How to register as a patient
Ask at reception and staff will be happy to explain the system. We can only accept patients living within our practice boundary:

We cannot undertake your medical care if you move outside the practice boundary.

PLEASE INFORM US IF YOU CHANGE YOUR ADDRESS OR TELEPHONE NUMBER.

YOUR RESPONSIBILITIES AS A PATIENT
Registering with a surgery also entails some responsibilities as a patient:

- It is your responsibility to inform us if you change your contact details (home address or telephone number).
- It is your responsibility to cancel an appointment if you are unable to keep it. Regular failure to attend appointments may mean you will be removed from the practice list.
- Patients who are rude, abusive or violent to any of the practice team may also be removed from the practice.
Welcome to Kingsway Medical Centre

Our doctors

Dr. Joyce Longwill (female) MBBS MRCGP

Dr. Malcolm Gittens (male) MBBS, MRCGP, DCH, DRCOG

Dr. Rishika Sinha (female) MRCGP MBBS DRCOG MRCGP

Dr. Murugesan Vijayakumar (male) MBBS MRCPCH

Contracted to provide medical services by North Tees Primary Care Trust, Tower House, Teesdale South, Thornaby Place.

Nurse Practitioner

Our Nurse Practitioners, Ann & Bev are specially trained and qualified to diagnose and treat some minor illnesses. You may see them for many problems instead of a doctor.

www.nhsdirect.nhs.uk
The NHS site which includes a health encyclopedia, best treatments section, self help guide and a local information section.

www.bbc.co.uk/health
Good site discussing topical health issues, also giving facts about many medical conditions.

www.patient.co.uk
Leaflets about illnesses, medicines and diseases, and a comprehensive self help group directory

www.northteesandhartlepool.nhs.uk
Our local hospital website.

University Hospital of North Tees (01642) 617617
James Cook Hospital Middlesbrough (01642) 850850
Hartlepool General Hospital (01429) 266654
Darlington Memorial Hospital (01325) 380100
Sure Start Billingham (01642) 345699
Albert Centre (01642) 221484
(Drug misuse counselling and help for families where drugs are a problem)

Walk in Centre, Tithebarn House High Newham Road Hardwick Estate Stockton-on-Tees TS19 8RH
Tel: 01642 525 480

3rd January 2013
Kingsway Medical Centre
Appointments & Emergencies
Tel : (01642) 553738

For Results & General Enquiries :
Tel : (01642) 554967
Fax (01642) 533011
Surgery website :
kingswaymedicalcentre.co.uk

NIGHT AND WEEKEND EMERGENCIES
If you need medical advice telephone NHS direct (24 hours) Telephone 0845 4647

If you need urgent medical attention telephone 553738, you will be directed to Northern Doctors

Kingsway Medical Centre serves the whole of Billingham as well as its surrounding villages.

Our team includes four GPs, 2 Nurse Practitioners, a Practice Nurse and Health Care Assistant as well as our Practice Manager and reception staff. We also have District Nurses, Health Visitors and Midwives who provide community services for our patients.

We offer a full general practice service and run specialist clinics for children, diabetes and asthma sufferers and for patients needing minor surgery.

We have an automated arrival system in the waiting room which you can use to let your doctor/nurse know you have arrived. This will save you time in not having to report to reception.

3rd January 2013
SURGERY HOURS       Telephone 553738

The surgery is open 8.30—6 pm Monday—Friday (excluding Bank Holidays).

Consultations are by appointment only. You will be registered with Kingsway Medical Centre, but you are free to make a routine appointment with any doctor of your choice. However, if you need an urgent appointment you may not have a choice.

Routine appointments are every ten minutes, we have surgeries available every morning and afternoon at varying times with both GPs and nurses. We also have surgeries available after working hours and some Saturday mornings. If you cannot keep your appointment, please cancel it in good time.

Confidentiality

We are registered with and bound by the Data Protection Act 1998. Our Primary Health Care Team (including all reception staff) are required to maintain strict patient confidentiality. To ensure continuity of care and in the best interest of the patient, medical information may be discussed between health care professionals. However, any medical information relating to yourself will not be given to a third party, including family members, without your prior consent.

You may request to see your medical record; these requests may be subject to an administrative charge.

