

meadowbridge SURGERY

Whitehead, BT38 9TG

PRACTICE LEAFLET



TEL: 028 93 353454 **FAX:** 028 93 372625

WEBSITE: www.meadowbridgesurgery.co.uk

GP PARTNERS: * (Female)

- *Dr M Stone, MB BCh DRCOG FRCGP
Dr C Gorman, MB BCh DRCOG MRCGP
- *Dr N Lavin, MB BCh DCH DRCOG DFFP MRCGP,
- *Dr L O'Connor, MB BCh DRCOG MRCGP
Dr A Cupples, BSc MB BCH BAO MRCGP

SALARIED GPs:

- *Dr J Johnston, MB BCh MRCGP DGM DCH DRCOG
Dr P Sampson, MB BCh BAO MRCGP
- *Dr J Loane, MB BCh BAO DGM DRCOG MRCGP(merit).

GP REGISTRAR: Dr Paul Houton

Accredited GP Training Practice with 3 dedicated GP Trainers.

Practice Nurses: Lynn Martin
Health Care Assistant: Julie Weir
Treatment Room Nurses: Janet, Roberta & Jane

Admin Support

PRACTICE MANAGER: Mrs Diane Lavery
Office Manager: Mr Leonard Bell
Team Leader: Mrs Portia Armstrong

General Clerical Team:

Kelly Armstrong, Kerry Newell, Nicola Simpson, Holly Meharg, Jade Galbraith, Donna Dempsey, Katherine Robinson, Angela Kirkpatrick & Gabby Thompson.

SURGERY HOURS:

Monday - Friday : 8.30 -13.00 & 14.00 - 17.30

Wed PMs The Surgery is closed from 4.30 pm each Wednesday & 1pm if a Practice Based Learning (PBL) day.

An emergency telephone triage service is available by telephoning 02893 353456 or by ringing OOH if PBL.

A daily telephone consultation and appointment system is available. **Emergencies during the lunch hour closure** will be dealt with by telephoning 02893 353456.

Bank Holiday closure dates are available on our website.

OUT OF HOURS: For a Doctor Telephone 02825663500
& for the Dental Pain Clinic telephone 02835 663 510

PRACTICE MANAGEMENT

The Practice Manager and Reception Team are here to help and guide you. They are bound by a code of confidentiality set out in the Freedom of Information Act 2000 and have been trained to take essential details sympathetically. This allows them to inform the doctor of important information about patients' queries.

RESPECT FOR ONE AND OTHER

Patients have a right to be treated with respect and consideration regardless of race or religion by our staff. In turn we ask that you treat our team with the same respect. A **zero tolerance policy** is in operation at our practice with regard to incidents of violent or abuse displayed to any person while on our premises.

NEW REGISTRATIONS

The Practice has gained approval from the Health and Social Care Board to reduce its Patient Registration Area (PRA) from a radius of 10 miles to a mapped area. From the 1st November 2016 the new boundary will be from Irish Gate, Carrickfergus leading to Albert Road going up to the North Road toward the B90 which leads onto the Marshallstown Road and then via Beltoy Road over to existing areas of Ballycarry, Magheramore, Islandmagee, Whitehead and back out through Larne Road to the A2 turning right back onto Irish Gate and onto Albert Road again.

Patients are welcome to join the surgery (Disabled Access Available) if they live within the Patient Registration Area. To register complete your medical card or ask reception for a registration pack and bring along photographic ID and proof of address. As it can take several months to receive medical records, you will be invited to a new patient appointment to assess your current health and to complete a medical questionnaire. Please bring a copy of your recent medication list.

TELEPHONE TRIAGE FOR DAILY APPOINTMENTS.

The Triage appointment system allows the practice to prioritise patients according to clinical need, while assuring them of an appointment or a prescription on the day if it is deemed to be necessary. Receptionists are asked to collect succinct information from patients to help the doctors prioritise clinical patient needs. Reception staffs are bound by confidentiality like any member of the team and any shared will be treated in the strictest of confidence.

