



## PRACTICE INFORMATION LEAFLET



1 Worsall Road  
Yarm  
TS15 9DD

Telephone: 01642 745800  
Website: [www.yarmmedicalpractice.nhs.uk](http://www.yarmmedicalpractice.nhs.uk)  
email: [nencicb-tv.a81027@nhs.net](mailto:nencicb-tv.a81027@nhs.net)



# THE PRACTICE

Yarm Medical Practice is a long-established Group Practice which moved into new purpose-built accommodation in March 2012. The Practice Team provides an extended range of services, both in the treatment of illness and in the promotion of health. The Doctors provide general medical services, maternity services, family planning, child health surveillance and minor surgery.

The building is accessible for wheelchair users with wheelchair access available at the front and rear of the building.

For further information of the services we provide, please see the Practice website: [www.yarmmedicalpractice.nhs.uk](http://www.yarmmedicalpractice.nhs.uk).

## OUR PRACTICE TEAM

### GP Partners

#### **Dr Philip Dillon**

(Dundee, 1996), MBChB  
GMC: 4329680

#### **Dr Zoë Barron**

(Leeds, 2002), MBChB, MRCP (Edinburgh, 2008) DRCOG  
GMC: 6053544

#### **Dr Kim Tailor**

(Newcastle) MBChB, MRCP (2013)  
GMC: 6150171

#### **Dr Louise Milburn**

BSc (Hons) Leicester, (Newcastle) MBBS, Dip Med Ed Newcastle  
MRCP (2022)  
GMC 7511351

#### **Dr Ransith Mudduwa**

MB BS 1998 University of Colombo  
GMC 6072723

## **Salaried GPs**

Dr Sophie Howell  
Dr Charlotte Brown  
Dr Kavitha Mani

## **Clinical Pharmacist**

Alyson McGivern

## **Advanced Care Practitioners**

Kenzie Parkes  
Lee Chester

## **Advanced Nurse Practitioner**

Lucinda Norris

## **Nurse Practitioners**

Maxine Gittus

## **Practice Nurses**

Danielle Cullinan  
Ellen O'Neill  
Katie Hall

## **Business Manager**

Samantha Garbutt

## **Primary Care Manager**

Julie Moore

## Training Practice

Yarm Medical Practice is closely involved with the Universities of Newcastle and Durham teaching medical students, and with the Deanery of Newcastle, training qualified doctors to become GPs (GP Registrars). We often have students and GP Registrars at the Practice and patients may be asked to participate in their training.

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## GENERAL INFORMATION

### Surgery Opening Times

Monday	8.00am – 6.00pm
Tuesday	8.00am – 6.00pm
Wednesday	8.00am – 6.00pm
Thursday	8.00am – 6.00pm
Friday	8.00am – 6.00pm

### Our Practice Area

- Yarm
- Kirkclevington
- Worsall
- Picton
- Crathorne
- Hilton
- High Leven
- Eaglescliffe
- Egglescliffe
- Aislaby
- Ingleby Barwick  
(Round Hill, Beckfields and Sober Hall Only)

### How to Register

The Practice will accept anyone who is living within our catchment area.

A Registration Form must be completed in the first instance and these are available from the Reception Desk or can be downloaded from the Practice website: **[www.yarmmedicalpractice.nhs.uk](http://www.yarmmedicalpractice.nhs.uk)**. Simply click on ***“Registration Form”***.

## Out of Area Patients

If a patient already registered at our Practice moves to an area outside our catchment area, it is the discretion of the Practice as to whether they can be still registered with us as an Out of Area Patient.

This is on the understanding that patients who live out of area are (a) not eligible for home visits from Yarm Medical Practice. This service will be provided separately by NHS England and (b) that the Practice can revoke their registration at any point if the current level is being exceeded, meaning that patients in the immediate catchment area are unable to register and the Practice agrees to no longer register patients who live outside the catchment area. A disclaimer contract must be signed by the patient confirming adherence to these rules.

## Patient Choice

The Practice operates a “usually seen” doctor system to promote continuity of care. However, whilst patient choice is recognised and we will endeavour to meet requests for an appointment with a specific doctor, access within 48 hours cannot be guaranteed.

