

## Clinical Staff

The practice has the following clinicians to support you:

- \* Doctors (GP's)
- \* Advanced Nurse Practitioners
- \* Clinical Prescribing Pharmacist
- \* Practice Nurses
- \* Healthcare Assistants
- \* Phlebotomists

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.

Please do not be offended if reception ask the reason for your appointment this is to help them ensure they book you an appointment with the clinician best equipped to see you.

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

## 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 MRCGP

Qualified in London (Barts), 1990

### **Dr Kate Millward**

MB ChB DRCOG DFFP MRCGP

Qualified in Manchester, 1995

### **Dr Souvik Chakraborty**

MB ChB MRCP MRCGP

Qualified in Manchester, 1995

### **Dr Simon Ceresa**

MBChB MRCGP 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. Please contact the Surgery for more information or access our internet website for information on times.

## **How to make an appointment**

Patients are seen by appointment only. To make an appointment, please telephone between 8.00am and 6.00pm.

The duty doctor will always see urgent cases.

As we now have a wider mix of clinical staff please do not be offended if reception as the reason for you call as this will help them to book and appointment with most appropriate clinician

If you cannot keep your appointment, please let us know. You can do this 7 days a week 24 hours a day on our usual number selecting option 1 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 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 manage your condition

## **Website**

For up to date information and recent changes at the practice visit the website at:  
[www.mansionhousesurgery.nhs.uk](http://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 eight receptionists, two secretaries and five admin staff who are there to help you as much as possible. They will arrange appointments, 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, or by telephoning the receptionists, at the surgery between 1.00pm and 3.00pm. Please ensure that you contact the surgery for the results of any tests that you have had.

## **Online Access**

You can register using the forms at reception for computer online access to make 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.