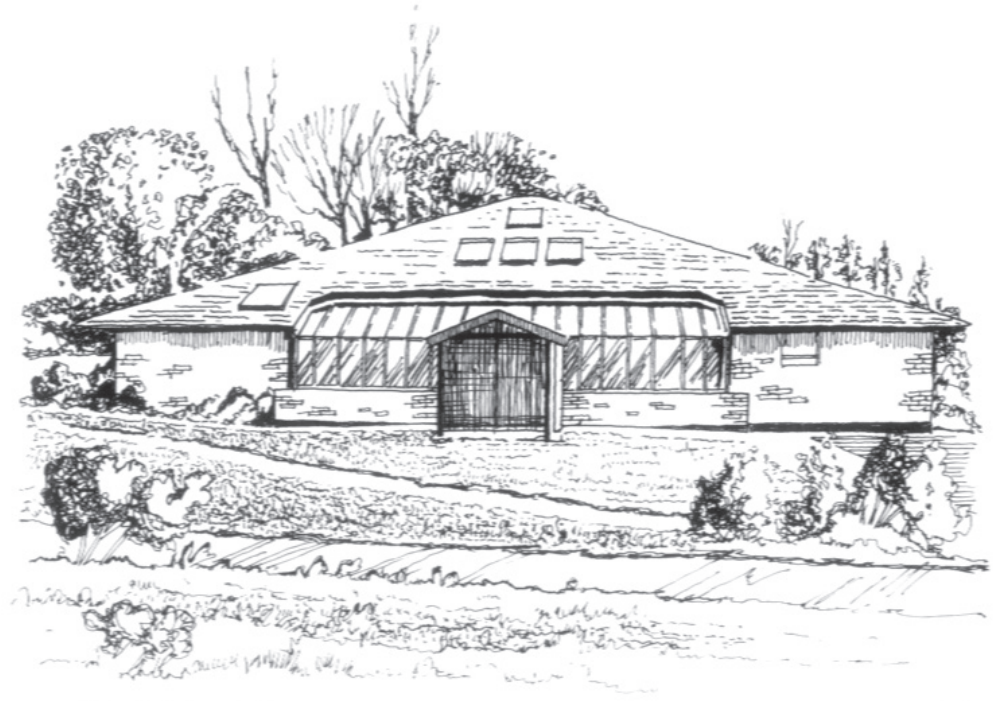




Carmel Medical Practice

Nunnery Lane, Darlington DL3 8SQ

Tel: 01325 520794

Monday to Friday 8.00am - 6.00pm

Email: nencicb-tv.a83031-eds@nhs.net

www.carmelmedicalcentre.co.uk

Carmel Medical Practice

WELCOME TO OUR PRACTICE

This publication is to help you to get to know the services we provide. We hope you will find it useful and keep it by your telephone so that you can refer to it in the future.

PRACTICE PROFILE

We are an NHS partnership working from purpose-built premises opened in July 1989. The surgery offers suitable access for disabled patients. We have a full complement of staff comprising: general practitioners (GPs), nurse practitioners, practice manager, receptionists, practice nurses, health care assistants, health visitors, secretaries and computer staff. We provide a full range of general medical services, including maternity care, cervical smears, contraception, minor surgery, childhood and adult immunisations, healthy heart, asthma, diabetes, osteoporosis and menopause.

PRACTICE TEAM

Dr A Mullenheim (f)	MD State Exam Medicine (Germany) MRCGP DRCOG DPD Diploma of Practical Palliative Care (Partner)
Dr M Randall (f)	BSc (Hons) Biomedical (2006) MBBS (Newcastle 2011) MRCGP GP Trainer (2023) (Partner)
Dr H Raza (m)	MBBS MRCGP Diploma in Diabetes (Partner)
Dr N S Jagra (m)	BSc (Hons) MD (2013 Grenada) MRCGP 2020 (Partner)
Dr R Akinbami (m)	MB BS 2010 (University of Ilorin)
Dr I Hammoud (f)	MD 2012 (University of Tishreen)

We are now a GP training practice (April 2023) and some patients will be seen by GP Registrars from September 2023 who are fully trained doctors who are training to become GPs.