## Appointments

Appointments requests can be made by telephone (01642 745800), in person at the surgery or via SystmConnect (available on our website). Some face-to-face appointments are also available to book online.

When you speak with a member of our Reception Team, they will ask you for the reason or description of your request for an appointment. They have been instructed to ask this by our GP's, and are not being nosy, they need this information to triage, signpost or book an appointment with the most appropriate clinician.

Our GPs, Advanced Care Practitioners (ACP) and Nurse Practitioners all have a mixture of pre-bookable appointments for each session they are in Practice and not “on-call”, and the appointments are generally available 4-6 weeks in advance.

Our Practice Nurses, Healthcare Assistants and Phlebotomists all have pre-bookable appointments available, usually 4-5 weeks in advance.

Patients can come down to the Practice in person to make an appointment to be seen however, they should be mindful that the surgery does not open its doors until 8.00am and we respectfully ask patients not to come down before that time.

We also offer **SystemConnect** – this can be done online via the Practice website.

## “On-Call” GP

Each day, the Practice has a GP “on call” to provide attention to those patients who require urgent medical attention or have a medical emergency\*\* within the scope of General Practice.

Our Reception Team have been provided with a strict operating procedure, to help them determine what is a medical emergency and how soon they need to be contacted.

If you are deemed suitable for the “on-call” clinician, the clinician will aim to call you back within 2 hours. Please be aware that during busy periods, this call back time may be longer, and that patients needs are triaged in accordance to the urgency of their presenting symptoms.

If your condition is triaged as not requiring emergency attention you may be offered an alternative however, if your condition deteriorates, you must re-seek medical advice either with ourselves or through 999 in a life threatening emergency. This message will be relayed to you by the Receptionist.

\*\*Flu and cold symptoms are not appropriate for the Emergency “On-Call” Team.

## SystemConnect

SystemConnect has replaced “E-Consultations” and is a quicker, easier way to get the help you need online. It is a secure service that lets you contact the Practice without needing to call or visit. You can use it to request help, update your details or ask questions – all in your own time.

**Convenient:** It’s available 24/7 from your phone, tablet or computer.

**Saves time:** No waiting on the phone or at Reception.

**Efficient:** All requests go directly to the right team.

**Encrypted:** Safe, secure and easy to use.

## What can you use SystemConnect for?

- New and existing non-urgent symptoms
- Medication queries
- Request repeat prescriptions
- Request a NHS Health Check
- Book a smear test
- Request a routine or travel vaccine
- Submit a travel health form
- Request a Fit / Sick Note
- Ask for a doctor's letter
- Get an update on a referral
- Update personal contact details

Simply go to the Practice website – [yarmmedicalpractice.nhs.uk](http://yarmmedicalpractice.nhs.uk) and press “submit” to access the service.

## Home Visits

Requests for home visits for those patients who live within our catchment area should be made before 10.30am wherever possible. Visits will only be granted if, in the Doctor's opinion, the patient's medical condition warrants it. Lack of transport, patient age etc are not normally grounds for a home visit.

You will be asked to give brief details of the illness so that the Doctor can assess the degree of urgency.

Those patients who live outside our catchment area should ring **NHS 111**. This number should be used when you need medical help fast, but it's not a 999 emergency. This service is available 24 hours a day, 365 days of the year.

## HASH - 7 Day GP Enhanced Access Service

We are able to offer you an appointment outside of normal Practice opening hours through the HASH (Hartlepool and Stockton Health) 7 Day GP Enhanced Access Service.

The appointments are usually held at:

### Woodbridge Medical Practice

30 Myton Road, Ingleby Barwick, TS17 0WG

Monday – Friday	6.30pm – 9.00pm
Saturday	9.00am – 5.00pm



## **Eaglescliffe Medical Centre**

Sunningdale Drive, Eaglescliffe, TS16 9EA

Sunday 9.00am – 5.00pm

## **Tennant Street Medical Practice**

Tennant Street, Stockton-on-Tees, TS18 2AT

Monday – Friday 6.30pm – 9.00pm

Saturday 9.00am – 5.00pm

Please ask our Receptionist Team for further details regarding this service.

