

A Guide To Our Services



HOW YOU CAN HELP US TO HELP YOU:

If you think you may require longer than the standard 10minute appointment, please ask our staff to book a 20 minute appointment. Booking an appropriate length of appointment helps to ensure the Doctors run on time.

Tell us when you need to cancel an appointment so it can be offered to someone else as soon as possible, please phone or call at Reception.

Make use of our internet booking facility for your appointments and any repeat prescriptions. Please ask at Reception for further information.

Volunteer to join our Patient Participation Group to provide practical support and co-operation between GPs, staff and patients. Please ask at Reception for further information.

S.H.A.R.E. This is a charity fund started by patients and it purchases medical equipment for the use of the doctors and patients not normally supplied by the NHS. We are very grateful to local people for their generous donations and further details are available from the Practice Manager.

OUR COMMITMENT TO YOU: We believe that our patients and their carers are entitled to high standards of care. We are committed to providing this by ensuring individualised, confidential and holistic care which is provided by our team of appropriately trained professionals. We always aim to treat all patients with dignity and respect, offering freedom of choice regarding their care and treatment.

Confidentiality is of the utmost importance to the practice. We are mindful of the Data Protection Act and all information is kept securely. If you wish to see the information held about you please send a written request to the Practice Manager.

The Practice meets the requirements of the Freedom of Information Act. A copy of the Practice policy and guidance on how to make an enquiry is available on request.

COMPLAINTS/COMMENTS/COMPLIMENTS Any comment or suggestion is welcomed. You may use the Suggestions Box at Reception or ask to speak with the Practice Manager. The Surgery also has a formal complaints policy. Please ask for details and obtain a form at Reception or notify the Practice Manager in writing.

Welcome to Staithes Surgery



Seaton Crescent, Staithes, Saltburn-by-the-Sea, Cleveland, TS13 5AY

USUAL SURGERY OPENING HOURS

Monday	8.00am to 6.00pm
Tuesday	7.30am to 6.00pm
Wednesday	8.00am to 1.00pm
Thursday	8.00am to 6.00pm
Friday	8.00am to 6.00pm
Saturday	Closed
Sunday	Closed.

GP CONSULTING TIMES

Morning Appointments: 9.00am to 11.00am.
Afternoon Appointments: 3.00pm to 5.00pm.
If you have an urgent problem, we attempt to deal with it on the same day.

GP HOME VISITS: Wherever possible patients should be seen at the surgery, but if a home visit is necessary for housebound patients, requests should be made before 10.30am.

EXTENDED HOURS: Appointments with the Practice Nurse and Health Care Assistant are available from 7.30am on Tuesdays. GPs offer telephone consultations 6.30pm – 7.00pm on Monday or Tuesday. These are available by pre-bookable appointment only.

Telephone: 01947 840480

AUTOMATED SYSTEM:

Emergency – **Press 1**
Repeat Prescriptions – **Press 2**
Receptionist – **HOLD**

NOTE: Our receptionist is unavailable 1.00pm and 2.00pm.

PATIENT ONLINE ACCESS

This requires registration via Reception and allows you to make appointments, order prescriptions and view your medical records online. This means that you can make the most of our services whilst you are on the go! The website can be found at:

<https://patient.emisaccess.co.uk>

BETTER ACCESS SURGERY

Our patients can also be seen on SATURDAY at Churchfield Surgery in Sleights. These surgeries are covered by local GPs and Practice Nurses. Appointments can be booked via Staithes Reception.

OUT OF HOURS SERVICE

Our automated telephone service will provide you with a Freephone Number so you can contact Primecare which operate this emergency service for us. You will not be charged for your phone call to Primecare.

Alternatively, you can phone NHS 111.

For an Emergency phone 999.

