



Patient Information

www.boroughroadandnunthorpe.nhs.uk

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Borough Road
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Middlesbrough
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Tel 01642 243668/243669

27 Stokesley Road
Nunthorpe
Middlesbrough
TS7 0NB
Tel: 01642 315390/318582

If you would like this information in an alternative format, for example:
large print, Braille or in a different language please let us know.

Welcome to Borough Road and Nunthorpe Medical Group

We are a large well established practice based on two sites. We have surgeries on both Borough Road in Middlesbrough town centre and on the outskirts of the town on Stokesley Road in Nunthorpe.

We are committed to providing high quality medical services. We aim to put our patients first within a family practice setting.

The General Practitioners

Borough Road and Nunthorpe Medical Group is a Partnership (not limited) between:

Dr Mandy J Hough MB CH.B

Dr Harish G Rao MRCGP MSc Psychiatry MBBS

Dr Ian Humble MB BS MRCP MRCGP

Dr Matilda Nunnery MB ChB

Dr Alexander Newton MB BS

Dr Iroghama Obasohan MB BS

Dr Mediya Mahmood MB ChB

Dr Anna Pawlak MB BS

Practice Clinical Staff

Jane Bilton - Nurse Practitioner

Nicola Twohig - Nurse Practitioner

Vanessa Conley - Clinical Pharmacist

Lisa Wood - First Contact Physiotherapist

Sarah Wood—Mental Health Practitioner

3 x Practice Nurses, 3 x Health Care Assistant, 1 x Nurse Associates

Attached Clinical Staff

Midwives, Health visitors, District nurses, Counsellors & Community Psychiatric Nurses are attached to the surgery.

Managers & Admin Staff

Practice Manager - Lisa Fox

Deputy Manager - Lauren Bennett

Reception Manager - Carol Jaynes

Administration / Complains manager - Samantha Olsen

25 x Reception /Admin staff

3 x Practice secretaries



PATIENT FORUM



Who are we?

We are a group of patient volunteers who wish to take a more active interest in our Practice and local health care services. We meet with Practice Staff, once every two months.

What do we do?

We work with the Practice to plan and improve services for all patients.

How do we do this?

We discuss current performance, ideas for change, and new proposals from the Practice. We assist whenever we can. We offer feedback and ideas to the Practice based on:

- our own experience
- the results of our discussions with other patients
- feedback from surveys
- what we learn from other practices and parts of the NHS.

We share information via Newsletter, website and social media

Would you like to join us?

Please contact us by:

Asking at Reception

Email: PatientForum.brn@gmail.com

Via the website: www.boroughroadandnunthorpe.nhs.uk

Using Twitter:  @PatientForumBRN

Zero Tolerance

The Practice will not tolerate any violent, aggressive or abusive behavior towards any staff or fellow patients. If any of this behaviour is displayed your registration will be reviewed and you will be issued with a written warning. If there is any reoccurrence of this behaviour an application will be made by the practice to remove you from the practice list. Please remember there may be children and other vulnerable people in the waiting room and any offensive language or abusive behaviour is not acceptable.

Complaints / Suggestions

Please feel free to come to us to discuss any concerns / suggestions in person. This is often the best way to resolve issues or misunderstandings speedily. We operate a practice complaints procedure as part of the NHS system for dealing with complaints. This meets the national criteria. We take complaints very seriously.

If you would like to make a complaint or suggestion regarding the surgery or the services we offer then please contact the Complaints Manager/ Practice Manager by telephone or, if you prefer, in writing. We aim to give you a high standard of service and try to deal quickly and efficiently with any problems that may occur. Every effort will be made to answer your concerns as soon as possible. A copy of our Complaints Procedure is available at reception and on the practice website, please speak to a member of staff if you need further assistance.

If you wish to make a complaint about the care received by the practice, but do not wish to follow the local complaints process you can make a complaint or give feedback by contacting:

By post to:

NHS England
PO Box 16738
Redditch
B97 9PT

By email to: england.contactus@nhs.net

If you are making a complaint please state: 'For the attention of the complaints team' in the subject line.

By telephone: 0300 311 22 33

Our opening hours are 9am to 3pm Monday to Friday, except Wednesdays when we open at the later time of 9.30am. We are closed on bank holidays.

**Please remember to visit our website:
www.boroughroadandnunthorpe.nhs.uk**

How to register

If you would like to register with our Practice please ask at reception. If you have a medical card please bring this with you. To register you will be asked to:

- Complete a new patient registration form.
- Make a convenient appointment with one of our Health Care Assistant to undertake a new patient health check.

Once registered you will be allocated a named accountable GP. However, you may speak with or have an appointment with any GP in the practice. If you have a preferred Named GP, please inform the reception team.

Opening Hours

The surgery is open: Monday—Friday 07:30am-6:00pm

Our practice offers pre-bookable appointments in the enhanced access period from 6.00pm—9.00pm Monday - Friday and 9am—5pm Saturday. Please see our website or ask a member of our reception team for further information.

