

### **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.

### **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.

### **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 online registration form.

**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.

### **Surgery Opening Hours**

**Monday - Friday:  
8.00am - 6.00pm**

**Saturday by pre-booked  
appointment at South Grange**

## **South Grange Medical Centre**

**Branch: Lagan Surgery**

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

**SOUTH GRANGE MEDICAL CENTRE**

Trunk Road, Eston, TS6 9QG

**Tel: 01642 467001**

**Branch site: LAGAN SURGERY**

20 Kirkleatham Street, Redcar

Cleveland, TS10 1TZ

**Tel: 01642 488128**

Dr S Hameed, Senior Partner (m)  
MBBS MRCGP

Dr Hanif Mohammed, Partner (m)  
B.Sc.Med.SC (Hons) MB.Ch.B

Dr S Veeraswamy (Dr Sree) Partner (m)  
MBBS MD

Dr Vanitha Srinath, Partner (f)  
MBBS MRCGP

Dr Anu Gongloor, Partner (f)  
MBBS DGO

Dr Mehvish Riaz, Partner (f)  
MBBS MRCGP

Dr Oluwatoyin Adedapo, Partner (f)  
MBBS MPH MRCGP

Dr Khwaja Moienuddin, Partner (m)  
MBSS MRCGP

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

## Nursing Staff:

Lisa Johnson, Nurse Practitioner  
Sadah Laheji, Nurse Practitioner  
Lauren Robbins, Nurse Practitioner  
Ngozi Okey, Nurse Practitioner  
Debbie Perkins, Practice Nurse  
Delia Geldart, Practice Nurse  
Michelle Beaumont, Practice Nurse  
Lizzie Wilson, Practice Nurse  
Claire Smith, Practice Nurse  
Justine Magor, HCA  
Debbie McIntyre, HCA  
Rachael Charlton, Phlebotomist

## Medical Students:

The Practice supports medical student 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 Patient Group at the Surgery would like your views! If you can spare an hour every 4 months to meet with staff and other patients, please contact the Practice Manager for more details.

## Services:

Ante-natal clinic  
Asthma clinic  
Cardio vascular disease clinic  
Cervical screening  
Child health surveillance  
Chronic obstructive pulmonary disease clinic  
Contraception - including Implant & Coil  
Diabetes clinic  
Dressings  
Ear syringing  
ECG's  
Foreign travel advice  
Healthy heart checks  
Hypertension clinic/24 hr BP monitoring  
Immunisations - childhood  
Joint Injections  
Minor surgery clinic  
New patient checks  
Over 75 health check  
Spirometry  
Stop smoking clinic  
Vaccinations - Travel, Flu, Pneumo, Shingles  
Warfarin management  
Well woman/man clinic

## Telephone Consultations:

It is possible for patients to speak to the Doctor or Nurse Practitioners over the telephone with prior arrangement. Please contact reception.

## Prescriptions:

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

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

## 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.