A Guide To Our Services



STAITHES SURGERY STAFF:

GP Partners:

- Dr. Graham Croft M.B.B.S., B.Sc., D.R.C.O.G., F.P. Cert.
- Dr. Richard Rigby M.B.B.S., B.MED.SCI (hons), M.R.C.G.P., D.R.C.O.G.
- Dr. Lydia Gallagher B.Sc. (hons), M.B.Ch.B, M.R.C.G.P

Practice Manager: Debbie Harrison

Office Manager: Vicki Upton **Practice Nurse:** Helen Storr RGN

Health Care Assistant: Jo Richardson

Primary Care Community Nurse: Helen Storr

Reception/Dispensary/Administration: Claire Godbold, Claire Green, Jodie Hinds, Jess Stubbs, Sue Thomson, Amie Queen, Sharon Campbell Libby Knaggs & Sharon Campbell

ATTACHED STAFF:

District Nursing Team: Supplied by Humber NHS Foundation Trust

District Midwife: Louise Clark

ADDITIONAL CLINICS: These clinics are available by appointment. Asthma - Baby and Child - Chronic Obstructive Pulmonary Disease (COPD)- Coronary Heart Disease - Diabetes - Essential Hypertension – INR- NHS Health Checks - Minor Surgery - Mental Health Clinics - Physiotherapy Podiatry - Smoking Cessation - Sexual Health/Family Planning/ Contraception.

Please note: some above clinics may require prior referral by a Nurse Practitioner or a GP.

It is our policy to offer a chaperone for all intimate examinations. You are welcome to bring a friend or relative with you to act as a chaperone if you wish.

EDUCATION AND TRAINING We are a Training Practice for GP Registrars supervised by Dr. Rigby. Medical students are occasionally attached to the practice and our receptionist will inform you if a student is to be present with one of the practice team.

~~We would prefer to be seen with out a student in attendance please tell our staff~~
We aim to treat all patients courteously at all times. We take seriously any threatening or abusive behaviour against staff and patients. If a patient behaves in this way they will be warned to stop, and if they persist, we may exercise the right to have them removed from our registered patient list.

TEL: 01947 840480 FAX: 01947 841034 www.staitheessurgery.nhs.uk

Welcome to Staithes Surgery

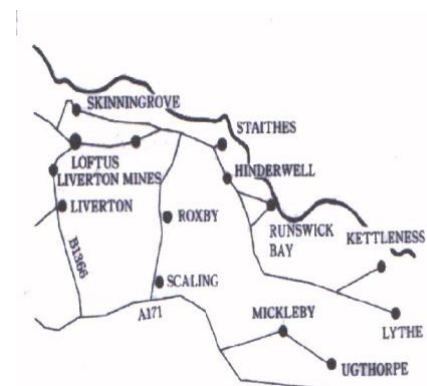


REPEAT PRESCRIPTIONS You may request repeat medication online via the surgery website. You may post your request in the letterbox in the dispensary, telephone the surgery or send your request by the postal service. Please give our dispensary 48 hours' notice. This ensures that acute/urgent prescriptions can be prioritized and that stock levels are maintained and to allow sufficient time to complete the request, thereby reducing the risk of medication errors. Please collect your medication after 2:00pm. *Prescription charges must be paid for on receipt. Prescription charges are laid down by government policy. Pre-payment or exemption certificates must be presented. All patients on regular repeat medication need to be seen for an annual review. Please return un-used or out of date medications to us.*

TRAVEL ADVICE AND IMMUNISATION:

Please book your appointment with the Practice Nurse at least eight weeks before your holiday is due to start to allow time for the Immunisation Course to be completed.

HOW TO REGISTER: Please ask at Reception for the appropriate registration forms to complete. An appointment will be arranged for you with the Healthcare Assistant for a new patient medical. If you regularly take medication and an appointment will also be made for you with a GP.



There is wheelchair access through the car park at the front of the surgery and full disabled toilet facilities.

TEL: 01947 840480 FAX: 01947 841034 www.staitheessurgery.nhs.uk