Practice Area

The practice accepts patients from within our boundaries which are the river Tees to the North, the A19 to the west, Brookfield, Acklam the estates adjacent to Cargo Fleet Lane and Ormesby Bank, Marton, Nunthorpe, Coulby Newham, Hemlington and Stainton. If you move to an address which is outside of our practice boundary you will be asked to register with a new GP surgery nearer to your new home address.

Booking an Appointment

Appointments can be made in person, online via eConsult, online using systemonline or the NHS App or via the telephone.

Our Practice has Advanced Access Appointments to assist patients in gaining timely appointments with a health care professional. There is a range of advanced booking face to face and telephone appointments available for each doctor when they are in the surgery. Patients with medically urgent problems will always be seen on the same day. We will endeavor to give you an appointment when you wish to be seen, however, if a particular GP is not available you will be offered an appointment with another doctor or Nurse Practitioner. Telephone lines open 8.00am -6:00pm.

Our Nurse Practitioners work alongside the GPs. She can see and treat the majority of acute conditions and is an invaluable member of the clinical team.

Our GPs and Nurses work on a rota basis covering both sites. Patients are free to attend appointments at either site.

Chaperone

All patients are entitled to have a chaperone present for any consultation. Wherever possible please request this when booking your appointment. A formal chaperone may be a nurse or health care assistant.

Outside Surgery Hours - what to do when we are closed

If you have an **urgent** problem requiring treatment or advice when the surgery is closed, which will not wait until the surgery re-opens, please call NHS 111 (dial 111).

NHS 111 can offer advice or direct you to the local out of hours GP service.

If you need to speak to a GP on a bank holiday, over the weekend or between the hours of 6pm to 8am Monday to Friday please call NHS 111 (DIAL 111)

If there is an emergency, telephone 999 and ask for an ambulance.

Please ask our reception team for further details about Out of Hours services or visit the practice website www.boroughroadandnunthorpe.nhs.uk. Or the NHS Choices website www.nhs.uk.

For serious accidents and medical emergencies DIAL 999

Home Visits

If you are too ill to come to the surgery, a home visit may be requested by contacting our reception team before midday. Visits requested after this time will be passed to a doctor on call and should be of an urgent nature only. Modern Practice recommends that the best place for a patient to be examined, investigated and treated is in the surgery. Home visits, except in exceptional cases, are for the house bound and seriously ill patients. The receptionist may ask for details of the illness and a doctor may speak to you to gain further information prior to the home visit.

Please do not request a home visit if you are able to get to the surgery.

How the NHS and care services may use your information

Borough Road and Nunthorpe Medical Group is one of many organisations working in the health and care system to improve care for patients and the public

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service.

Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit

www.nhs.uk/your-nhs-data-matters.

On this web page you will:

See what is meant by confidential patient information

Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care

Find out more about the benefits of sharing data

Understand more about who uses the data

Find out how your data is protected

Be able to access the system to view, set or change your opt-out setting

Find the contact telephone number if you want to know any more or to set/change your opt-out by phone

See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research)

and

<https://understandingpatientdata.org.uk/what-you-need-know>

(which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Mental Health

If you have any new or ongoing concerns regarding your mental health please do not hesitate to book an appointment with a GP or our Mental Health Practitioner. There are also a range of talking therapies services you can be referred to. The Practice also regularly reviews patients using specific medicines. We will invite you to attend an appointment with either the Doctor or Nurse Practitioner.

Stop-Smoking Advice

Please make an appointment with the Nurse Practitioner who can offer stop-smoking advice.

Minor Surgery

The practice offers minor surgery procedures. These are performed by a Doctor and Nurse.

Warfarin/Rheumatology Monitoring

The practice undertakes regular blood tests for patients with these conditions as part of an ongoing monitoring service.

Asthma/COPD Clinic

The practice provides a service to patients who suffer from Asthma or COPD. Patients will be invited to a yearly review with one of our Practice Nurse. You will discuss lifestyle, Inhaler techniques and medication.

Heart and Vascular Disease.

The practice provides annual reviews for patients with heart disease, or any other vascular Disease (the review includes blood tests). This includes patient who have had a stroke, mini stroke and/or have peripheral vascular disease. We will discuss up to date medical advice and recommended treatments.

Diabetes

Our practice nurses are on hand for any advice. They will see you at regular intervals to monitor your progress and discuss lifestyle along with up to date recommendations with regards to your treatment.

Cancer

The Practice will ensure that available support is given to patients suffering from cancer. The Practice may telephone to enquire about the support you are receiving, or invite you to discuss any needs or questions you may have.

Carers

We hope to identify patients who are caring for relatives or friends so that we can help to provide support. Please inform reception if you are a main carer of a relative or friend and ask for this to be recorded so that we can provide additional support where needed.

Confidentiality and Data

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

Test Results

If possible, please ring between 10.00am-12.00pm and 2.00-6.00pm for test results. This ensures that our phone lines are available for urgent appointments at the busiest times.

For confidentiality reasons your results cannot be given to another person, unless you have requested this and it is recorded in your notes.