In all our dealings with patients we will endeavour to ensure there is no discrimination on grounds of patient age, sex, religious persuasion, sexual orientation, racial origin, cultural and linguistic background and any disability they may have.

Comments & complaints

If you have any comments on our services, or wish to make a complaint, please contact our Practice Manager. We operate a Practice Complaints Procedure in line with NHS recommendations.

3rd January 2013
Patient Services

Our Primary Health Care Team provides a full range of services and are particularly interested in promoting and maintaining good health. We provide the following services: asthma, diabetes, cervical smears, smoking cessation, holiday vaccinations, blood pressure and heart disease monitoring plus healthy heart clinics and full contraceptive services including coils and implants.

A full range of child health and antenatal services are provided by the Community Midwife and Health Visitor, and a full range of District Nursing services are also provided.

We also offer counselling, minor surgery, and osteopathy in-house if the GP feels it is appropriate for you.

We are an accredited training practice and therefore we may have a Registrar seeing patients and/or a medical student undergoing training.

Some services for patients are not part of General Medical Services e.g., letters of support for housing, job/character reference etc. There is a charge for providing these; there is a list of current charges on display, or ask a member of staff.

TELEPHONE ADVICE   Tel 554967

On weekdays you may just want advice from a doctor/nurse. A receptionist will be happy to let you know when the doctor or nurse will be available to take your call.

RESULTS   Tel 554967

Please ring between 9 am and 5 pm weekdays. X-ray results normally take 10 days to come back. In order to maintain confidentiality results will only be given to the patient or the parent of a minor.

URGENT APPOINTMENTS & HOME VISITS   Tel 553738

If you need urgent attention, you will be offered an early appointment or telephone consultation with the duty doctor. If you require a home visit, please request this before 11 am if possible.

3rd January 2013
NIGHT AND WEEKEND EMERGENCIES

If you need medical advice telephone

NHS direct (24 hours)
Telephone 0845 4647

If you need urgent medical attention

Telephone 553738
you will be directed to Northern Doctors

The Primary Care Trust is responsible for commissioning the Out of Hours Service.

Port Clarence Surgery Tel : 564310
This is a PCT clinic for the Port Clarence residents who can make appointments to see the Nurse there; limited GP appointments are also available for patients of ours living at Port Clarence.

Disabled facilities
Disabled parking spaces are available and the building has been designed to be user-friendly for disabled people. We would be happy to discuss any additional requirements disabled patients may have.

Patient Participation Group
Would you like to have a say about the services provided at the practice? We would like to hear your views. By providing your email details, we can add them to a contact list that will mean we can contact you by email every now and again, to ask you a question or two. Please ask at reception for a form.
Appointment Reminders

The practice offers a free text messaging service for appointment confirmations and reminders.

To sign up for this service, please provide the receptionist with your mobile telephone number and consent to receiving messages.

Please notify us of any change in your mobile number.

REPEAT PRESCRIPTIONS

In line with prescribing safety recommendations, we no longer accept requests for medication by phone.

Many chemists offer a free service; they will request and collect your prescription and deliver your medication – ask your local pharmacist for more information.

Patients can order medication by:

- Ask at reception regarding Systmonline, to order your medication via the practice website: kingswaymedicalcentre.co.uk
- By post – using the right hand side of your prescription, tick which items you require.
- At the surgery – using the right hand side of your prescription, tick which items you require.

Prescriptions will be ready for collection in two working days (forty-eight hours).
Online appointment and prescription requesting

Not everyone can access their GP surgery during its normal opening hours.

Following a change in computer software, we are now able to offer an improved on-line service which makes booking appointments and requesting medication easy.

SystmOnline helps by letting you manage your appointments and repeat medication over the internet.

To use this service, please ask a member of staff. You will require a user name and password. (Proof of identification required)

SystmOnline is available by following the links on the practice website (appointment/prescription pages)

www.kingswaymedicalcentre.co.uk

The benefits of this system are patients can:

- View existing appointments
- **Online appointments are NOW available to book**
- Cancel an appointment
- View your medication
- Request your repeat medication
- Change your demographic details
- Fill in practice questionnaires

In the future, this could be developed further to enable patients to ask their doctor a question.

SystmOnline has been developed and tested using standards set out by a government body called NHS Connecting for Health.

All personal information used by SystmOnline is secure and protected.

3rd January 2013