PRACTICE MANAGER

Sue Geldart (f)
Sue Geldart is responsible for the day-to-day running of the practice. She welcomes any comments or suggestions and may be contacted if you have a problem or a complaint you would like to discuss.

NURSING TEAM

Mark McKie (m) Physical Assessment Skills, Nurse Independent/Supplementary Prescriber BSc Promoting Practice Effectiveness, Facilitating Learning in Clinical Practice Diploma of Higher Education in Nursing Studies (Adult)	- Nurse Practitioner
Kay Power (f) NNEB Certificate, Registered General Nurse, Registered Midwife, ENB997, Teaching & assessing in clinical practice CHD diploma, Breast and Cervical Screening for health professionals, University Certificate in professional development COPD and Asthma, University Certificate in professional development in non medical Prescribing	- Practice Nurse
Vicky Bradbury (f) BSc Nursing Studies (Adult) First Class Honours – University of Huddersfield Post graduate Certificate in Non-medical prescribing	- Practice Nurse
Nicola Oates (f) Advanced diploma in adult nursing	- Practice Nurse
Amy Cope (f) BSc Nursing Studies (Adult) First Class Honours - University of Teesside	- Practice Nurse

Christopher Bradshaw (m) Nursing Associate Foundation Degree, NVQ Level 3, Health and Social Care	- Nursing Associate
Sarah Burke (f) NVQ Level 3, Health and Social Care Health and Safety Level 3 Diploma VTCT, Cryotherapy Certificate	- Health Care Assistant
Katelyn Pearce (f) Level 3 Diploma, Health and Social Care, Venepuncture Certificate	- Health Care Assistant

FIRST CONTACT PHYSIOTHERAPIST

We have a First Contact Physiotherapist (FCP), David Bracken (m) BSc PGC Physiotherapy MCSP HCPC Reg, working as part of the multidisciplinary team based within the practice two days a week.

CLINICAL PHARMACIST

Our Clinical Pharmacist, Elizabeth Middleton, also works as part of the multidisciplinary team.

CLINICAL TECHNICIAN

Jasmine Mortimer (f) - Level 3 Pharmacy Technician Integrated Apprenticeship, ACPT (accuracy checking pharmacy technician), Primary Care Pharmacy Education Pathway.

RECEPTION/ADMINISTRATION STAFF

Our administration staff will arrange appointments either by phone or face to face.

MEDICAL SECRETARIES

The secretaries deal with all hospital communications, including hospital referrals, daily correspondence and any related queries.

We occasionally have medical students in the surgery. The receptionist will always let you know if they are sitting in with your doctor or nurse.

PRACTICE CHARTER

SURGERY OPENING HOURS

THE PRACTICE'S RESPONSIBILITIES	THE PATIENT'S RESPONSIBILITIES
You will be treated as a partner in the treatment you receive.	Being a partner means you have responsibilities to the practice team and to the other patients who need our time. Please use the system properly - it is to the benefit of everyone.
You will be dealt with as an individual. All dealings with the practice are confidential.	You will be expected to treat the doctors and staff with courtesy and respect.
For routine matters you will be able to see the doctor of your choice, or nurse wherever possible. You will be offered assistance on the basis of your clinical need. Priority will be given depending on the demands at any given time. Urgent matters will be dealt with by the first available doctor.	Familiarise yourself with the way the practice works. You may not always need to see the doctor. We have other staff available to help. Remember that time has to be given where it is needed most. Don't abuse the system by taking up appointments for trivial matters or imply that something is urgent if it is not. Please consider other patients' needs.
Appointments system: We will try to keep your appointment time. If there is a significant delay you will be entitled to an explanation.	Please keep your appointment. If you cannot, inform us as quickly as possible so that the appointment is not wasted. All patients would wait less if this principle was followed. Appointments are for one person only. If your problem is complex or you have more than one problem, please make a longer appointment.
You will be given priority in an emergency day or night.	You should not use the emergency provisions for non-urgent matters - this diverts the doctor. One day it may be you or a close relative who needs the doctor urgently. We can't be in two places at once!

