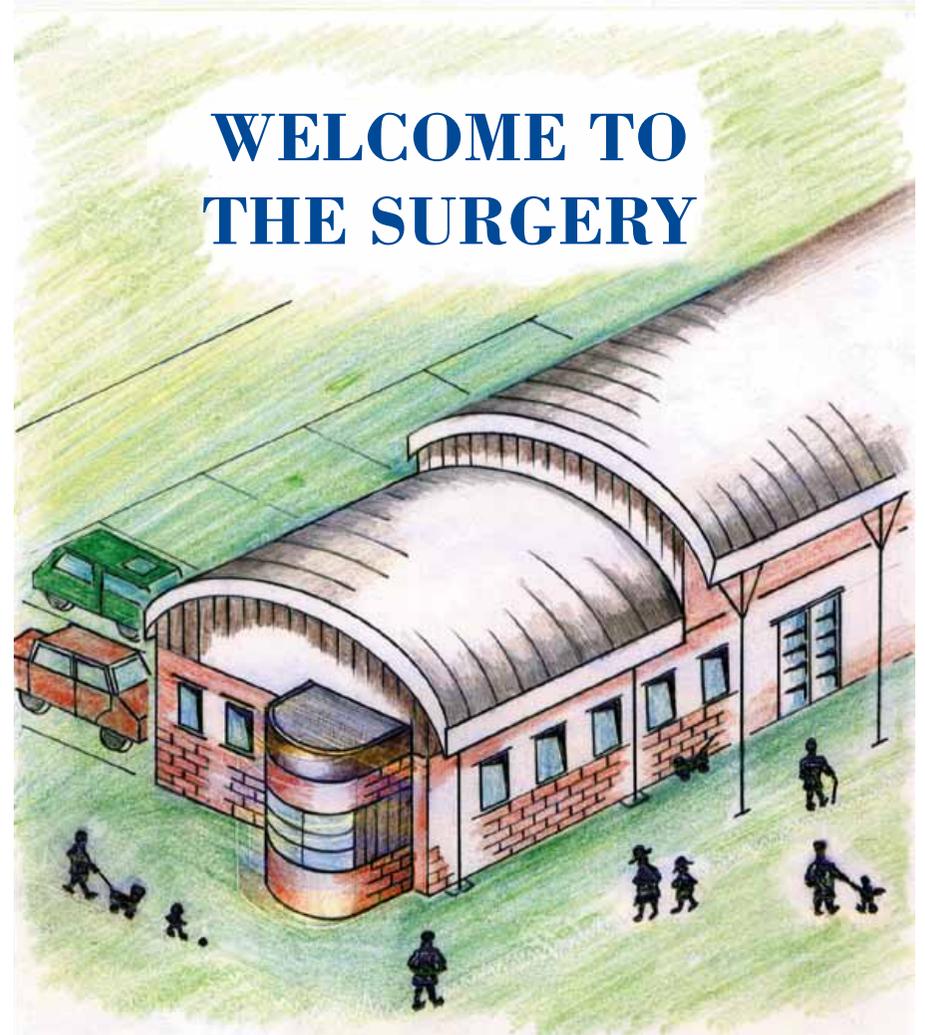


WELCOME TO THE SURGERY



Crossfell Health Centre

Crossfell Road

Berwick Hills

Middlesbrough

Cleveland TS3 7RL

Telephone 01642 296777

Home Visits 01642 296999

<http://www.crossfellhealthcentre.co.uk>

WELCOME

Dr Nicola Jacqueline Mayes	MBBS, MSc (St Mary's Paddington 1988)
Dr Jayalalitha Asokan	MBBS (Madurai India) MRCP 2005
Dr Rajesh Khapra	MBBS (Indore India 1993) MRCP 2006/2007
Dr N B Miller	MBBS (London 1986) MRCP (2010) DipPalMed (Cardiff 2012)
Dr M Alagarsamy	MBBS (Madras Medical College, India 1997) MRCP 2006
Dr Srinath	MBBS (1995) MRCP (2013)
Sr Jackie Robson	Practice Nurse Independent/Supplementary prescriber
Sr Joanne Day	Practice Nurse: RGN
Practice Manager	Gillian Furness

Historically the practice resulted from the combination of four practices covering Normanby, Eston, Grangetown, South Bank and the whole of Middlesbrough. It moved to 545 Normanby Road from South Bank in 1980 and from Longlands Road and North Ormesby to Crossfell Health Centre in May 1999. The Health Centre provides excellent, well equipped, purpose-built premises which offer a high quality surgery environment for both patients and practice team.

