

# **Kingsway Medical Centre**

Kingsway, Billingham, Cleveland, TS23 2LS

Appointments & Emergencies

Tel : 01642 553738

For Results & General Enquiries :

Tel : 01642 554967

Reception Team Email address :

[hstccg.receptionkingswaymedicalcentre@nhs.net](mailto:hstccg.receptionkingswaymedicalcentre@nhs.net)

Admin Team Email address :

[HSTCCG.A81057@nhs.net](mailto:HSTCCG.A81057@nhs.net)

Please visit our surgery website for appointment  
booking/cancellation/prescription ordering

**[kingswaymedicalcentre.co.uk](http://kingswaymedicalcentre.co.uk)**

Free appointment reminders can be sent to your mobile  
phone

**eConsultations available for patients aged 18 and over.**

## **Port Clarence Health Centre**

Royal Buildings, Port Clarence Road,  
Port Clarence, TS2 1TW Tel : 01642 564310

**NHS 111—24 hour service for advice**

# Welcome to Kingsway Medical Centre

## Our doctors

Dr. Malcolm Gittens	(male)	MBBS, MRCGP, DCH, DRCOG
Dr. Rishika Sinha	(female)	MRCGP MBBS DRCOG MRCGP
Dr. Murugesan Vijayakumar	(male)	MBBS MRCPCH
Dr. Joyce Longwill	(female)	MBBS MRCGP
Dr. Olamide Taiwo	(female)	MBBS, MRCGP
Dr. Katy Wilson	(female)	MB ChB

Kingsway Medical Centre is contracted to provide medical services by Hartlepool and Stockton Clinical Commissioning Group.

Hartlepool & Stockton Clinical Commissioning Group are also responsible for commissioning the Out of Hours Service.

The surgery serves the whole of Billingham as well as its surrounding villages.

Our team includes five GP Partners, a Salaried GP, a Nurse Practitioner, 2 Practice Nurses and a Health Care Assistant as well as our Practice Manager and reception/admin staff.

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

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 offer cervical smears, holiday vaccinations, blood pressure and heart disease monitoring and contraceptive advice.

The team are particularly interested in promoting and maintaining good health.

If the GP feels it is appropriate for you, there is an Osteopath at the 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.

## **Surgery Hours**

The surgery phones are open 8 — 6 pm  
Monday—Friday (excluding Bank Holidays).

Consultations are by appointment only.

Patients are registered with Kingsway Medical Centre and have an accountable doctor, but are free to make a routine appointment with any doctor. However, if you need an urgent appointment you may not have a choice of doctor.

**Over the last year 1757 appointments were wasted. If you cannot keep your appointment, please cancel as early as possible.**

Routine appointments are every ten minutes, we have surgeries available every morning and afternoon at varying times with both GPs and nurses.

In addition to the normal opening hours, we also offer some extended clinics with surgeries available alternate Monday evenings, after working hours and some Saturday mornings.

Updated June 2018- Patient Participation Group Member reviewed Jan 2015

## **Telephone Advice**

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**

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 and home visits**

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.

## **When the surgery is closed :**

For urgent medical advice please call 111, for a life threatening medical emergency, please call 999.

**If you are calling between 6pm and 6.30pm Monday to Friday and require medical advice please call 07392 866847.**

## **Nurse Practitioner**

Our Nurse Practitioner Ann, is specially trained and qualified to diagnose and treat some minor illnesses. You may see her for many problems instead of a doctor.

Ann is also the Lead in the Practice for Infection Control.

## **Port Clarence Surgery**

Limited GP appointments are also available for patients of ours living at Port Clarence.

## **How to register as a patient**

To check whether your postcode is in our catchment area, please follow the link on our website

**[kingswaymedicalcentre.co.uk](http://kingswaymedicalcentre.co.uk)**

**We cannot undertake your medical care if you move outside the practice boundary, please ask a member of staff for more information.**

## **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 :

- The surgery website —see overpage for information on SystmOnline :  
**[kingswaymedicalcentre.co.uk](http://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).**

## **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.

## **Communication with Patients**

We want to get better at communicating with our patients and want to make sure you can read and understand the information we send you.

