

Clinical Staff

The practice has the following clinicians to support you:

- * Doctors (GP's)
- * Advanced Nurse Practitioners
- * Urgent Care Practitioners
- * Clinical Prescribing Pharmacist
- * Advanced Physiotherapists
- * Practice Nurses
- * Healthcare Assistants
- * Phlebotomists
- * Urgent Care Practitioners
- * Mental Health Practitioners
- * Physician Associate

The practice is a training practice and often has a GP registrar attached to the practice. He or she is a fully qualified doctor who has worked in hospitals for several years and is here to gain experience as a GP.

Our triage system ensures you are booked to see the most appropriate clinician for your needs

We would encourage you to build a relationship with 2 or 3 doctors in the practice as this gives a wider range of appointments when looking for continuity of care. Many of our doctors work part

Partners

As a registered patient you will be registered with one of the following partners although you may see any doctor in the practice.

Dr Jonathan P Ballinger

MBBS MRCP

Qualified in London (Barts), 1990

Dr Simon Ceresa

MBChB MRCP DGM

Qualified in Dundee, 2004

Mansion House Surgery

Abbey Street

Stone

ST15 8YE

Tel: 01785 815555

Mansion House Surgery

Patient information

**To contact the surgery please
phone**

Tel: 01785 815555

**and select the appropriate
option**

**If you have chest pain or in an
emergency please dial 999**



Surgery Times

Monday to Friday,

8.30am - 11.30am

3:00pm - 6.00pm

Extended Access —GP and Nurse appointments are available in the area in the evening and at the weekend.

These appointments will not always be at Mansion House Surgery.

How to make an appointment

Patients are seen by appointment only.

All Appointments are made using the triage system. You can complete the triage from online using the link below

[Contact us about your request \(accurx.com\)](https://www.mansionhousesurgery.nhs.uk/contact-us)

Or the practice website in the Appointments section

[Mansion House Surgery: Appointments](https://www.mansionhousesurgery.nhs.uk/appointments)

Or Call reception and they will complete the form for you.

All requests are assessed by a clinician who assesses the correct clinician and timescale to deal with your problem.

If you cannot keep your appointment, please let us know. You can click on the reminder you will be sent 24hrs before your appointment and cancel it. Or you can do this 7 days a week 24 hours a day on our usual number selecting option 6 and leave a message including your name DOB and date and time of appointment.

Out of Hours

The Out of Hours service operates between 6.30pm to 8.00am Monday to Friday, at weekends and on Public Holidays.

For out of hours emergencies, please telephone the normal surgery number and your call will be transferred automatically to a local call centre.

Special Clinics

You may receive a letter asking you to make an appointment at one of our long term condition clinics. Please be clear when you ring for an appointment which clinic you require as this will help reception to book the correct appointment for you.

These long term condition clinics are an important way of us supporting you and helping you to stay well and manage your condition

Website

For up to date information and recent changes at the practice visit the website at:

www.mansionhousesurgery.nhs.uk

Research

We are a research practice registered with Keele University and work with them on research projects which aim to improve future patient care

Practice Staff

We have a team of reception staff, secretaries and admin staff who are there to help you as much as possible. They will submit triage requests, order prescriptions and deal with general enquiries. The Practice Management team is contactable at the practice if you wish to make any enquiries or comments about the surgery or our services, we will be pleased to help you.

Results of Investigations

Results of investigations such as blood tests, cervical smears and X-rays may be obtained in person, via patient access, using the NHS App. As soon as results have been reviewed by a clinician they are available to view online. Please only telephone for results if you do not have access any other way.

Online Access

You can register using the forms at reception for computer online access to view and cancel appointments, order repeat prescriptions and to view your results.

You can also access your patient record showing your vaccinations, recent conditions and medications. This is also available via the NHS App