Most tests take approximately 2 working days to return, with specialised tests taking longer. X-ray and scan results are usually received by the practice 7-10 working days after the test was performed.

It is your responsibility to telephone for results, as we process large numbers of tests each day and are unable to telephone each patient with individual results.

If the doctor does need to discuss a recent test result with you then the surgery will make every effort to contact you. We will usually try to contact you by telephone, but after two unsuccessful attempts a letter will be sent in the post asking you to contact the practice.

Please ensure that you inform the practice about any changes to contact telephone numbers or home address.

If you have patient access online and have elected to view your medical records then you can look at your test results online. Please make sure you have read the Guide to Patient Access (available from reception).

Online services

We offer a full range of online services. You can book/cancel appointments, order repeat prescriptions and view your summary care/detailed coded record online and view some test results. You will be asked to provide photo ID and proof of address to verify your identity and access the services. Please speak to a member of the reception team.

Repeat Prescriptions

Please leave your written request for a repeat prescription at reception, post it to the surgery or use our on-line prescription ordering service. Tick the items you require on your repeat ordering slip. Please allow 3 working days (excluding weekends and bank holidays) for your prescription request to be processed. We are encouraging patients to register for our on-line repeat ordering service. Please ask a member of our reception team for further information or visit our website at www.boroughroadandnunthorpe.nhs.uk. Using this service saves time and saves you unnecessary visits to the surgery.

Prescriptions can be sent electronically to a pharmacy you nominate, and you can collect your medicine direct from the pharmacy after 3 working days, possibly saving you two trips to the surgery. **Please order your repeat medication responsibly and only request the items you require.**

You can now register for the NHS App, which will allow you to access your medical records, order repeat prescriptions and view your test results. We encourage patients to use this resource. You can access information about how to register on:

<https://www.nhs.uk/nhs-app/>

Benzodiazepines

Our practice has a strict policy to reduce / stop prescriptions for Benzodiazepines because they are known to be habit forming. These are drugs with other names such as: Diazepam, Chlordiazepoxide, Valium, Librium, Zopiclone, Zolpidem and some others. The reason behind this is because these drugs are known to be habit forming. They can be very useful used for brief periods of time only. If you receive a prescription for these medications you will be contacted to discuss a reduction programme. Sometimes alternative medications can be provided to help with this.

We trust that you will go along with our advice and guidance provided with your best interests in mind

Patient Responsibilities

- ◆ Please let us know about changes to your name, address, telephone number and email address.
- ◆ Please do everything you can to keep appointments and cancel as soon as possible if you cannot attend, as other patients may have to wait longer if you do not.
- ◆ Please only request a home visit when the person is too ill to visit the surgery.
- ◆ Please treat doctors and practice staff with courtesy and respect.

Education and Training - Medical Students & GP Registrars

We are an undergraduate training practice providing teaching. At certain times Medical Students may be present during consultations. If this was the case you would be informed on the day of your appointment. You can choose not to have the student present during your consultation.

Disabled Access

There is disabled access at both sites in Borough Road and Nunthorpe. The main entrances are suitable for wheelchair access. Patient services are located on the ground floor. A disabled patients W.C is provided at both locations.

Borough Road and Nunthorpe Medical Group

Services Provided

Maternity Services

Please make an appointment to see a doctor once your pregnancy has been confirmed. The doctor will refer you to the midwife for a booking in appointment.

Midwife

The midwife provides maternity services in line with local guidelines. She will assist with any requests you may have and provide you with ongoing antenatal care within the community.

Contraceptive Services

Make a normal appointment to see the Doctor for the contraceptive pill. Nurse Practitioners can also give advice on contraception including emergency contraception.

Well Woman & Well Man Clinics

Please make an appointment with the Practice Nurse.

Cervical Screening (previously known as a 'smear')

Available by appointment. Cervical screening tests are carried out by the Practice Nurse and patients will be invited by letter when your cervical screening test is due.

Cervical screening is recommended every 3 years between the ages of 25 and 49 and every 5 years between the ages of 50 and 64.

Vaccinations and Immunisations

Routine vaccinations are available for all ages during surgery times by appointment with our nurses. We will send reminders to parents/carers of all children up to 5 years old inviting them to attend for routine childhood Immunisations.

We run flu vaccination clinics every year starting in late September. We routinely invite all patients that are eligible to receive the vaccine. Please ask at reception for further details. We also offer a Travel vaccination clinic - please note that many holiday vaccinations incur a private fee as these are non NHS services. Patients must book 6-8 weeks in advance of travel for this service.

Blood Pressure

Annual blood pressure monitoring and advice for those on treatment. We will discuss up to date medical advice and recommended treatment. Please call to make an appointment.

The Practice also has self help equipment enabling patients to check their own blood pressure, height and weight without the need for an appointment. Please ask a member of our reception team for further information.

Weight Reduction Advice

By appointment with one of the Health Care Assistants. You may also be able to self-refer to the weight management services. Please contact us for further information.