Home visits: You will be seen at home when the doctor thinks you are too ill or infirm to travel to the surgery (housebound patients).	Please request home visits before 10.00am unless it is an emergency. Only request a home visit if there is a real need. Do not be offended if you are offered a surgery appointment as an alternative. You can generally be seen more quickly at the surgery and more patients can be seen if the clinician does not have to travel. We are not obliged to make visits because you have no transport. Patients are advised to register at the GP practice that is closest to where you live as home visits may not always be possible if you live a distance away from the practice.
Out of hours services are available 6.00pm - 8.00am Monday to Friday, all weekends and Bank Holidays. Please telephone 111 - this is a free telephone number.	
We will try to answer the telephone promptly.	Please do not spend too long on the telephone as others may be waiting. Avoid calling during the peak morning time for non-urgent matters.
We will provide a computerised repeat prescription service.	Please allow two working days for your request to be processed.
If you have undergone a test you will be informed of how and when to obtain the result.	Results take time to reach the practice; please don't ring before you have been asked. Enquiries about tests ordered by a hospital should be directed to the hospital.
Information on services is available in this publication or by asking a member of our reception team.	Please read this publication and keep it for reference in the future.

OPENING HOURS AND SUBCONTRACT ARRANGEMENT

Monday - Friday 8.00am - 6.00pm

The surgery offers extended hours for patients who require them due to work commitments etc. We offer early appointments (7.30am - 8.00am) on Tuesdays, Wednesdays and Thursdays. Please note for GP practices in Darlington there is a subcontract in place with 111 to provide general medical cover between 6.00pm and 6.30pm.

APPOINTMENTS

Before you make an appointment we would ask you to take a moment to ask yourself whether you really need to see a doctor. Many illnesses are short lived and self limiting, and only require commonsense remedies to relieve symptoms. Advice is readily available from your local chemist or NHS Direct on 111.

Children under the age of 16 must be accompanied by an adult.

Please remember the following points:

1. Please try to arrive on time for your appointment.
2. Please let us know if you are unable to attend.
3. Please try not to save up multiple problems for one appointment. If you require a longer appointment please ask when booking.
4. Please remember to make a separate appointment for each person needing to see the doctor: one appointment = one person.

ONLINE CONSULTATION GUIDANCE

Our online consultation service is available during our normal practice hours for non-urgent clinical requests and general enquiries.

Please note:

- Urgent medical issues should not be submitted online.
- If you need urgent medical attention, please contact the practice by telephone or visit in person.
- In an emergency (for example, chest pain, difficulty breathing, or severe bleeding), call 999 immediately.

Using the correct route helps us ensure your request is handled safely and efficiently.

TELEPHONE ADVICE

Remember you can also ring and leave a message for the doctor or nurse on the telephone if a face-to-face consultation is not necessary eg for results, medication queries or advice. You will not be given a specific time when a doctor will ring you. You will be told whether the call will be a morning or an afternoon appointment, but specific times are not possible. A telephone appointment can be booked with the GP following the same procedure as a same day urgent appointment by ringing at 8.00am on the morning. Please inform the receptionist if you would like the GP to call you and they will do their best to arrange this for you.