If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.

### **We want to know if you :**

- **need information in braille, large print or easy read**
- **need a British Sign Language interpreter or advocate.**
- **if we can support you to lip-read or use a hearing aid or communication tool.**

Please tell the receptionist when you arrive for your next appointment, or call us on 01642 553738 between 8 am and 6 pm.



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 in the waiting room, or ask a member of staff.

## **Equality & Diversity**

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 ask to speak to our Practice Manager, Nicola Pepper, who is happy to speak to you on the phone, or arrange a convenient appointment.

We operate a Practice Complaints Procedure in line with NHS recommendations.

## **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.

**eConsultations now available for registered patients  
aged 18 and over.**

**For more information visit the website :  
[www.kingswaymedicalcentre.co.uk](http://www.kingswaymedicalcentre.co.uk)**

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

SystemOnline 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)**

SystemOnline is available by following the links on the practice website

**[www.kingswaymedicalcentre.co.uk](http://www.kingswaymedicalcentre.co.uk)**

The benefits of this system are patients can :

- View existing appointments
- On-line appointments with a doctor are NOW available to book
- Cancel an appointment
- View your medication
- Request your repeat medication
- Request to view your summary care record
- Request to view your computer medical records (for patients 16 years and over)

## **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.

The surgery's Patient Participation Group has recommended we increase the amount of people booking appointments on-line, and feel this would relieve pressure on the phone system.

### **Feedback from patients who use the on-line system :**

"I find the new online system excellent. More people should use it instead of the telephone, and more people of my age (75) should get involved on-line".

"The on-line system is very easy to use. I think more young people should be encouraged to book appointments on-line, as they may have access to PCs, smart phones or tablets".

"Very easy to use"

"I frequently make appointments using the on-line system; it is available 24 hours a day, so I am able to book an appointment at my convenience"

**We can also send free appointment reminders to your mobile phone.**

## Useful Contacts :

Appointment booking & cancellation/prescription ordering can be done via the surgery website : [www.kingswaymedicalcentre.co.uk](http://www.kingswaymedicalcentre.co.uk)

NHS 111 . Calls are free from landlines and mobiles. Available 24/7.

[www.bbc.co.uk/health](http://www.bbc.co.uk/health)

Good site discussing topical health issues, also giving facts about many medical conditions.

NHS choices website—your health, your choices

<http://www.nhs.uk>

[www.patient.co.uk](http://www.patient.co.uk)

Leaflets about illnesses, medicines and diseases, and a comprehensive self help group directory

[www.northteesandhartlepool.nhs.uk](http://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)

# **Are you a Carer?**

**Please let a member of the  
practice team know you are a  
carer.**

## **We can offer Carers :**

- **An annual health check with Caroline, our Health Care Assistant**
- **Annual Flu jab**
- **Referral to Social Services for a Carers Assessment if requested**

**Please ask to speak to Jill in our reception team, who can give you more information.**

# There are useful links on the practice website for Carers :

[www.kingswaymedicalcentre.co.uk](http://www.kingswaymedicalcentre.co.uk)

Information regarding Stockton Carers :

<https://www.stockton.gov.uk/adult-services/support-for-carers/list-of-carer-support-services/>

## **Useful Information/Numbers :**

Citizens Advice Bath Lane Stockton. Tel: 01642 633877

Benefits Agency, Tees Buildings Bridge Road, Stockton Tel: 01642 636000

First Contact, Social Services, Stockton on Tees Tel; 01642 527764

Social Services Emergency Duty Team (Out of Hours office) Tel; 01642 631123

Sanctuary Supported Living Tel : 0330 123 3247

The Avalon Group [www.avalongroup.org.uk](http://www.avalongroup.org.uk) Tel: 01642 633556

Bridges, Stockton – family & carers service - providing support for carers, children, parents and all family affected by substance misuse and alcohol issues. Tel : 01642 605222

## YOUR RESPONSIBILITIES AS A PATIENT

Registering with Kingsway Medical Centre 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.
- Over the last year 1757 appointments have been wasted by patients not attending for scheduled appointments.
- **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.**