In October 2002 the practice joined the government pilot scheme to provide personal medical services (PMS) for our patients by employing extra staff and introducing additional clinics.

Stay in touch with our website: www.crossfellhealthcentre.co.uk

PRACTICE OPENING TIMES

The practice is open for collection of prescriptions, documents and queries from:

Monday - Friday	8.30am - 6.00pm
Saturday	7.45am - 1.15pm

A receptionist will be available at both the reception desk and on the telephone between these surgery opening times.

The practice is not open Bank Holidays.

GP Normal Working Days

Dr Mayes:	Alternate Wednesday mornings Thursday Friday
Dr Jayalalitha:	Monday Tuesday Thursday Friday
Dr Khapra	Monday Tuesday Thursday
Dr Miller	Monday Tuesday Wednesday
Dr Alagarsamy	Monday Tuesday Wednesday Friday
Dr Srinath	Tuesday Wednesday Friday

We now offer pre-bookable appointments on:

Saturday morning	7.45am - 1.15pm
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PRACTICE AREA

Crossfell Health Centre accepts patients from:

Berwick Hill	Pallister Park	South Bank
Brambles Farm	Thorntree	Eston
Ormesby	Overfields	Normanby
Acklam	North Ormesby	Grangetown
Easterside	Central Middlesbrough	Marton
West Lane	Nunthorpe	Coulby Newham
Whinney Banks	Hemlington	

For the latest information click to: www.crossfellhealthcentre.co.uk

Is your appearance affecting your confidence?

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If the signs of ageing, acne scars, excess hair, pigmentation or thread veins are affecting your self-esteem give a local clinic a call today to find out more.



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now on
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REGISTERING AT THE PRACTICE

To register at the practice please ask at reception. The receptionist will provide you with a registration form which must be completed. Information such as previous GP and address together with NHS number (if known) will be required. Visual identification will also be required such as a passport or driving licence and also one utility bill.

A patient questionnaire will also be provided which asks questions about your lifestyle and previous medical history. You will be asked if you have a preferred provider (doctor) to deliver your medical services and this preference will be recorded on your medical records, although you may see any member of the Primary Health Care Team. Patients register with the practice now and not with a specific GP. The practice will invite you for a health check with the practice nurse within 12 weeks of registering with the practice and annual health checks at specific clinics should you suffer with certain illnesses.

SEEING YOUR DOCTOR

Although you are registered with one doctor, you may see whichever doctor you would like, as long as appointment times are free for that doctor. You are encouraged to see the same doctor for continuity in any particular problem. All patients who need to be seen urgently will be seen as an emergency appointment on the same day by the nurse practitioner or any doctor within the practice who is available at the time of the request. Patients seen as an emergency will be expected to see the nurse practitioner if she has an appointment available.

BOOKING AN APPOINTMENT

The practice operates an Advance Access system to assist our patients in gaining appointments with a health care professional.

Should you like to pre-book an appointment or have an appointment within 48 hours, please inform the receptionist and she will try to accommodate your preference. For all other appointments please ring on the day you wish to attend. The telephone lines are open from 8.30am.

NURSE PRACTITIONER

Our nurse practitioner is able to treat some minor illnesses and is available so that you have more choice of practitioners to consult. The conditions she will be able to offer treatment and advice for are: asthma, common colds, cough, cystitis in women, diarrhoea and vomiting, earache, contraception, hay fever, head lice, hormone replacement therapy, laryngitis, skin infections, skin rashes, sinusitis, sore mouth, sore throat, thread worms, vaginal discharge/thrush, warts and verrucae. The nurse practitioner can also provide emergency contraception.