HOME VISITS

Please try to come to the surgery whenever possible as facilities here are far better for examination and treatment. If you feel that you are too ill to attend the surgery, please telephone before 10.00am to allow the doctors to plan their visits in order of priority. You will be seen at home when the doctor thinks you are too ill or infirm to travel to the surgery (housebound patients). Requests after this time are for EMERGENCIES only. The receptionist will ask you for a few details about your symptoms to allow the doctor to assess the urgency of the call. Please remember that on average we can see five patients in the surgery in the time it takes to do one home visit. We are under no obligation to visit you because of "lack of transport". It is your responsibility to arrange transport to the surgery whenever possible. Patients are advised to register at the GP practice that is closest to where you live as home visits may not always be possible if you live a distance away from the practice.

EMERGENCY VISITS

If you require an emergency visit during the day (Monday - Friday), please telephone the surgery and your call will be dealt with by one of the receptionists. At night or at weekends you will hear a recorded message when you telephone the surgery. This will give details of how to contact 111 in the event of an emergency. Please make every effort to contact the surgery during normal surgery hours.

OUT-OF-HOURS MEDICAL CARE

If you require urgent medical care outside of surgery hours please call 111. Calls to this number are free.

USE OF HOSPITAL CASUALTY DEPARTMENTS

The Casualty Department at Darlington Memorial Hospital is open at all times. Please use it for accidents and emergencies only. If you are in doubt please telephone the surgery for advice first. We encourage our patients to see us at all opportunities rather than the Urgent Care Centre and the Accident and Emergency Department.

REPEAT PRESCRIPTIONS

There are several different ways of ordering medication. This can be done by emailing your medication requests to nencicb-tv.px.carmel@nhs.net, by post, coming into the surgery and ordering at the front desk, ordering online through SystmOnline (speak to reception about gaining access) or using the NHS App. Alternatively you could contact your local chemist and order through them. Please allow two working days for your request to be processed. We no longer issue emergency prescriptions.

SUGGESTIONS, COMPLIMENTS AND COMPLAINTS

We hope that you find the service offered efficient, accessible and relevant to your needs. If you have any comments to make please feel free to tell the receptionist or healthcare practitioner. In the event that you feel you wish to make a complaint about the service or treatment you have received, we have an informal in-house complaints procedure. For minor incidents, speak to the receptionist or doctor as appropriate. The practice manager is also available throughout the day should you wish to raise any matters with them. All such incidents are of course treated as confidential and will only be discussed with the appropriate people. The Practice Publication Scheme can be found on the practice website.

OTHER CONTACTS

We hope that if you have a problem you will use our practice complaints procedure which is available on our website or pop into the practice for a copy. We believe this will give us the chance of correcting whatever has gone wrong. However, if you are not happy with the response you have had or feel you cannot use our procedure; you may contact NHS England:

NHS England, PO Box 16738, Redditch B97 9PT Tel: 0300 3112233 Email: England.Contactus@nhs.net

CONFIDENTIALITY

You can be sure that anything you discuss with any member of this practice – family doctor, nurse or receptionist – will stay confidential. Even if you are under 16 nothing will be said to anyone – including parents, other family members, carer workers or tutors – without your permission. The only reason why we might want to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere – for example at a hospital – it is best if you allow the doctor or nurse to inform the practice of any treatment you are receiving.

If you have any worries about confidentiality please feel free to ask a member of staff.

We realise that sometimes the reception desk is a little public; therefore, if you wish to discuss something of a confidential nature please mention it to the receptionist who will make arrangements for you to see someone privately.

All information held on the computer is kept in accordance with the Data Protection Act. The practice is occasionally requested to become involved in important NHS and ethically approved research. All data used is confidential and protected under the Data Protection Act.

NEW PATIENTS

We will advise you to register at the GP practice that is the closest to where you live. If you would still like to register with us we have New Patient Questionnaires that must be completed. They can be found on our website or can be collected from the surgery. You can also register online via the website. On becoming a registered patient with the Practice, you will be provided with the facility to access your prospective medical record unless you choose not to be provided with this facility.

