

## Your responsibly to us

The practice operates a ZERO tolerance to violence and abuse against the staff. Any incident where staff are abused, threatened or assaulted will result in the patient being reported to the police and removed from the practice list.

## Out of Hours Service

When the surgery is closed and you need medical advice, please call 111

## Surgery Opening Times

- Monday 8am to 6pm
- Tuesday 8am to 6pm
- Wednesday 8am to 6pm
- Thursday 8am to 6pm
- Friday 8am to 6pm

**We are closed for Staff Training every Tuesday from 1pm until 3pm**

## Repeat Prescriptions

You can re-order your repeat medications in the following ways:

Online (using patient access) you must register to use this service. Please ask reception for details.

You can post your slip in the repeat prescription box in reception or post via royal mail. Please allow **72 hours** for repeat prescriptions.

We **do not** accept telephone requests for prescriptions.

## Confidentiality

The practice operates within all regulations relative to data protection. All patient information is treated in the strictest confidence and will only be accessed by staff who have a reason to do so as part of your medical care.

## Access to your Medical Records

Should you wish to access your medical record please speak to a member of staff who will explain the procedure to you.

## Suggestions/Complaints

We aim to provide a high quality service, to help us achieve this we welcome complaints when we fall short of those aims and suggestions for improvement. If you have a complaint or concern please ask a member of staff for a complaints leaflet.

## Compliments

It is much appreciated when patients take their time to convey compliments to the staff and Doctors at the practice. Please ask to leave a message in the compliments book.

## Parking for Patients

Please respect residents living near the surgery, Parking is available adjacent to the surgery building.



Redmarshall Street  
Stillington  
TS21 1JS

(T): 01740 631001

(E): [enquiries.parklane@nhs.net](mailto:enquiries.parklane@nhs.net)

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

## Welcome to Park Lane Surgery

### Our Practice Area & Becoming a Patient

The practice registers patients from Stillington and also from those living north of the A66 to the A689, west to Mordon, Newton Ketton and Sadberge, east to Wynyard Park and south to North West outskirts of Stockton. Please ask the staff if you are unsure if you are within the practice boundaries.

### Telephone Consultations

We are currently only offering telephone appointments to patients during these difficult times. Make an appointment via reception in the usual way. Once the Clinician has spoken to you they may need decide you need to be seen Face to Face, and will then offer you an appointment to come to the practice. Please remember to wear your mask.

Please make sure you let the staff know if you have changed your telephone number.

### Same Day /Urgent Appointments

If you feel that you need an appointment the same day please ring us at 8.30am for an urgent appointment.

### Cancellations

If you cannot attend your appointment please call to cancel it, this way we can offer it to another patient

## Practice Team

### Doctors

Dr A Corbett MBBS, MRCP

Dr M Gargett BMBS, BMedSci, MRCP, MRCP

Dr J Mendis MBBS, MRCP, DRCOG

### Practice Nurses:

Tricia, Jenny, Angela & Bridie

**Practice Manager:** Vikki Mathie

**Receptionists:** Denise, Karen & Chloe

**Medical Secretary:** Sheila

**Dispensary Staff:** Debbie, Rebecca, Barbara & Sam

**Administration:** Miranda & Kaylee

### GP Registrars

The practice supports GP Registrars. They are **fully qualified doctors** who are completing their training to specialise as a GP.

### Medical Students

As a training practice we have a commitment to the education and training of Medical Students. You will always be asked if you consent to the student being present during your consultation.

## Dispensary Services

Those patients who live more than a mile away from a chemist can collect their medicine from the Practice Dispensary. Please ask for more details

### Mission Statement

The practice will provide a comprehensive range of patient services in a well organised, personalised and friendly manner.

These services will be locally based and accessible to patients.

The practice is committed to continuing education and professional development for Doctors and Staff.

### Tees Valley Clinical Commissioning Group (TVCCG)

The area served by Park Lane Surgery is in the district covered by Tees Valley CCG. For details of all primary care services you can contact them on the details below.

NHS Tees Valley CCG  
First Floor, 14 Trinity Mews  
North Ormesby Health Village  
Middlesbrough  
TS3 6AL

(T) 01642 263030

(E) tvccg.enquiries@nhs.net