For the latest information click to: www.crossfellhealthcentre.co.uk

Attract more business by placing your advert here. Simply call 0800 0234 196.

HOME VISITS

If you are **too ill** to come to the surgery a home visit may be requested by telephoning 01642 296999 before **10.30am**. Visits requested after 12 noon will be passed to the doctor 'on call' and should be of an **urgent** nature only.

- The terminally ill
- The truly housebound patient for whom travel would cause deterioration of their medical condition

The surgery is staffed to take home visit calls: Monday - Friday 8.30am-6.00pm

The receptionist may ask for details of your illness and a doctor may speak to you to gain further information and assess your situation.

OUTSIDE SURGERY HOURS

Should you require emergency treatment when our surgery is closed, you may call NHS 111. All the calls are free of charge.

If there is any delay in responding to **AN ABSOLUTE EMERGENCY**, telephone 999 and ask for an ambulance.

For pharmacies open during the Bank Holiday period, see the local press for details.

REPEAT PRESCRIPTIONS

If your doctor agrees, you may obtain repeat prescriptions over the counter by handing in the computer slip to reception. Please tick the appropriate medication you are requesting. You may post your request to us with a stamped addressed envelope and these prescriptions will be posted back to you.

PRESCRIPTIONS WILL BE READY FOR COLLECTION 72 HOURS AFTER YOU HAVE SUBMITTED YOUR REQUEST.

Repeat prescription requests **CANNOT** be taken over the telephone.

Patients now have the option to order repeat prescriptions on line. If you would like to use this option you must obtain a user name and password. A user name and password can only be obtained after completion of an application form and submitting photographic identification. This service is only available for repeat prescriptions. Requests for additional / alterations of prescriptions cannot be ordered by this method.

PRACTICE STAFF

Practice Manager	Is in charge of administration and organisation of the practice and is responsible for ensuring our service is always of the highest quality. Is in charge of all the financial aspects of the practice.
Nurse Practitioners (2)	Has extended training and qualifications to enable her to diagnose and treat a wide range of conditions including contraception and emergency contraception, smears, HRT checks, minor illness, infections, skin problems and rashes, allergic conditions, conjunctivitis and sticky eyes, diarrhoea and vomiting, ear infections, vaginal and urinary infections, asthma, COPD and bronchitis.
Practice Nurses (2)	Hold clinics for adult health checks, cervical smears, travel vaccines, asthma, hypertension, CHD baby and diabetic clinics. They also perform practical procedures such as ear syringing and wound care and injections. They can also give advice on health and dietary problems.
Health Care Assistants (2)	Takes routine blood samples, blood pressure checks, ECGs and weight management.
District Nurses	Administer nursing care in the home to people who are too ill to attend surgery. They are based at West Acklam Clinic.
Midwife	Attends to the needs of expectant and newly delivered mums and their babies.
Health Visitors	Their main responsibility is children under five years of age. They may be contacted at the TAD centre on 01642 838000.
Counsellor	Can help with issues such as depression, low self-esteem and low self-confidence, bereavement and relationship problems.
Physiotherapist	Provides advice and treatment on a wide range of physical problems.
Office Supervisor	Ensures the smooth running of the reception area.
Secretaries	Ensure all secretarial duties are carried out efficiently.
IT	Work on the input of important computer data and arrange clinics.
Receptionists	Are the patients' first contact with the surgery. Please help them by giving any information they require to enable them to process your request quickly and efficiently.

SERVICES PROVIDED

MATERNITY SERVICES

Care is shared by the doctor and the midwife.

- The Doctor** Any GP in the practice can refer you to see the midwife and deal with any problems you may have both during and after your pregnancy.
- The Midwife** The midwife will provide your booking for delivery in line with local guidelines and discuss any particular requests you may have. The midwife will provide your ongoing antenatal care within the community.
- Hospital Midwives** May provide assistance with out-of-hours problems at the clinic and also with deliveries in hospital.
- Consultant** The obstetricians will provide care where necessary during your pregnancy.

CONTRACEPTIVE SERVICES

The nurse practitioner or the doctor can advise you about any contraceptive services you may need. The nurse practitioner and the doctor can give prescriptions for emergency contraception. The practice nurse can give depo injections or contraceptive implants. Appointments need to be made in the usual way.