CHANGE OF ADDRESS

Please inform us as soon as possible if you have changed your name or address. This will help to ensure that our records are kept up-to-date. This is particularly important in the event of an emergency. In the event of you moving to an address outside of our practice boundary, please register with a doctor nearer your residence as soon as possible. Please also inform us of telephone number changes, especially if you have recently moved to a cable company.

CLINICS AND SERVICES OFFERED BY YOUR DOCTOR AND NURSE

CHILDHOOD IMMUNISATION CLINIC

Immunisation is the safest, most effective way of protecting your child against serious diseases. It is therefore important that your child is protected. An immunisation clinic is held at the surgery and your child will be sent an appointment to attend at the appropriate time. If you are unable to attend please contact the surgery to re-arrange the appointment.

CERVICAL SMEARS

Women from the age of 25 and up to the age of 50 are advised to have a cervical smear carried out every three years. This is a simple, quick test which may detect early changes at the neck of the womb. If treated straight away we can prevent the cancer ever developing. Patients are called for a smear by letter. If you think you are due for a smear but have not been recalled, please let us know. Smear appointments are available most days with a practice nurse. After 50 years of age, smear tests are carried out every five years up to the age of 64.

CONTRACEPTION

Emergency contraception is available, please contact the surgery direct to obtain more information. For routine contraception you can make an appointment in advance to see a nurse practitioner to be started on contraception. Once you are stable you can then be followed up by the practice nurse providing there isn't any changes to be made to your treatment.

MINOR SURGERY

Some minor surgical procedures may be performed by your doctor at the surgery. This will save you the time and bother of a hospital appointment. Please make an appointment to see the doctor if you think you require this service.

RESULTS OF INVESTIGATIONS

Results of blood tests, x-rays, cervical smears and other investigations are available by contacting reception. We do not routinely contact you if results are normal. Your doctor will advise you whether or not you need to be seen again.

ADULT VACCINATIONS

If you have had a tetanus primary course and two boosters (five tetanus vaccines) this should be lifelong cover. In the event of an injury, your tetanus status will be reviewed by the practice nurse.

FLU VACCINATIONS

In accordance with the Department of Health guidelines, we recommend an influenza vaccination for patients with chronic heart, lung or kidney disease, diabetes, severe asthmatics, residents of nursing or rest homes, patients aged over 65 (including those who will be 65 by 31st March 2026), pregnant women and children aged 2 or 3 years on 31 August 2025. Please contact the surgery in September for details.

TRAVEL VACCINATIONS/CLINIC

To arrange travel vaccines please contact the surgery to make an appointment with the nurse at least eight weeks prior to travel, the receptionist will take some information about your travel such as the destination of your trip and the length of the trip. This is to ensure that the nurse is prepared for the specific vaccines for where you are travelling to, as they vary due to location.

ANTENATAL AND MIDWIFE

Our midwife works at the surgery with your doctor and provides antenatal and postnatal care. Details may be obtained at reception.

NON-NHS EXAMINATIONS AND PRIVATE MEDICAL SERVICES

Medical examinations for special purposes eg elderly drivers, insurance, HGV, diving, pre-employment etc, can be arranged by appointment. Most of these services fall outside the NHS and a charge will be made. Details of these charges can be obtained at the time of making your appointment.

SELF TREATMENT OF COMMON ILLNESSES & ACCIDENTS

Many common conditions can be simply treated at home without the need to consult a doctor. Many of you treat your own illnesses such as coughs, colds, diarrhoea etc by going to the chemist for medicines. We think this is correct and by doing this you leave the practice team free to cope with more serious problems. Everyone worries about "leaving it too late". We are often asked to give a prescription to "stop it developing into something serious". This virtually never happens but we do see many people who come too early, either before we can make a diagnosis or before they have given the illness a chance to get better on its own.

Most minor illnesses will get better without treatment. Do not expect to receive a prescription every time you come. There is not "a pill for every ill". Here is some simple advice to follow for common complaints. We do expect you to have tried this before you come to see us. Most of the time by following our advice you will avoid a visit to the surgery and more importantly you will have started treatment sooner, so feeling better, faster.