## **Online Services**

Online services make it quick and easy to get in touch with the Practice. If you are already registered with the Practice, you can use these services to do things like make requests online. This way, you can take care of things when it's most convenient for you and without having to call the Practice. To initiate set up for online services, you will need to attend the Practice with identification.

## **BYTES PCN**

Yarm Medical Practice is part of the BYTES Primary Care Network.

The website for BYTES PCN is **[www.bytespcn.nhs.uk](http://www.bytespcn.nhs.uk)**.

PCNs build on the work already undertaken and the current services offered by GP practices. They work together with other GP Practices, local organisations, such as community, mental health, social care, pharmacy and voluntary services to support the needs of a population that has grown, is living longer and may need access to local health services more often.

Their website provides lots of information and resources, including the Self-Referral Hub, where you can find referral routes and guidance on how to refer yourself directly to a service for triage and/or assessment.

It is important to understand that self-referral means a referral for triage where the service will assess your suitability for treatment or intervention.

If, after triage, the service providers believe their service is unsuitable, patients will be directed back to their GPs.

If you are referring yourself to a service, it is your responsibility to make sure you meet any eligibility criteria that may apply and provide accurate information.

Services you can self-refer to includes (but is not limited to):

- Audiology
- IMPACT on Teesside (Mental Health)
- Podiatry
- Tees Active (Weight Management)
- Carers' Assessment
- Musculoskeletal Clinic
- Sexual Health Teesside
- Wheelchair Services

Check out their website see what else is on offer!

## Missed Appointments

If you cannot attend your appointment, please let us know in good time so that we can offer the appointment to someone else.

Simply ring the Practice on 01642 745800. After the short pre-recorded message (which lasts 45 seconds), select Option 2 – Appointments, followed by Option 1 – Cancel your appointment.

You will need to leave the following information on our answering service:

- Your name and date of birth
- The date and time of your appointment.

## CLINICS AND OTHER SERVICES / INFORMATION

### Antenatal Clinics

In the first instance, you should register your pregnancy using the following web page: **<https://www.nth.nhs.uk/services/maternity-form>**. This web page also provides other information about the Maternity Service provided. Antenatal Clinics are run by the Midwife, who will liaise with your GP during the pregnancy.

Obstetric care is provided by The University Hospital of North Tees (Stockton), The James Cook University Hospital (Middlesbrough) and The Friarage Hospital (Northallerton).

We do not provide care during labour or home deliveries.

## Baby / Pre-School Immunisation

It is very important to protect your child against serious infections and we encourage all parents to bring their children to the surgery for baby / pre-school immunisation.

You will be contacted when your child is due for immunisation inviting you to make an appointment.

## CCTV

There is CCTV operating throughout the building and in the car park areas. This has been installed for the safety, security and wellbeing of our staff, patients and any other visitors to the Practice. (Please also see **YMP Car Park**).

## Chaperone

Whilst at the surgery, you may request a suitably trained chaperone for any examination, test or procedure.

Friends and family are not permitted to act as chaperones.

**Please note:** both male and female clinical team members work within the Practice. If you have a preference, please ensure you discuss this when you make your appointment.

## Complaints, Concerns and Compliments

The Doctors and staff at Yarm Medical Practice endeavour to provide all our patients with a high standard of quality care. We appreciate that there may be occasions when a less than efficient service may be given or instances where the patient is not happy with the service they have received.

We also are aware that patients may like to make a comment or suggestion on how we can improve the service we offer, or like to compliment us on the service received.

We hope that most problems can be sorted out easily and quickly, often at the time they arise or with the person(s) concerned. If this is not possible and you wish to make a complaint or raise a concern about the service that you have received from the Doctors or staff working for this Practice, please let us know as soon as possible – ideally, within a matter of days or at the most, a few weeks, because this will enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint:-

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that it is within 12 months of the incident.

Our Complaints Procedure is designed to ensure that we settle any complaints as quickly as possible.

We will acknowledge receipt of your complaint within 3 working days and will aim to have a response to you within 28 working days of receipt of your complaint.

When we look into your complaint, we will aim to:

- Establish what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned, if you request this
- Ensure that you receive an apology, where appropriate
- Identify what we can do to ensure the problem does not happen again.

