

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.

North East and North Cumbria Integrated Care Board (ICB)

For general enquiries, you can contact;
Pemberton House, Colima Avenue, Sunderland, SR5 3XB
North East and North Cumbria Integrated Care Board
Telephone: 0191-512-8484
Email: nencicb-sun.reception@nhs.net
Website: <https://northeastnorthcumbria.nhs.uk/>

Rockliffe Court Surgery

Rockliffe Court, Hurworth Place, Darlington, DL2 2DS
(tel) 01325-720605
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 Ishtiaq Rehman MBChB (1999 Dundee) MRCGP

Other Doctors

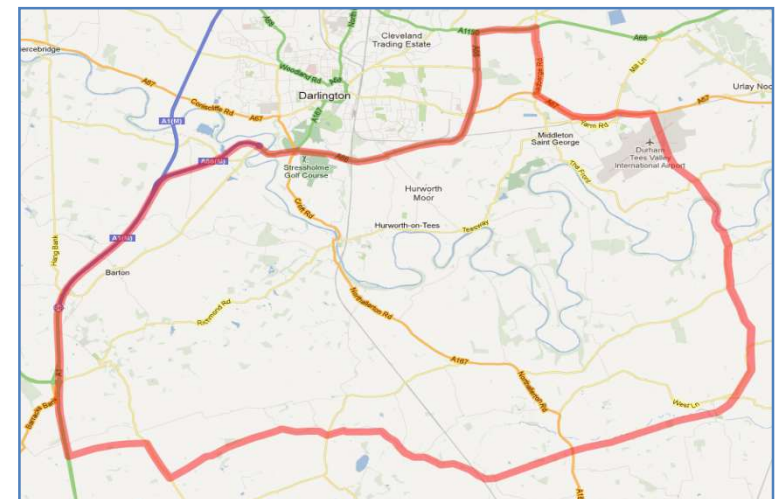
Dr Sarah Willson BSc (Newcastle), MBChB (Leicester) DRCOG MRCGP (2015) DFSRH
Dr Fern Cooper MBChB (2008 Leeds)
Dr Jodie Harrison MBBS (2006 Newcastle) MRCGP

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; however, for the sake of continuity of care, we recommend that you try to see the same doctor for each episode of care whenever possible.

Practice Area

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



How to Register

To register with the practice preferably use the link on our website or 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	Nurse practitioner
Julie Vitty, Jean Rutter, Annie Hall, Jo Hamilton	Practice nurse
Sharon McDonald	Healthcare assistant
Vicky Munro	Pharmacy Technician
Hannah Macnaughton-Jones	Phlebotomist

Practice Administration Team

Lucy Calvert	Practice manager
Lesley, Julie, Helen, Sarah, Narrissa, Lisa & Leah	Receptionists & Dispensers
Shelley & Emma	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 the link on the front page of our 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. Trained Care Navigators will triage all appointment requests to the most appropriate person. These appointments can be telephone or face-to-face, according to the patient's preference. If you are unable to keep an appointment, please notify us as soon as possible.

Opening Times

Monday to Friday 8am to 6pm. Door opens at 8am. The surgery offers pre-booked extended hours Monday to Friday 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 of charge. For online health information, please use 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 NHS App, post-box outside the surgery, e-mail to 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 via the NHS App.

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.