

# Rockliffe Court Surgery

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Rockliffe Court, Hurworth Place, Darlington, DL2 2DS  
(tel) 01325-720605  
[www.rockliffecourtsurgery.co.uk](http://www.rockliffecourtsurgery.co.uk)

## Welcome to Rockliffe Court Surgery

We aim to provide a comprehensive, accessible, high quality caring healthcare service.

## Partners

Dr Alison M Macnaughton-Jones BSc MBChB (1996 Birmingham) MRCGP DRCOG DFFP  
Dr Mark Kent MBChB (2000 Leeds) MRCGP

## Other Doctors

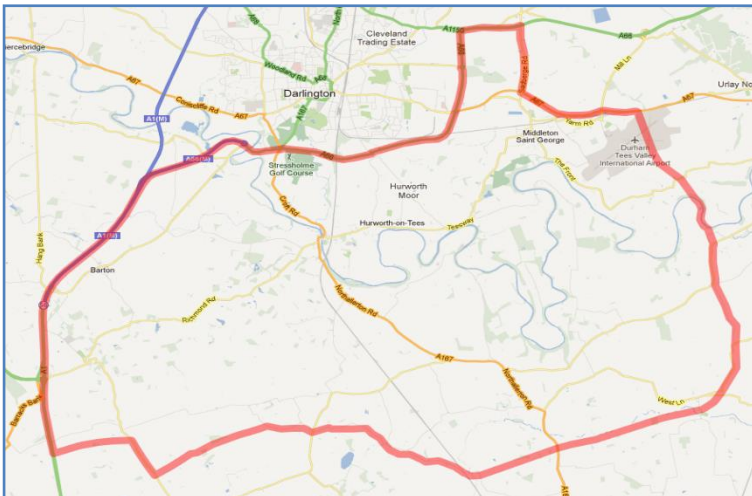
Dr Sarah Willson BSc (Newcastle), MBChB (Leicester) DRCOG MRCGP (2015) DFSRH  
Dr Fern Cooper MBChB (2008 Leeds)

## Named GP

Your named GP has overall responsibility for the care and support our practice provides to you. You may see any of the above doctors but for the sake of continuity of care we ask that you try and see the same doctor for each episode of care where possible.

## Practice Area

Our practice area is centred on Hurworth and the surrounding rural villages.



## How to Register

To register with the practice bring your medical card and complete a registration form which can be obtained from the front desk. Please remember to bring a form of photo ID with you and proof of address.

## The Primary Healthcare Team

### Clinical Team

Janet Scott, Vikki Briggs,

Lynfa Fairhurst

Julie Vitty, Jean Rutter, Annie Hall

Sharon McDonald

Vicky Munro

Nurse practitioner

Practice nurse

Healthcare assistant

Pharmacy Technician

### Practice Administration Team

Lucy Calvert

Lesley, Sharon, Julie, Helen, Sarah,

Narrissa, Jan & Nichola.

Shelley & Emma

Practice manager

Receptionists & Dispensers

Secretaries

The Practice Manager is responsible for the day to day running of the practice. She welcomes any comments or suggestions which will improve our practice. Please contact her if you have a problem or complaint you wish to discuss.

## Our Appointment System

The simplest way to access medical care is to use eConsult, which is accessed via a link on the front page of the website. eConsult does not require a login. If you are unable to do this please telephone the surgery but understand that lines may be busy. All appointment requests will be triaged and allocated to a call back from the most appropriate person. If you cannot keep an appointment, please inform us as soon as possible.

## Opening Times

Monday to Friday 8am to 6pm. Door opens at 8.30am. The surgery offers pre-booked extended hours on a Tuesday and Thursday from 7.30am.

## Disabled Access

All our clinical services are provided from the ground floor and there are automatic entrance doors.

## Out of Hours Arrangements

Out of hours services are provided during the following periods:

Monday to Friday 6pm to 8am

Weekends Friday 6pm to Monday 8am

Bank Holidays from 6pm the night before until 8am the morning after.

During this time if you require urgent medical assistance dial 111 – calls to this number are free. For online health information please use [www.nhs.uk](http://www.nhs.uk)

## Walk-in Centre

This is located at Darlington Memorial Hospital where it is open 7 days a week, 24 hours a day.

## Repeat Prescriptions

These may be requested using the postbox outside the surgery, e-mail to [rockcliffe.prescriptions@nhs.net](mailto:rockcliffe.prescriptions@nhs.net), or online. You need to have been given login details by reception. You may then visit the SystmOnline website at <https://systmonline.tpp-uk.com>. Please remember to allow 2 full working days for processing.

## Dispensing

Patients who live further away from our surgery are dispensed their medication from our in-house dispensary. This dispensary operates during normal surgery hours.

## Laboratory results

Depending on the test undertaken, these can take up to 2 weeks to be ready. Please ring for your results in the afternoon or check your online record.

## Patient Rights & Responsibilities

This practice will not tolerate aggressive or abusive behaviour from patients. Such patients will be removed from the list and the police may be notified.

We are not a training practice but occasionally have students in the surgery. You will always be asked if they can be present during your consultation and have the right to refuse.

## Services Available

- New patient examination, NHS health check, over 75 check
- Childhood immunisations, midwife clinics
- Our nurses are fully trained in asthma, COPD, diabetes and CHD care
- Contraceptive advice
- Counselling
- Minor surgery
- Smoking cessation
- Travel medicine
- Joint injections
- HGV medicals, insurance medicals, other private medicals

## Confidentiality

Only practice staff have access to your confidential clinical information and this would only be released with your consent. Please ask to see our confidentiality policy if you require more information.

## Complaints

If you wish to complain about the service you have received at the practice please do this either verbally or in writing to Lucy Calvert the practice manager.

## Access to medical records

You are entitled by law to have access to your medical records. The doctors are entitled to withhold any information which they consider detrimental to you.

## NHS Tees Valley CCG

For general enquiries you can contact;

NHS Tees Valley Clinical Commissioning Group

First Floor, 14 Trinity Mews, North Ormsby, Middlesbrough, TS3 6AL

Telephone : 01642-263030

Email : [tvccg.enquiries@nhs.net](mailto:tvccg.enquiries@nhs.net)

Website : [www.teesvalleyccg.nhs.uk](http://www.teesvalleyccg.nhs.uk)