

WELL WOMAN/WELL MAN/ HEALTH PROMOTION

All women aged between 25 and 65 should have regular cervical smears, usually every three years.

Both men and women should have their blood pressure measured, urine checked for sugar and protein, and "risk-factors" assessed every three years as well.

All patients are welcome to book a health check with the practice nurse.

ADULT & TRAVEL VACCINATIONS

Travel Vaccinations can be arranged at the surgery with the practice nurse, ask about six weeks before travelling so that any vaccines or prescriptions can be obtained in good time.

Some travel vaccinations are not provided by the NHS and may be chargeable. You will always be told of any costs in advance.

TEES HEALTH

South Tees CCG
North Ormesby Health Village
11 Trinity Mews
North Ormesby
Middlesbrough
TS3 6AL

Telephone 01642 511868

SPECIAL MEDICAL EXAMINATION

Most special medical examinations (e.g., HGV, PSV, Taxi, Elderly fitness to fly, Insurance etc.) are not part of the normal NHS services, and there is always a charge, together with certain conditions. The charges vary according to the time required for the examination and the documentation.

You will always be advised of the cost at the time of booking your appointment. Special Medicals are by appointment only.

IN CASE OF ANY PROBLEMS

It is our policy to continuously improve the services we offer. If you have any helpful constructive comments or suggestions that may help us in our aim then our Practice Manager (Mrs Amanda Poland) will be pleased to hear from you.

Complaints about the service provided should also be addressed to the Practice Manager.

Details of the complaints procedure are available separately.

WHERE ARE WE?

The Surgery is located in modern specially created premises near a small shopping area of Coulby Newham.



YOUR INFORMATION IS SAFE WITH US

Our practice is registered under the Data Protection Act (1984) and we apply the rules of this Act to maintain confidentiality and integrity of all data within the practice.

Parkway Medical Centre



Dr William Beeby
MRCGP 1977 Newcastle

Dr Amparo Garcia-Ferrer
LMF 1995 Valencia T

Dr Vidya Parajulie
MS BS 1990 Calcutta

Dr Carolyn Rigby
MBBS 1989 Newcastle MRCGP 1994

Dr Mohamed A.S Ahmed
MBBS 2006 Khartoum MRCGP 2016

Cropton Way
Coulby Newham

INTRODUCTION

The Surgery is located in modern specially created premises near a small shopping area of Coulby Newham. There is free car parking nearby, and no difficulty with access for persons who are wheelchair disabled.

All the facilities of the surgery are on the same level and assistance is available for the disabled when needed.

The practice team are committed to delivering the highest standard of medical care and providing a friendly service.

We are a training practice, which means that we have GP registrars, who are fully qualified doctors undertaking extra training to qualify as a general practitioner.

We also have medical students on placement from the university at various times.

APPOINTMENTS

All surgeries (Doctors, Nurse Practitioner and Nurses) appointments are organised on an appointment system.

Doctors' appointments - The first five appointments and last five appointments of a day can be booked up to 3 days in advance, the rest of the appointments are released at 8:15 am of the day of the appointment.

Nurse Practitioner - The first five appointments of the day can be booked up to 3 days in advance, the rest of the appointments are released at 8:15 am on the day of the appointment.

Nurses - Appointments can be booked in advance.

Children under the age of 16 years should be accompanied by an adult.

SURGERY OPEN TIMES

There is always somebody in the surgery from 08.00 – 18.00. Our doors and appointment lines open at 08:15. We have an 'Emergency Line' from 08.00. Our doors close at 17.45 but telephone lines are open until 18.00.

AT NIGHT & WEEKENDS

If you cannot wait until the surgery re-opens you can call 111 when you need medical help fast but it's not a 999 emergency

The nearest accident and emergency department is at James Cook University Hospital. Staff there will see all serious injuries and life threatening illness at any time.



when it's less urgent than 999

PRESCRIPTIONS

Many medical conditions are stable over long periods, so that a doctor may authorise repeat prescriptions between checks on your progress. All the prescribing information is stored on computer, and the counterfoil of each prescription shows all the long term medication you take. To request a repeat prescription

- We accept written requests for repeats at any time we are open (only processed between 10am - 12pm)

- Telephone requests between 10am and 12pm Monday to Friday.
- On line requests can be made by visiting

www.parkwaymedicalcentre.com

EPS – Electronic Prescribing. On ordering your prescription, you will be asked to nominate a pharmacy. This will enable us to send your prescription direct to the pharmacy electronically. Now there is no need to come to the surgery to collect your prescription, you can go direct to the chemist.

Please remember to order your prescription before you run out of medication as the prescription will be ready after 2 working days.

At times your medication may need to be reviewed and doctor may leave a message for you.



HOME VISITS

If your illness prevents you from attending surgery, a home visit can be requested if possible before 10:30 am. Full details may be taken so doctor can assess the urgency of the call.

Please remember a home visit can take the same time as four consultations at the surgery.

LABORATORY TEST RESULTS

To contact the surgery for your results, please telephone 01642 270033 between 2 pm and 4pm.

SERVICES PROVIDED BY THE SURGERY

MATERNITY CARE

Care throughout your pregnancy is available at the surgery. Once there is a confirmation of your pregnancy you will be asked to make an appointment with the Midwife for all of your Antenatal checks.

Post-natal examination will also be made by appointment 8 weeks after delivery.

CHILD HEALTH & IMMUNISATIONS

We recommend and strongly encourage full immunisation for all babies and children under five.

These immunisations are given by our Practice Nurses and are by appointment only. You will be invited either by letter or telephone around the time your child's vaccinations are due.

Health visitors are now based in a locality team in Coulby Newham Hollowfield.

MINOR SURGERY

An appointment can be arranged after the problem has been assessed by doctor. This includes some type of injections. E.g. For Tennis Elbow, as well as the removal of "Lumps and Bumps" under local anaesthetic.

FAMILY PLANNING

All types of family planning advice are covered including The Pill and Contraceptive Injections. Both the Doctor and Nurse are qualified and able to discuss this with you. Also available is counselling about sterilisation and pre-pregnancy advice.



Family planning - During normal surgeries.

WEBSITE

Visit our website and get up to date information of what is going on and order repeat prescriptions at:

www.ParkwayMedicalCentre.com