

HOW TO REGISTER

Anyone wishing to register as a patient with Station View Medical Centre should fill in a Registration Form obtainable at Reception, and provide proof of identity and proof of address. Information on the practice area can be provided on request.

VIOLENT AND ABUSIVE PATIENTS

Any patient using violence against any member of staff or another patient, will be reported to the police and removed from the practice patient list.

Any patient verbally abusing a member of staff will be given a written final warning to the effect that further breaches of acceptable behaviour will result in their removal from the practice patient list.

RIGHTS & RESPONSIBILITIES OF PATIENTS

Patient information:

The following have a right of access to patient information: GPs, nurses, practice staff and NHS bodies — all of whom are bound by strict rules of confidentiality. Should a patient wish to see their records then they can submit a written request to the Practice Manager.

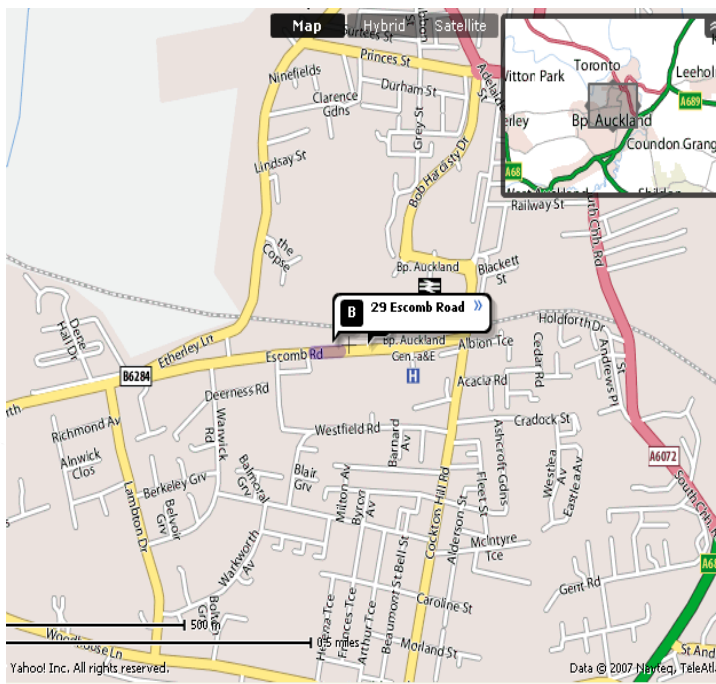
Full details are available on request.

Appointments:

Patients have a responsibility to keep their appointment. If a patient for any reason cannot keep their appointment, then they must notify the surgery at the earliest opportunity.

Contractor Information:

Details of primary medical care service may be obtained from Co. Durham PCT, John Snow House, Durham University Science Park, Durham, DH1 3YG. Tel: 0191 301 1300.



Addresses:

Main Surgery
29a Escomb Road,
Bishop Auckland
Co Durham
DL14 6AB

Tel: 01388 452711
Fax: 01388 452719

Branch Surgery
The Eden Centre
Victoria Lane, Coundon
Tel: 01388 601860
Fax: 01388 660361

Website: www.stationviewmedicalcentre.co.uk

STATION VIEW MEDICAL CENTRE

Bishop Auckland Surgery

(Phone lines are open from 8am-6pm;
12.30pm—1.30pm emergencies only)

Mon - Open 7.30am - 6.45pm

(surgery times: 7.35am - 7.50am,
8.30am - 11.30am, 3pm - 5.20pm,
6.00 pm - 6.45pm)

Tues - Open 8.30am - 5.30pm

(surgery times: 8.30am - 11.30am
3pm - 5.20pm)

Wed - Open 8.30am - 5.30pm

(surgery times: 8.30am - 11.30am
3pm - 5.20pm)

Thurs - Open 7.30am - 5.30pm

(surgery times: 7.30am - 7.50am,
8.30am - 11.30am, 3pm - 5.20pm)

Fri - Open 8.30am - 5.30pm

(surgery times: 8.30am - 11.30am
3pm - 5.20pm)

Tel: 01388 452711
Fax: 01388 452719

Coundon Surgery

Monday to Friday

8.00am – 12.00pm and

2.00pm to 4.30pm Mon, Tues & Fri

Closed Wed & Thurs afternoons

Tel: 01388 601860



**Dr Andrew Hetherington (M) MB BS
MRCP MRCGP DRCOG**

Special Interests: Asthma and
Cardiovascular Disease

**Dr Elizabeth Clare Eccleston (F) MB ChB
MRCGP DRCOG DCH**

Special Interests: Diabetes, Family Plan-
ning, Child Health

**Dr Poornima Nair (F) MB BS MRCOG
DFFP MRCGP**

Special Interests: Women's Health, Contra-
ception

**Dr Kamal Fernando (M) MB BS DFM DGM
DRCOG DFFP MRCGP**

**Dr Narendra Pindolia (M) MBBS, MRCGP,
Dip Pal Med**

Julie Frankcom — Nurse Practitioner

RGN/RM BSc (Hons) Nurse Practitioner

Beverley Woodward — Nurse Practitioner

RGN/SEN BSc (Hons) Nurse Practitioner

THE PRACTICE

Station View Medical Centre is the trading name of an unlimited partnership consisting of the five GP Partners listed across, all of whom have "general" status.

The Nursing Team comprises of two Nurse Practitioners, Practice Nurses, Health Care Assistants and a Phlebotomist.

The Practice Manager, Lynn Fleming, heads the Office Reception and Medical Secretary Teams.

HOME VISITS

Home visits are available for those patients unable to attend the surgery for medical reasons, only. Wherever possible, please make requests for home visits before 10.00am.

OUTSIDE SURGERY HOURS

At weekends, Bank Holidays or between 6.00pm and 8.00am the following morning, please call the Urgent Care Centre on 111 or attend at the Centre at Bishop Auckland General Hospital.

APPOINTMENTS

We operate appointment-only systems at both sites. In compliance with Government targets, you will be able to see a doctor within 48 hrs.

PRESCRIPTIONS

Requests for repeat prescriptions should be brought to surgery at least 48 hours before collection (At Escomb Road surgery please use the post boxes; one at the main door and the other at the bridge entrance).

Telephone requests may be made for repeat prescriptions after 9.30am.

Prescriptions requests can also be made via our practice website. Please visit www.stationviewmedicalcentre.co.uk for further information.

Our prescriptions are computer generated.

CONSULTATIONS & SERVICES AVAILABLE

You have the right to express a preference to see a particular GP by notifying a receptionist. However, we cannot guarantee that you will always be able to see that GP.

We offer all types of vaccinations including holiday vaccinations. The Practice holds asthma, diabetic, smoking cessation, antenatal, physiotherapy, weight reduction, pain management, mood management and Teen clinics. We also offer a full Family Planning and cervical cytology service.. When referred by your GP, you will be able to see a physiotherapist, chiropodist, dietician, or counsellor in surgery.

CHECKING TEST RESULTS

If you have been asked by your doctor to ring for results of investigations, please note that **results can be given to the patient only** and not another person telephoning on their behalf. Please call after 2.30 pm for results.

COMPLAINTS, COMMENTS & COMPLIMENTS

If you have any complaints, comments or compliments, please contact the Practice Manager on 01388 452711.