CHILD HEALTH SURVEILLANCE

A series of assessments of young children are carried out by health visitors and doctors. Your child will be automatically sent appointments at the appropriate times to coincide with child development and age.

MENOPAUSE CLINIC

These clinics are run by the nurse practitioner who will give information and follow-up reviews regularly.

MINOR SURGERY

Minor surgery procedures are performed in special clinics arranged with the doctor and nurse. Please speak to the receptionist and she will take your name and telephone number and contact you with information of when the next minor surgery clinic is to be held.

GYNAECOLOGY CLINIC

The gynaecology clinic is run by Dr Jayalalitha. If you require a coil fit or removal or have any other gynaecology problem, ask the receptionist to make an appointment for you in this clinic.

IMMUNISATION

Appointments for child immunisations are sent out by computer letter but can be re-arranged at the parents' convenience.

BABY IMMUNISATION CLINIC

These clinics are held on a Wednesday 11.30am-12.30pm.

It is important that children are immunised and you may arrange an appointment at your convenience.

WELL WOMAN CLINIC

Women can make an appointment at any time to have a well woman check. Cervical smear tests are available by appointment. Cervical smears are usually carried out by the nurses. Patients will be invited by computer-typed letter to attend the surgery when their smear is due. Cervical smears are recommended every three years to up to the age of 65 years, unless otherwise indicated.

WELL MAN CLINIC

Men can make an appointment at any time to have a well man check with the nurse. These are by appointment. Please contact the receptionist.

MAMMOGRAPHY

All women reaching their 50th birthday will be included in the regional recall for mammography. A letter of invitation will be sent out by the breast screening department at a three yearly interval.

BLOOD PRESSURE

If you require a routine BP check please make an appointment with the health care assistant on a Monday, Tuesday or Thursday. If you feel you need your blood pressure checking urgently please make an appointment to see a practice nurse Monday to Friday.

SMOKING CESSATION

If you would like to stop smoking make an appointment with any of our practice nurses, who will give you advice, prescriptions, and continuous help. Alternatively, you can attend a local smoking cessation clinic. Please speak to a nurse for further information and help.

WEIGHT REDUCTION ADVICE

The practice nurses and health care assistant can give you advice and information about your diet or weight reduction. Please make an appointment via the receptionist for our weight management clinic.

HEALTH PROMOTION

The practice nurses can give you advice and information about your general health. Please make an appointment via the receptionist.

WARFARIN/RHEUMATOLOGY MONITORING

The practice undertakes therapeutic blood tests to monitor levels for certain conditions.

ASTHMA/COPD CLINICS

Please make an appointment with the practice nurse or nurse practitioner who can offer help and support.

CHD CLINIC

We provide services to patients suffering from coronary heart disease and will invite you to attend an appointment on a 12 month basis to check your general wellbeing.

HYPOTHYROIDISM

We provide services for patients suffering from hypothyroidism and you will be invited for blood tests to monitor this condition.

STROKE/TIA

We offer services to patients who have suffered a stroke or TIA and you may be invited for blood pressure checks and blood tests in the management of this illness.

CANCER

This practice will try to ensure that available support is communicated to patients suffering from cancer. The practice may telephone you or invite you into the practice to offer and enquire about the support you are receiving.

MENTAL HEALTH

The practice offer annual reviews for patients using specific drugs and conditions. You shall be invited to attend an appointment with the nurse for a blood test.

DIABETIC CLINICS

These are held by our practice nurses and are by invitation on an annual basis.

HOLIDAY VACCINATION CLINICS

If you need any travel vaccinations please make an appointment with our practice nurses two to three months before you wish to travel.

CARERS

We would like to offer help and support to patients who are caring for relatives or friends. Please inform reception if you are a main carer.

PRACTICE AREA

Normanby, Eston, Grangetown, South Bank and the whole of Middlesbrough. Please ask for a registration form from reception.