At the end of the investigation, your complaint will be discussed with you in detail, either in person, in writing, by email or by telephone.

If you would like to discuss a concern or a complaint, please ask to speak with our Complaints Manager, Alison Bone.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be required unless they are incapable (because of illness) of providing this.

## District Nurses

The District Nurses provide nursing care to patients who are confined to their homes. They offer support and help for the elderly, the chronically ill and the terminally ill. They provide advice on incontinence, some aids and appliances and support services.

Telephone: 01429 522500

## Family Planning

Teesside Together was launched as a replacement for Sexual Health Teesside on 1 August 2025. It provides free and confidential sexual health services including information and advice on all types of contraception and STI testing and treatment. Their service is confidential, non-judgmental and for people of all ages, genders and orientations.

You don't need to see a GP first. You can book an appointment online via their website or contact them by phone.

Telephone: 01642 924117

Website: [www.teessidetgether.co.uk](http://www.teessidetgether.co.uk)

## Health Visitors

The Health Visitor can be contacted for advice on childhood problems.

Telephone: 01642 784501

## Long Term Condition Clinics

There are a number of clinics which look after patients with long term conditions. This includes, but is not limited to:

- Asthma / COPD
- Blood Pressure
- Diabetes
- Heart Protection
- Hypertension
- Hypothyroidism
- Peripheral Arterial Disease

As a surgery, we review these long term conditions and your health on an annual basis.

## **Lunch and Learn**

The Practice is closed on a Tuesday between 12.00noon and 1.00pm for our weekly Lunch and Learn Sessions. This allows the whole Practice to come together and take time out to allow for education, training, meetings and outside speakers.

We do have an emergency phone line open during the hour.

## **Nurse Clinics**

The Practice Nurses run clinics in the Treatment Room throughout the day for minor injuries and dressings, ear care, tetanus and childhood immunisations. They also provide Well Woman advice and perform cervical smears.

## **Patient Contact Information**

It is really important that all the contact information we hold about you is correct at all times.

If you change address, contact telephone numbers, email address etc, please let us know as soon as possible.

## **Patient Participation Group**

The Practice formed its Patient Participation Group in 2011. The aim of the Group is to be able to express their views about the services within the Practice whilst supporting changes which may be made to enhance the patient services. The Practice has found this a very beneficial process. Minutes from our PPG meetings are available on the Practice website.

If you would like to join our PPG, please contact Melissa Bell at the surgery.

## **Prescriptions**

If you are taking regular medication prescribed by your Doctor, a repeat prescription may be obtained:

- **In person** – prescription request forms are located on the Ground Floor Waiting Room. Simply complete the form and leave it at the Reception Desk.
- **Using the NHS App** – please see [www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app)
- **Using SystemOne Online**
- **Using SystemConnect**

We do not take prescription requests over the phone.

Prescriptions usually take up to 5 working days to process. Please allow a little longer over Bank Holiday periods.

Instead of calling into the Practice to collect a paper prescription, please consider nominating a Pharmacy and we can then electronically send your repeat prescription to them.

## Referrals and Letters

We have 2 Practice Secretaries, who amongst other things, process NHS and private referrals, "to whom it may concern" letters, medical reports, firearms licence applications etc.

All routine work (NHS and private) is processed in strict date order. The current wait time for routine work is 7-10 working days.

If your GP indicates that they are going to refer you for further investigation / treatment and you have a preference as to where you would like to be seen, please mention this at your appointment.

All 2 Week Wait referrals are processed on the day they are received from the GP or other clinician, or if received after 4.00pm, on the next working day. Urgent referrals will ideally be processed on the same day, but certainly not later than 2 days.

If you request a private referral letter, this will be done as an open referral and, once processed and signed by the GP, we will contact you to come and collect the letter from the surgery. We do not email private referral letters to patients or private providers.

Patients wishing to be seen on a private basis must not book appointments until they have collected their referral letter.

If you have any queries about your referral (or other work requested), please contact the Practice Secretaries on 01642 745803. Our secretaries are available Monday – Friday from 10.00am until 3.00pm.

## Social Prescribing

A Social Prescribing Link Worker talks to you about your health concerns and your life in general. They listen to not just your physical symptoms, but also your emotional and social wellbeing.