The Doctor or health care professional will strictly only try to return your call twice during the day. You are therefore asked to keep your phone with you at all times when awaiting a telephone call back. It is your responsibility to contact the Practice if you have not answered either call.

Please do not attend reception looking for a daily appointment. Remain at home and telephone your request in to us as this system allows you to be dealt with more promptly. This will avoid a long wait for you in reception.

EMERGENCY APPOINTMENTS

5 minute emergency slots will be allocated to patients through our telephone consultations service for medical problems which have just arisen or become worse. The appointments are much shorter than a routine appointment with the doctor normally only being able to deal with the immediate problem. (1 Appointment 1 issue please).

GP SPECIALITY CLINICS

GPs provide specialist services in practice such as Minor Surgery, Coil fitting & review, Dermatology Clinics and Minor Injuries service.

Consultations are available for patients >75 or who haven't attended in 3 years.

PRACTICE NURSE (PN)/HEALTH CARE ASSISTANT (HCA)

Practice Nurses & Health Care Assistant will see patients by appointment to review : Heart Disease, Asthma, Diabetes, COPD, Hypertension, Stroke, Epilepsy, Child Health & vaccinations etc. These clinics are operated alongside a lead GP. Travel vaccine advice is also available if you are going abroad, however, travel vaccines will incur a private charge as they are not part of the NHS remit.

TREATMENT ROOM

The Treatment Room operate an **appointment only** system for bloods, urine, ear syringing, dressings, injections and ECG requested by the GP. Please contact reception to make an appointment.

REPEAT PRESCRIPTIONS

Prescriptions can be ordered through our website or between 10.30 – 12.30 & 2.30 – 5.00 by telephone, or order forms can be placed in the external post box or internal script box at reception up to a week in advance. Scripts will be available for collection at reception within 2 working days and at the Chemist within 3 working days.

HOME VISITS

Except in the case of acute emergencies **all home visit requests must be in by 10.30 am** on the day the visit is requested.

Please do not ask for a doctor to call unless the patient is genuinely bed bound or infirm. If the patient has a temperature or a rash, coming to the surgery will do no harm – if there is a possibility of an infective illness, notify reception on arrival and a safe waiting area will be arranged.

The GP can see several patients in the surgery in the time it takes to do 1 home visit. If you can get to the surgery please do so.

You will not be the only patient on the home call list and especially in the afternoons the doctor will be in a busy surgery. The GP will therefore assess & prioritise the urgency of the call on the information received, so please ensure full details are given to admin staff. The doctor may ring you if he requires further information.

In an emergency dial 999 for chest pains and / or shortness of breath or profuse bleeding.

The patient has the right to express a preference for a particular practitioner. However, this is a group practice and at times of high demand it may not be possible for you to see a named GP especially in the case of an urgent request. All clinicians have access to a patient's full medical records.

SICKNESS CERTIFICATION

SC1 forms are available on our website and cover the 1st week of sickness. If your illness lasts more than 1 week, your doctor will issue a sick line certificate in surgery or on receipt of a hospital discharge letter. Private medical certificates will incur a charge.

DALRIADA URGENT CARE – OUT OF HOURS (OOH) OOH Tel Number 028 25663500

Outside of normal working hours Dalriada Urgent Care is an emergency out of hours service available for genuine emergencies and is to be used responsibly. Please do not ask to see a doctor in OOH unless you genuinely cannot wait until the surgery re-opens. This service is not for problems that can be dealt with the following working day within the practice, e.g. repeat prescription requests.

CASUALTIES AND MINOR INJURIES

There is NO casualty service at the Health Centre. Injuries requiring suturing and suspected fractures should attend an Accident & Emergency Department, the nearest being Antrim Area Hospital.