COMPLAINTS/SUGGESTIONS

We operate a practice complaints procedure as part of the NHS system for dealing with complaints. Our system meets the national criteria. The practice manager will give you further information if so required. Our practice complaints leaflet gives details of the procedure and is available from reception. Our aim is to give you the highest standard of service we can offer and we will try to deal swiftly with any problems that may occur. Help us to help you.

Stay in touch with our website: www.crossfellhealthcentre.co.uk

Please complete our complaints form and our practice manager will investigate your complaint and will acknowledge your letter in three days and you will receive a full response within 20 days or an explanation why not.

If you do not want to follow our local complaints procedure you can contact Healthwatch Middlesbrough on 01642 688312 or NHS England Customer Care Centre PO Box 16728, Redditch B97 9PT.

If you remain dissatisfied with the response to your complaint you have the right to ask the Health Service Ombudsman to review your case. The Ombudsman is completely independent of the NHS and Government. You can contact the Ombudsman at:

Millbank Tower
Millbank
London SW1P 4QP

DATA PROTECTION ACT

This practice is registered under the Data Protection Act 1984. The Data Protection Act applies particularly to information which is stored on computer and anyone revealing this information without authority is liable to prosecution.

Please remember that any request to view any information held at this practice must be made through a responsible person and that a fee will be charged.

Information is now protected by law and it is our responsibility to help protect it. Patients can have access to written records with the consent of the GP. Please ask at reception if you require access to your records. There will be an administration charge for this request.

FREEDOM OF INFORMATION ACT

As we are dealing with public funds our procedures and policies, together with prescribing expenditure, are available for inspection at the practice. Please contact the practice for details.

PATIENT RESPONSIBILITIES

Patients are responsible for using the home visit service appropriately and cancelling any appointments that are no longer required. Patients shall be treated equally and without discrimination on disability, social status, ethnic or sexual preference.

The practice operates a **ZERO TOLERANCE POLICY AND VIOLENCE OR VERBAL ABUSE OF ANY KIND TO ANY MEMBER OF STAFF MAY RESULT IN REMOVAL FROM OUR PRACTICE LIST.**

Any patient removed from the practice list will be informed in writing by NHS England and/or the practice.

For the latest information click to: www.crossfellhealthcentre.co.uk

SELF TREATMENT FOR COMMON ILLNESS AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor. Many patients treat their own minor illnesses such as coughs, colds, diarrhoea etc by going to the chemist for medicines. Minor illnesses can get better without a prescription and the simple advice that follows may be of some help.

BACK PAIN

Back pain causes 13 million working days to be lost in Britain each year.

The spine, being made up of 24 fragile bones and associated cartilage and tendons, supports the whole weight of the upper body, and therefore it is understandable that it sometimes goes wrong.

If back pain persists for more than a few days, contact the doctor. If the pain has been caused by abuse ie lifting heavy weights etc please be sensible and take things easy for a while. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. If these are not helping, contact the doctor who may be able to prescribe stronger drugs, heat treatment and/or gentle exercise.

BURNS

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose dry dressing. If the burn is larger than four-five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

CHICKENPOX

On the first day a rash appears as small red patches about 3-4 mm across, within a few hours of these developing, small blisters appear in the centre of these patches. During the next three to four days further patches will appear, and the earlier ones will turn 'crusty' and fall off.

Oily calamine lotion may be applied to soothe the severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date.

Children may return to school as soon as the last 'crusts' have dropped off.

COLDS

There is no cure for the common cold. Go to bed and take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not take any antibiotics that you have in the house these will have no effect!

Do not give aspirin to children under 12 years old.

DIARRHOEA

Diarrhoea in very young children and babies needs careful attention.

Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding it a solution of Dioralyte, Rehidrat or similar electrolyte solution from the chemist. If the symptoms persist for more than 24 hours or are accompanied by vomiting or weakness, consult your doctor.

FEVER

This is common in children and adults and can be due to simple virus infections such as colds or flu when it lasts only 24-48 hours. Persistence after this time especially in the old, frail and the young may indicate a complication so medical advice should be sought.

