrs Tricia Hodgson

# 'We endeavour to work as a team, with our patients to provide the best possible health care'

## Nursing Staff:

Lizzie Wilson, Nurse Practitioner & Lead  
Lisa Weatherill, Nurse Practitioner  
Lauren Potter, Nurse Practitioner  
Natalie Gunns, Nurse Practitioner  
Karen Naylor, Nurse Practitioner  
Delia Geldart, Minor Ailment Nurse  
Rose Sutcliffe, Practice Nurse  
Joanna McNamara, Practice Nurse  
Stephanie Goodchild, Practice Nurse  
Michelle Wells, Practice Nurse  
Kerry Carlin, Practice Nurse  
Janet Dalton, Practice Nurse  
Debbie, Tracy, Janet & Gohar, HCA's  
Abigail & Lily, Trainee Nurse Associates

## Paramedic:

Nicola Downes

## Medical & Nursing Students:

The Practice supports student & GP Registrar training. This may include students observing during consultations. Reception will advise patients if a student is present and your consent will always be asked.

## Patient Participation Group (PPG):

The PPG at the Surgery would like your views! If you can spare an hour or so every 3 months to meet with staff & other patients, please contact the Manager.

## Services:

Ante-natal clinic with Midwife  
Asthma clinic  
Cardiovascular disease clinic  
Carers - health check & flu vaccine offered  
Cervical screening (smear tests)  
Chaperone – available upon request  
Child health surveillance & immunisations  
Chronic obstructive pulmonary disease clinic  
Contraception including coils  
Diabetes clinic  
Dressings  
Ear syringing  
ECG's  
Foreign travel advice  
Healthy heart checks  
Hypertension clinic  
Joint Injections  
Minor surgery clinic  
New patient checks  
Over 75 health check  
Podiatry & Physio (eligibility criteria applies)  
Spirometry  
Vaccinations - Travel, Flu, Pneumo, Shingles  
Warfarin management  
Well woman/man clinic

## Prescriptions:

Please allow **48** working hours to request repeat prescriptions. You can order by:-

- Online via the practice website (logon required from Reception).
- Tick the items on your repeat prescription slip and post in the prescription box near Reception
- By post, enclosing a stamped addressed envelope.

## Test Results:

You are advised to ring on an afternoon for results, where possible.

## 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.

## Cancelling Appointments:

Not only is it discourteous and wasteful of the Clinicians time but it prevents other patients from using these appointments. We would therefore be pleased if you could endeavour to cancel any appointment with the surgery that you are not able to keep.