HOW TO LOOK AFTER A CHILD WITH A TEMPERATURE

A child will develop a temperature usually because of an infection. Most childhood infections are caused by viruses. They DO NOT respond to antibiotics. The following advice is to help you bring your child's temperature down and make them feel better. We expect you to keep a supply of paracetamol syrup (Calpol, Disprol etc) at home. If you wait until you need it there will be none close to hand. Take your child's temperature if you have a thermometer. The normal temperature is 37.0 degrees Celsius. If the temperature is raised or you don't have a thermometer but you think your child has a temperature, try to lower it as follows:

1. Give your child paracetamol syrup, the maximum dosage stated for their age.
2. Undress and unwrap the child. Most people wrap up children with raised temperatures. This can be dangerous and will make them feel worse. Clothing retains heat: remove as much as you can. Much heat is lost through the head so leave it uncovered. Cool down the room by opening windows and lowering heating.
3. Give plenty of cool drinks as fluid is lost with a fever. If reluctant to drink encourage small amounts of fluid from a favourite cup. For older children ice lollies are usually successful.
4. Sponging with a flannel and lukewarm water will also help. Using lukewarm water is better than cold. Remember to let the water dry naturally on the skin.
5. Repeat the dose of paracetamol every four hours as necessary.

Most children will respond to this but remember fevers often come and go over several days. You may need to repeat the treatment several times as most common infections last at least five days.

If the previous instructions do not seem to be working or your child remains listless and appears particularly ill ring the doctor for advice. It is quite safe to bring a child with a temperature to the surgery. **They will come to no harm by being outside, indeed the cooler air may make them feel better. We feel that in the majority of these cases it is more appropriate for the child to be seen in the surgery rather than ask for a home visit.**

COLDS

There Is No Cure For The Common Cold. These are always caused by viruses and antibiotics are quite useless. Children and babies get a lot of them as they develop their resistance to disease. Treat with rest, fluids, regular paracetamol, steam inhalations with menthol or Olbas Oil etc. For children use Vicks, Karvol or Snuffle Babe to help unblock the nose. A cold will last five to seven days and will then subside. If after five days you are feeling worse, then consult the doctor. Please note catarrhal symptoms may persist for several weeks after a cold.

SORE THROATS

Four out of every five sore throats are caused by viruses and, therefore, antibiotics are useless. If your throat is sore but you are otherwise fine there is no need to see the doctor. Simply give children paracetamol syrup and fluids.

For adults and children over 16 years, gargling with soluble aspirin is the most effective remedy. Dissolve two aspirins in one inch of warm water in a glass. Take sips of the solution and gargle with each sip for as long as you can before swallowing. If you are very hot and unwell and can see white spots on your tonsils you may have a true tonsillitis and you should come and see us at the surgery during normal surgery hours.

EARACHE

Earache is very common and the usual cause is the common cold. Most earaches will settle themselves and can be helped without needing medicines from your doctor. In adults opening up the Eustachian tube by sucking boiled sweets, steam inhalations or nose drops really does help. Paracetamol helps ease the pain in both adults and children. There should only be a need to see a doctor if there is a discharge from the ear, the earache (with or without fever) does not go with painkillers, if a child has had an earache for 48 hours despite painkillers and the area surrounding the ear particularly at the back becomes red or very painful. Please remember when you see the doctor, especially with a child, that we will not always give antibiotics as a lot of these infections are due to viruses and paracetamol will often settle the symptoms. If you do require to see a doctor it will always wait till the surgery is open.