A Minor Injuries service is available at the Health Centre which covers the follows clinical issues:

- 1 Cuts capable of closure by simple technique
- 2 Minor dislocation of fingers/toes
- 3 Removal foreign bodies
- 4 Non penetrating eye foreign bodies
- 5 Following recent injury not amenable to simple first aid
- 6 Partial thickness burns or scalds involving broken skin less than 1" diameter but not involving hands
- 7 Minor soft tissue injuries which can be managed without need for X-ray but which are not amenable to simple first aid
- 8 Any circumstance where medical intervention is required to stabilise an injured patient prior to transfer to an A&E

MINOR AILMENTS SCHEME

AVAILABLE AT YOUR LOCAL CHEMIST

This service enables patients to access advice and treatment at their local chemist, where appropriate for the following conditions:

Athlete's foot	Jock itch
Cold sores	Mouth ulcers
Ear wax	Oral thrush
Diarrhoea	Threadworms
Headlice	Vaginal thrush

SELF CARE FACT SHEETS

Please have a look on our website where you will find self-care fact sheets on common ailments, aimed to help you discuss issues around self-care within the practice consultation and especially how to handle the symptoms in the future. They provide information around:

- Useful facts
- What patients can expect to happen (the natural history)
- What you can do to help yourself now and in the future
- When to seek medical help (the 'red flags')
- Where to find out more

TEACHING PRACTICE

Our practice is a training/teaching practice. Our Registrar Doctor is fully qualified and has a great deal of hospital experience. Registrars are attached to the practice for either a 6 or 12 month period. Some of their appointments may be videoed for internal training purposes and you may be asked to sign a video consent.

COMMUNITY NURSES

The District Nurses provide home nursing care and services for patients who are unable to attend the surgery. Please do not request the services of our District Nurses if you are able to attend the surgery.

HEALTH VISITOR (HV)/MIDWIVES (MW)

HV & MW run weekly bookable clinics at the surgery and carry out visits on mothers and babies at home on a scheduled basis. Advice is available prior to conceiving, during pregnancy and following baby's delivery until the child is five years of age.

NOTIFICATION OF DEATH

Should you have to notify us of the death of a patient, please contact reception who will provide you with information on registering the death.

PRIVATE WORK

Charges are applicable for any private non NHS work carried out by the GPs. This includes the completion of non NHS letters, forms and medicals. NHS work is always completed as the priority and there will therefore be no deadline on the completion of private work. This work is shared amongst the partners and will be completed as the earliest opportunity and in order of receipt.

CARERS

If you are a nominated Carer for a patient you are asked to complete a Carers form available at reception and on completion you will be provided with a carer's pack and information about Carers N.I. a local support organisation. A Carer's Assessment referral will also be made if consent is given which offers help and support through the Health Service. A consent form is also available if the person you care for would like you to be able to contact reception for results etc. Ask at reception for further information.

COMPLAINTS AND SUGGESTIONS

Full information on the practice complaints policy is available at reception or on our website. A complaint can be made verbally or in writing to the Practice Manager, Mrs Diane Lavery, and will be acknowledged within 3 working days. A written response will be issued within 10 working days if possible.

Where possible, complaints will be resolved at Practice level. Outcomes of all complaints are anonymously shared at Practice Based Learning and an anonymised copy is also sent to Mr Michael Cruikshanks, Complaints Manager at HSCB Complaints Office, 12-22 Linenhall Street, Belfast, BT2 8BS.

The Patient and Client Council (PCC) is available solely as an advocate for patients and is there to offer support if required. You can contact Patient & Client Council on 028 25 863950 or contact HSCB Complaints Hotline directly on 028 9536 3893.

We constantly strive to provide the best care possible to our patients and to this end a comment box is available in reception for your feedback, suggestions and comments. You can also vote for Receptionist of the Month through this channel. We will provide you with feedback through our monthly patient bulletin available at Reception or on-line.

DUTY OF CONFIDENTIALITY

The use and sharing of service user personal information forms an essential part of the provision of health and social care. It benefits individual service users, enables health and social services to function effectively and is often necessary in the public interest. However, the essential nature of such uses is set alongside the legal duty to keep all personal information confidential. Service users' right to privacy and the staff's duty of confidentiality apply regardless of the form in which information is held or communicated, for example electronic, paper, photographic or biological. Code of Practice on Protecting the Confidentiality of Service User Information can be found at: <http://www.dhsspsni.gov.uk/confidentiality-code-of-practiceApril2012.pdf>