

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – We offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations. We hold set vaccination clinics, eg for baby clinics, please refer to our website for further information.
- **Blood Tests**
- **Cryo**
- **Wound dressings**
- **Minor surgery** – Your GP will advise on minor operations
- **Joint injections**
- **Contraception – coils, implants**
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease, heart disease and others.
- **Home Visits for housebound** – in conjunction with the District Nursing team and in-house clinical team
- **Other services**
Health checks* for adult patients aged 40 to 64 years Details are available from reception and on the practice website.
Smoking cessation and health and wellbeing.
- **Community Midwife**
We also offer the following clinics and checks: antenatal, baby, post-natal.

Services we provide cont:

- **Baby checks**
- **Learning disability check**
- **Serious mental illness check**

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction
If you are unable to attend these clinics, please discuss with a member of our administrative staff

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Community Pharmacy Consultation Service

Same day consultations for minor ailments are available from your local pharmacy store. Please ask reception for a referral (a full list of minor ailments can be found on our website)

Useful contacts

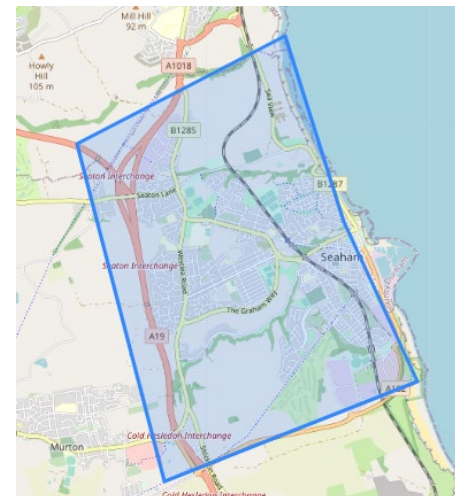
A full list of useful contact numbers and email addresses and weblinks are available on our website.

Are you using the right service?

<p>SELF-CARE</p>  <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at www.nhs.uk</p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p>PHARMACY</p>  <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p>NHS 111 (24/7)</p>  <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
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<p>GP ADVICE</p>  <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p>WALK IN CENTRE</p>  <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p>A&E or 999</p>  <p>Emergencies only</p> <p>Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
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Our Location



Patient Information Leaflet

Marlborough Surgery is a partnership providing NHS Services under an NHS England General Medical Services Contract.

Seaham Primary Care Centre
St John's Square
Seaham
County Durham
SR7 7RE

Telephone No. 0191 5812866
Email address: nencicb-cd.a83051-eds@nhs.net
Website: <http://marlboroughsurgery.co.uk/>

Opening hours

Monday	8:00 am	8:30 pm
Tuesday	8:00 am	6:00 pm
Wednesday	8:00 am	6:00 pm
Thursday	7.30am	6:00pm
Friday	8:00 am	6:00 pm

North Easington Enhanced Access

Mon – Fri	6.00 pm	8:00 pm
Saturday	9 am	5:00 pm

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

GP Partners :

Dr Rajiv Mansingh (Male)

MBBS MRCP DRCOG Dip (Orth), MRCS (Edin) DFFP (Registered 2000 India)

Dr Saied Mousavi (Male)

MBBS MRCP P (Theory)

Dr Shireen Ahmed (Female)

MBBS MRCP PGDip (DERM) DCH (Theory) DFFP (Theory)

Dr Marianne Baker (Female)

MBBS (Registered 2003)

Dr Mona Singh (Female)

MBBS MRCP DRSRH

Salaried GPs

Dr Monica Walsh Female)

MBBS DRCOG MRCP FP Cert. DFFP (Reg'd 1988) Newcastle upon Tyne

Dr Oluwaseun Akinbande (Male)

MBChB, MRCP

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Access to Medical Records

If you would like to access your medical records, please submit a written request via e-consult (on our website), or a letter asking for this to be done.

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please ring **0191 5812866** and a member of our reception team will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception requesting a call-back after logging a call before 10.00 am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 pm and 1:30 pm, Monday to Friday.

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- Using Automated Repeat Prescription Telephone Line – available 24 hours per day, 7 days per week. Please telephone 0191 5812866 and press option '3'
- Online – Please log in and order via our website [//marlboroughsurgery.co.uk/](http://marlboroughsurgery.co.uk/)
- Use NHS App or Systmonline App
- If unable to use Automated Repeat Telephone Line, call the practice on 0191 5812866 from 10am-3pm, Monday to Friday

Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Test Results

Test results are available after 2pm.

Teaching practice

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

Change of Address/Telephone no:

Please let us know of a change of address or telephone number so we can update your records.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we offer.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at [//marlboroughsurgery.co.uk/](http://marlboroughsurgery.co.uk/)

Alternatively, contact our PPG Secretary who is the nominated point of contact for all PPG matters.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

NHS England Contact

Marlborough Surgery provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233
Email: england.contactus@nhs.net

This leaflet was produced from the Patient Information Leaflet Policy dated October 2020.