COUGHS

Most coughs are associated with colds. Breathing steam is the best way of settling a cough. If you do not feel particularly ill, there is no need to see the doctor; we do not usually prescribe cough medicines. If you are hot and unwell and coughing up green spit you may need antibiotics and should come and see us. Also come if you have sharp pains in the chest, are breathless or cough up more than a few specks of blood. Coughs can go on for up to six weeks after a cold. Smokers are much more prone to coughs. Children of parents who smoke are much more likely to develop bronchitis and asthma. If your cough persists for a few weeks please come and see us as further tests may be indicated.

RASHES

Rashes do not usually require emergency treatment. The common childhood infections that cause rashes (eg measles, chickenpox, etc) will settle without any specific treatment.

MENINGITIS

Meningitis, although a relatively rare illness, can be fatal. It is, therefore, important that we remain vigilant. It is more difficult to be certain about the diagnosis in babies and young children. If you are not sure, we are always happy to give advice over the phone and see the patient if necessary. There are some things that you should look out for. If **babies or young children** have the following then you should either contact the doctor or take them to an A & E department straight away:

- If they are difficult to wake
- The cry is high pitched and different from normal
- They refuse feeds either from a bottle, breast or spoon
- They vomit repeatedly, not just after feeds
- Their skin appears pale or blotchy, particularly with blue/black stains which don't blanch (go white when you press your finger on them or press a glass over them). Your baby has a rash of red/blue spots or bruises anywhere on the skin which don't blanch
- The soft spot on top of your baby's head (the fontanelle) is tight or bulging
- Remember: a fever may not always be present

Things to look out for in **older children and adults**:

- If they have a constant generalised headache along with a high temperature
- Vomiting
- Drowsiness
- Confusion
- Increased sensitivity to bright lights, daylight or even the TV
- Neck stiffness (moving the chin to the chest will be very painful)
- Rash of blue/red spots or bruises which don't blanch (go white when pressed)

People who have been in contact with someone who has had meningitis should contact the patient's next of kin to find out any instructions that they may have been given, otherwise your doctor should be able to give you the appropriate advice. Remember: only those who have been in very close contact with the infective person are given antibiotics and/or vaccinations.

DIARRHOEA AND VOMITING (GASTROENTERITIS, FOOD POISONING ETC)

Usually caused by a virus which will settle in 24-48 hours if you do the right things. Usually no prescription is needed. Avoid all food and milk as well as tea and coffee for a full 24 hours. Drink plenty of clear fluids starting first with small amounts if vomiting is a problem (any diluted juice will do). A solution of one teaspoon of sugar and half a teaspoon of salt in a pint of water is an excellent means of fluid replacement. After 24 hours, and if symptoms have been absent for at least six hours, start to eat a light diet; a normal diet can be resumed a day later. In young children there is a danger of dehydration if symptoms are severe or prolonged. Give plenty of fluids and paracetamol if hot. If the child is listless and wetting nappies rarely, contact the doctor. If symptoms persist beyond 48 hours or come on after a trip abroad come and see us at the surgery for further advice.

INDIGESTION

A variety of simple antacids is available from the pharmacist, eg Mucogel, Asilone, Gaviscon etc. These will help in relieving the symptoms of indigestion and heartburn. Some preparations such as Pepcid, Tagamet and Zantac (ranitidine) will also give short-term relief from indigestion. If your symptoms persist despite use of these agents, you should consult your doctor.

FIRST AID

SPRAINS, STRAINS AND PULLED MUSCLES

Remember "Rice":- Rest, Ice, Compression, Elevation.

Rest the injured part, particularly an ankle or knee. Ice the area of injury immediately (a bag of frozen peas wrapped in a thin cloth is an excellent ice pack). Apply for 20 minutes every two hours initially. Compression with a crepe bandage or Tubigrip. Remember not to have it too tight! Elevate the injury, particularly legs.

The aim of this is to reduce the pain and swelling. Treating an injury correctly, immediately, will lessen its severity and speed up healing. After a day or so start to use the injured area gently. Warmth may help at this stage. If you are a keen sportsman advice from a physiotherapist may be valuable.