Social Prescribing is like a personalised plan to improve your health and wellbeing by connecting you with activities and services in our community throughout Stockton-on-Tees. It's a way for everyone involved to consider not just your physical health, but your overall happiness and life satisfaction, helping you live a healthier and more fulfilling life.

Our Reception and Clinical Team are able to refer to you Social Prescribing.

## Tests and Results

Patients should only have tests performed if a clinician has requested them. Indeed, our clinicians will have noted their request on your patient record.

Samples should be in the correct sample bottle, obtained from our Reception Desk. The label on the bottle must be fully completed, if not, then we will discard the sample.

Patients who have had any tests performed (bloods, urine, sputum, stool etc) are requested to ring the Practice **after 10.00am** to obtain the results no sooner than 3-5 days after the test has been taken.

If you have online access, you will be able to view your results online. Please note that if there is action from a result, once you have reviewed this online, our system automatically updates to say "patient has been informed".

## Travel Health Service

A travel advice and vaccination service is provided by the Practice. If you are planning a trip outside the UK, you may need to be immunised. Therefore, it is important to complete a Pre-Travel and Vaccination



Assessment Form in order for us to give you the required advice and recommend any vaccinations for your trip.

The completed forms should be returned to the Practice **at least 6 weeks before travel**. You will then be invited to make an appointment.

**Please note:** we only administer vaccines provided by the NHS. You may need to attend another surgery for non-NHS vaccines.

## Sharps and Sharps Bins

Those patients who have to inject themselves at home will be prescribed a yellow “Sharps Box” to dispose of all needles. We will only accept full, properly and securely closed Sharps Boxes from our patients.

In **all circumstances**, a form must be completed and handed over to the Reception Team with the Sharps box.

## Staff Training

Occasionally, the Practice is required to close for training purposes. These dates will be advertised in advance both in-house, on the Practice website and on our Facebook page.

## SystmOnline / NHS App

The Practice uses SystmOne data system to record all patient records. Patients may apply to have online access to their medical records. If you would like access to your medical records, simply call into the Practice with two proofs of identification (driving licence, passport, utility bill, wage slip etc). This service may take up to 28 days to take effect.

You can also sign up for the NHS App. Simply go to: **[www.nhs.uk/nhs-app/](https://www.nhs.uk/nhs-app/)**

The benefits of these two services are that you can order repeat prescriptions, view your health records and print off copies of correspondence etc, which may be held on your patient record.

**Copies of medical records** – These are available online to those patients who have online access.

If you require us to print copies of your medical records, you should write to the practice or preferably, complete a Subject Access Request Form (SAR). These requests will be actioned within 28 days of receiving your instructions.

## YMP Car Park

The Practice has a number of car parking spaces available for patients to use. There are also 6 parking spaces for disabled users and 2 parent and toddler spaces to the rear of the building.

The speed limit for the car park is 5mph.

Patients are requested to park in the correctly labelled parking spaces please.

As mentioned earlier in this Practice Information Leaflet, CCTV is also in operation in our car park. Any accidents / incidents will be reported to the Police and we will allow access to our CCTV footage should the Police request it in order to aid their investigations.

## You can find us on...

Google – [www.yarmmedicalpractice.nhs.uk](http://www.yarmmedicalpractice.nhs.uk)

Facebook – Yarm Medical Practice

## Zero Tolerance

We appreciate that patients are generally unwell or concerned when contacting or coming into the Practice however, this does not excuse verbal / physical abuse or violence towards members of our staff.

We acknowledge that the vast majority of patients are extremely courteous to Practice staff, but please can we show some consideration to the Practice Team who work extremely hard to accommodate the requests of patients.

The Practice operates a **Zero Tolerance Policy** with regard to violence and abuse. The Practice has a right to remove violent and aggressive patients from the list **with immediate effect** in order to safeguard Practice staff, patients and other persons.

(Violence in this context includes actual or threatened physical violence or verbal abuse which leads to the fear for a person's safety).

The Practice will not tolerate this behaviour and will notify the patient in writing of their removal from the Practice list **with immediate effect**. Full details of the facts leading to removal will be recorded in the patient's medical records.



The information in this Practice Information Leaflet is correct as at 01.09.2025