

## OUT OF HOURS

If you have a life threatening emergency please call **999**.

Please call our out-of-hours GP team direct on 111 or ring the surgery on 0300 123 1131 and we will divert your call to them. This service is provided by SDUC (Staffordshire Doctors Urgent Care).

## OTHER ORGANISATIONS

NHS Advice Line  
Tel 111  
[www.nhs.uk/111](http://www.nhs.uk/111)  
24 hour nurse lead advice line

Walk In Centres  
Haywood Hospital  
High Lane, Burslem  
ST6 7AG, Tel 01782 581112

Leek Minor Injuries Unit  
Leek Moorlands Hospital  
Ashbourne Road, Leek  
ST13 5BQ, Tel 08456 003003

Accident & Emergency Unit  
University Hospital of North Staffs  
Stoke on Trent, ST4 6QG  
Tel 01782 715444  
For all injuries and life threatening conditions

## HOME VISITS

Are you housebound or too ill to leave home?

Ring the surgery before 10.00 am if possible and we can offer you telephone advice or a clinician may come to visit you. Remember if you are able to come to the surgery we will then have time to visit those who are too ill or infirm to leave home.

## YOUR VIEWS

We welcome your views so please let us have your suggestions. We also have an active Patient Participation Group. We follow NHS complaints procedures - just ask at reception for details.

## JOIN OUR PRACTICE

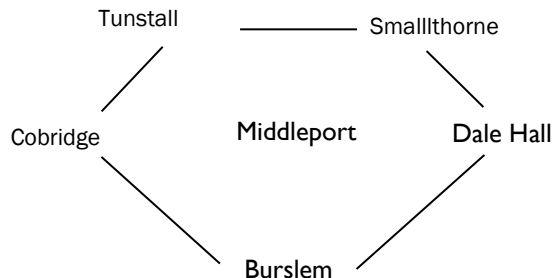
Our list is open and we are delighted to accept new patients to the practice. Please ask for a registration form at reception. Following your registration you will be required to have a new patient health check to enable your registration to be completed. An appointment for this will be offered with our Health Care Assistant.



Parking is available at the practice

## PRACTICE AREA

We cover a large area within a couple of miles of the practice.



# Middleport Medical Centre

PRACTICE LEAFLET

**Newport Lane  
Stoke on Trent  
ST6 3NP  
Tel 0300 123 1131**

[www.middleportmedicalcentre.co.uk](http://www.middleportmedicalcentre.co.uk)

[middleportmedical@stoke.nhs.uk](mailto:middleportmedical@stoke.nhs.uk)

**Weekdays 8.00 am—8.00 pm**

*We are currently accepting new patients.*



***Bringing the community  
into the practice***

## CLINICS

### ANTENATAL

Our midwives will be happy to see you during your pregnancy and arrange all the necessary care you need. Our doctors will also give you a check-up about six weeks after birth.

### HEALTH VISITOR

Our Health Visitor will be able to support you and offer advice for your children and also currently supports our elderly patients and those recently discharged from hospital. She will also arrange all the check-ups for your children.

### DISTRICT NURSING

We have an excellent District Nursing team who will visit you at home if you are unwell. They will carry out many of the procedures needed for your treatment from dressings to administering treatments. Our District Nurses also provide excellent advice to enable you to manage your health condition at home.

### PRESCRIPTIONS

Prescription can be ordered by telephone, written request or online. Please allow 48 hours for us to prepare your prescriptions. The receptionist may contact you to arrange any check-ups that are due when you order repeat prescriptions.

### CONFIDENTIALITY

All data is held under the Data Protection Act 1984 and we have a Caldicott Guardian to ensure that all your records remain confidential.

### ACCESSIBILITY

Our practice is on the ground floor and easily accessed by the disabled and less mobile.

### VIOLENT OR ABUSIVE BEHAVIOUR

We have a Zero Tolerance policy to violent or abusive behaviour. Such behaviour may result in the offender being removed from our list.

## CLINICS

### DOCTOR APPOINTMENTS

We offer 10 minute pre bookable routine appointments. If your need is urgent we try to offer appointments the same day if you ring at 8am for a morning appointment or 1pm for an afternoon appointment. Please bear with us if the surgery is running late as we want to ensure that all our patients get the best possible treatment. Please remember that you may not always need a doctor's appointment and could choose to:

- Call 111 for free telephone advice 24 hours a day
- See the local pharmacist for minor ailments
- See the Practice Nurse

If you are not sure, then please talk to one of our receptionists.

### NURSING

Our nurse can provide you with advice on all long term conditions including:

High blood pressure  
Asthma or chronic bronchitis (COPD)  
Diabetes  
Heart disease  
Stroke

We can also carry out procedures such as ear syringing, stitch removal, dressings, BP checks, ECGs, spirometry, new patient checks, immunisations, travel vaccines and cervical smears.

If you would like to stop smoking, need advice on losing weight, or would like information on diet, exercise or alcohol please book an appointment with the HCA.

### CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to reception or your clinician.

## THE TEAM

**Dr Chandra Kanneganti**, MBBS, MRCP, DFFP  
Lead GP

**Dr L Iyare (F)**

**Dr J Eardley (M)**

**Dr K Kailsan (F)**

**Dr P Mmoye (M)**

**Mr Alexander Zorev**  
Physician Associate

**PRACTICE NURSE**  
**Mrs Lisa Brown**

**HEALTH CARE ASSISTANT**  
**Mrs Andrea Warner,**

**BUSINESS MANAGER**  
**Kirsty Marshall/Jane Cope**

**ADMINISTRATION**  
**Kirsty Johnson / Jessica Mountford**

**RECEPTION**  
**Ellie Smith**  
**Lily Mycock**  
**Rehanna Begum**  
**Amy Yearsley**

**Courtney Hancock**  
**Maisie Beech**  
**Tracey Horsfield**

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

You can now register, make appointments and order repeat prescriptions online. Please ask at reception for a log-in.

*Middleport Medical Centre is part of  
General Medical Services Limited,  
Company Director : Dr C.M. Kanneganti  
Company No: 6595268  
Registered address: Goldenhill Medical Centre, High Street,  
Stoke-on-Trent, ST6 5QJ, Telephone Number 01782  
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