



Patient Information

www.boroughroadandnunthorpe.nhs.uk

Borough Road	27 Stokesley Road
167a Borough Road	Nunthorpe
Middlesbrough	Middlesbrough
TS1 3RY	TS7 0NB
Tel 01642 243668	Tel: 01642 315390

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 over 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.

The GP Partners

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

Dr Harish G Rao MRCGP MSc Psychiatry MBBS

Dr Ian Humble MB BS MRCP MRCGP (2016)

Dr Matilda Nunnery MB ChB

Dr Alexander Newton MB BS (HONS) MRCGP

Salaried GPs

Dr Mediya Mahmood MB ChB

Dr Anna Pawlak MB BS MRCGP (2021) BSc (HONS)

Dr Sophie Lanaghan MB ChB (HONS) MRCGP PGCert Med Ed

Dr Lynsey Hunter MB ChB

Dr Eleanor Lynch MB ChB PgDip DRCOG MRCGP

Dr Rowan Osman MB BS

Advanced Nurse Practitioners

Jane Bilton - Nurse Practitioner

Nicola Palmer - Nurse Practitioner

Management and Administration Staff

Practice Manager - Lisa Fox

Administration Manager - Samantha Olsen

Clinical Rota Manager - Lauren Bennett

Reception Manager - Andrea Humphreys

26 x Reception /Admin staff

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](https://twitter.com/PatientForumBRN)

Education and Training - Medical Students & GP Registrars

We are an undergraduate training practice providing teaching . At certain times GP registrars (Qualified doctors completing additional GP training) and Medical Students may be present. GP registrars work under the supervision of a GP in practice. You can choose not to have a medical student present during your consultation.

The extended practice and PCN (Primary care network team) team consists of:

Practice Nurses, Health Care Assistants, Nurse Associates, Phlebotomists, Clinical Pharmacists, First Contact Physiotherapist, Mental Health Practitioners , Social prescribers and care coordinators.

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.

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.

Home Visits

If you are housebound and need an appointment, we will do a home visit. We will phone you first to understand what you need. To request a home visit, it's helpful if you contact the practice as early in the day as possible after opening at 8am.

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

Outside Surgery Hours - what to do when we are closed

If you need medical help when the surgery is closed, use [NHS 111 online](https://www.nhs111.org.uk) or call 111. [NHS 111 online](https://www.nhs111.org.uk) is for people aged 5 and over. [Call 111](https://www.nhs.uk/conditions/child-111/) if you need help for a child under 5.

Call 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk. DIAL 999

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 treat doctors and practice staff with courtesy and respect.

Zero Tolerance

The Practice will not tolerate any violent, aggressive or abusive behaviour 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.

Requesting an Appointment

To request an appointment you can contact the practice in three different ways:

1. Online - use eConsult following the link from our website (www.boroughroadandnunthorpe.nhs.uk)
2. Telephone the practice on 01642 243668 (Borough Road) or 01642 315390 (Nunthorpe)
3. Drop in to one of the surgeries in person.

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.

Services Provided continued:

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 mid September. We routinely invite all patients that are eligible to receive the vaccine. We also provide COVID vaccines, pneumonia, shingles and RSV vaccinations throughout the year. If you are eligible for any vaccination the practice will contact you to invite you to an appointment. Please ask at reception for further details.

We also offer a travel vaccination clinic - please note that the practice only provides free NHS vaccinations for travel, patients will be signposted to a private clinic for any vaccinations that incur a private fee as these are non-NHS services. Patients must book 6-8 weeks in advance of travel for this service.

Stop-Smoking Advice

Please make an appointment with the Nurse Practitioner who can offer stop-smoking advice or attend a local pharmacy.

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.

Drugs of potential addiction

Our practice has a strict policy to reduce / stop prescriptions for Benzodiazepines/ high strength opioids because they are known to be habit forming.

This surgery does not routinely prescribe the following medications:

- Buprenorphine (e.g. BuTec patches)
- Codeine
- Co-codamol
- Co-dydramol
- Dihydrocodeine
- Fentanyl (e.g. Durogesic patches)
- Tramadol
- Morphine (e.g. MST tablets, Oramorph oral solution, Zomorph capsules)
- Oxycodone (e.g. OxyContin)

Additionally, we do not routinely prescribe:

- Gabapentin (e.g. Neurontin)
- Pregabalin (e.g. Lyrica)

If you have been prescribed any of these medications in the past, this does not automatically mean they will continue. We will review your individual circumstances to assess whether these medicines are still clinically necessary and appropriate for you.

If they are no longer required, we will work with you to safely and gradually reduce and stop the medication, providing appropriate support throughout the process.

Test Results

If your test results show that you need more tests or treatment, we will contact you. We will not routinely contact you to tell you about normal test results.

Once a doctor has reviewed your test results, you can view them in your [NHS account](#) (through the NHS website or NHS App) . If you have patient access online then you can look at your test results online. 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.

Alternatively you can contact us online via eConsult available on the practice website www.boroughroadandnunthorpe.nhs.uk to ask questions about your test results.

If you want to speak to us on the telephone 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.

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

If the test was arranged by your hospital consultant - If your test has been carried out at a Clinic or Hospital please call the Clinic or Hospital for the result, as we cannot action tests which have been requested by other Clinicians outside the practice. If the consultant's secretary or colleague inform you they will send the results to your GP, **explain that you want the results from the specialist who arranged them** who is in by far the best place to give appropriate advice.

Services Provided continued:

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.

Minor Surgery

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

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.

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. Pharmacies also provide contraceptive services.

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.

Blood Pressure

Please call into the surgery at any time to use the Blood pressure machine in the practice self help rooms. Blood pressure monitoring and advice is available throughout the year those patients on treatment will be contacted to provide updated blood pressure readings. We will discuss the latest medical advice and recommended treatment. Please call to make an appointment should you have any concerns about your blood pressure. 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.

Online services

We offer a full range of online services. Online services allows you to:

- Book selected appointments, check or cancel appointments with a GP, nurse or other healthcare professional
- order repeat prescriptions
- see parts of your health record, including information about medicines, vaccinations and test results
- see communications between your GP and other services, such as hospitals

Should you wish to register for online services 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

The easiest ways to order repeat prescriptions are: using your [NHS account](#) (or in the NHS App) alternatively you can fill out a repeat prescriptions request form available at reception and bring the paper form to the surgery, Monday to Friday from 8:00am to 6.00pm.

Please allow 3 working days for your prescription to be processed. You will need to choose a pharmacy to collect your prescription from. We call this nominating a pharmacy. You can change your nominated pharmacy at any time on the NHS app or by letting us know. You can also ask the Pharmacy to change your nomination.

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.

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.