

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. Our catchment area is Marske—Middlesbrough.

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.

Disabled Facilities: We have disabled car parking, disabled toilet and all consulting rooms are on the ground floor.

Online Access: Patients can make & 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

SGMC Opening Hours

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

South Grange Medical Group Practice

Branch: Lagan Surgery

www.southgrangemedical.co.uk

SOUTH GRANGE MEDICAL CENTRE

Trunk Road, Eston, TS6 9QG

Tel: **01642 467001**

Email: southgrange.medicalcentre@nhs.net

Branch site: LAGAN SURGERY

20 Kirkleatham Street, Redcar, TS10 1TZ

Tel: **01642 488128**

We also work collaboratively with Coatham Surgery, Redcar, TS10 1SR

Dr S Hameed, Senior Partner (m)

Dr Khwaja Moienuddin, Partner (m)

Dr Mehvish Riaz, Partner (f)

Dr Divya Nair, Salaried GP (f)

Dr John Geldart, Salaried GP (m)

Dr Winnie Ho, Salaried GP (f)

Dr Muhammed Rehman, Salaried GP (m)

Dr Andrew Parker, Salaried GP (m)

Dr Alison Sturdy, Salaried GP (f)

Dr Funmilola Alaba, Salaried GP (f)

Dr Hassan Tahir, Locum GP (m)

Dr Dilara Kabir, Locum GP (f)

Dr Rubi Vijayakumar, Locum GP (f)

Practice Manager:

Mrs Karen Brain

'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
Abigail & Lily, Trainee Nurse Associates
Debbie, Tracy, Janet & Gohar, HCA's

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.

Office Manager:

Mrs Tricia Hodgson

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 (login 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.