BURNS AND SCALDS

Place the burnt area under cold running water until the pain eases. This may take up to 15 minutes. Cover the area with a clean dry tea-towel or something similar. Do not pull clothes off a burnt area. Do not prick blisters. Do not put oil or cream on a burn. If the burn is large seek advice at the Accident and Emergency Department. For smaller burns that you are not happy to treat yourself, the practice nurse will be happy to see you in the surgery.

CUTS

Raise the limb and use firm pressure with a clean cloth until the bleeding stops. If the wound is gaping and looks like requiring stitching or if there is heavy bleeding, contact the Accident and Emergency Department.

HELPING YOURSELF

It is much better to keep yourself healthy rather than fall ill and need medical care, so look after yourself:

- Eat a healthy balanced diet
- Don't drink excessively
- Have your blood pressure checked every five years, earlier if your doctor has advised you to do so
- Take regular exercise
- Keep to a healthy weight
- Reduce or avoid stress
- Men: perform regular examinations of the testicles
- Women: have regular cervical smears and check your breasts regularly

HEALTHY DIET

Eat less sugar, fat and salt and drink less alcohol. Eat more fibre, more fish and white meat.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone who attends the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme can be found on our website.

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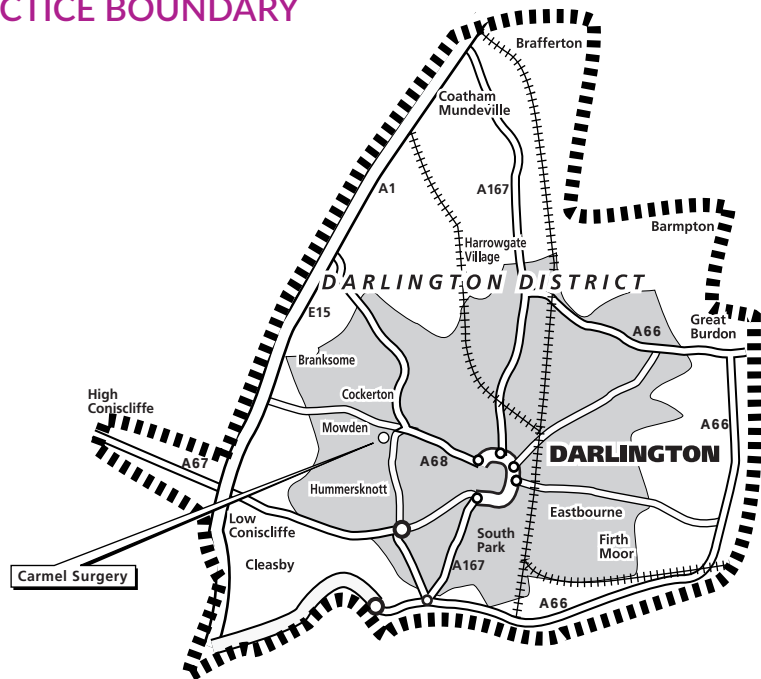
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PRACTICE BOUNDARY



USEFUL TELEPHONE NUMBERS

Carmel Surgery	
Option 1: Same Day Appointments	
Option 2: Future Appointments	
Option 3: Home Visits	
Option 4: Enquiries (including sick notes, test results, referrals and prescriptions)	
Open from 11.00am till 5.30pm	
Option 5: Prescriptions	
Option 6: Cancel an Appointment	
.....	01325 520794
Darlington Memorial Hospital.....	01325 380100
The Samaritans	0330 094 5717
Citizens Advice Bureau	01325 266888
Department of Social Services (Adult)	01325 406111
Department of Social Services (Children)	01325 406222 (option 2)
RELATE (Marriage Guidance)	01325 461500 or 0191 2329109
Registrar of Births & Deaths	01325 406400
We Are With You	01325 809810
Special Clinic (GUM)	
01325 743203	
MIND.....	01325 283169