Simple measures to lower a raised temperature are usually effective in both adults and children:

- Wear few clothes and tepid sponge the skin
- Stay in a cool well ventilated room with an electric fan if available
- Give cool drinks and encourage the patient to have more than usual
- In an adult or child over 12 years paracetamol will help lower the temperature and reduce symptoms such as sore throats and headaches. **DO NOT GIVE CHILDREN UNDER 12 YEARS OF AGE ASPIRIN.**
- Children under 12 years can be given paracetamol available from the pharmacist in several flavoured brands, which should be administered every six hours until the fever has gone.
- Occasionally young children under five years may have a fit with a temperature. This is frightening but the child comes around quickly. The fit may just be a brief vacant episode and the child may become unconscious and have twitching in all their limbs. Put the child on his/her side and remove all objects around them. Do not put anything in their mouth. Call your doctor straight away.

GASTROENTERITIS

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up. Therefore, the stomach and bowel need to be rested. In older patients sips of plain water may suffice but in babies and toddlers special rehydration fluids may be required (Dioralyte or Rehidrat) which are available from the chemist. If sickness and/or diarrhoea persists, contact the doctor.

GERMAN MEASLES (RUBELLA)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4 mm and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears until the rash disappears in about four to five days from that date.

The only danger is to unborn babies and therefore it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor. Girls within the practice who are 11 years of age are offered vaccinations if they have not previously been immunised.

HEAD LICE

These creatures prefer clean hair and are not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription. This practice only treats live lice. Consult the health visitor at the TAD Centre on 01642 835358 if you need any further advice. Regular wet combing of the hair using a fine toothed comb and conditioner on the hair can reduce and treat infestation.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

NOTE: bee stings should be scraped away rather than plucked in order to avoid squeezing the contents of the venom sac into the wound.

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until 8-10 days after that date.

Immunisation can prevent this disease.

MUMPS

Symptoms are swelling of the glands in front of one ear often followed after a couple of days by swelling in front of the other ear. It is infectious from two to three days before the swelling appears until 8-10 days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease.

NOSE BLEEDS

Sit in a chair leaning forward with your mouth open and pinch your nose just below the bone for approximately 10 minutes by which time the bleeding should have stopped. Avoid hot drinks and hot food for 24 hours.

If symptoms persist consult the doctor.

SPRAINS

Firstly apply a cold compress containing ice if possible for 15-30 minutes to reduce the swelling. Apply firmly a crepe bandage and give the sprain plenty of rest until all the discomfort has subsided. Elevate the limb if possible. Further strain will inevitably lead to further swelling and a longer recovery period.

Stay in touch with our website: www.crossfellhealthcentre.co.uk

STOMACH ACHE

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and in the case of indigestion a teaspoon of Bicarbonate of Soda in half a glass of water will help. Paracetamol may help. If the pain lasts for longer than eight hours or increases in intensity you should consult a doctor.

SUNBURN

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation and paracetamol will help.

Children are susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun. Routine use of sun block SPF15 or greater should be used and sun avoidance especially at midday is recommended for everyone.

THE PRACTICE PHILOSOPHY

The aim of the practice is to provide high quality care at the point of need to our practice population (and other temporary residents). We will endeavour to anticipate needs and intervene with preventative strategies where available.

We encourage development of all our staff through recognised training schemes and in-house training and professional development in line with the white paper expectations.

The care of our patients is fundamental to the service we provide and it should be recognised that the patient has responsibility in part for their own wellbeing. We may prescribe treatments to aid a particular complaint or condition and may recommend changes and modifications in lifestyle to promote patients' wellbeing.

We will review and monitor the services we provide to ensure that our commitment to high quality patient care remains constant.

We work with:

NHS South Tees Clinical Commissioning Group

North Ormesby Health Village

First Floor, 11 Trinity Mews, North Ormesby, Middlesbrough TS3 6AL

Tel: 01642 511868 Fax: 01642 944239

Email: STCCG.enquiries@nhs.net

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USEFUL TELEPHONE NUMBERS

NHS 111.....	111
Teesside Hospice	01642 816777
NHS South Tees Clinical Commissioning Group.....	01642 511868
James Cook University Hospital	01642 850850
University Hospital of North Tees	01642 617617

THE PRACTICE AREA

