

NORTH PARADE MEDICAL CENTRE

6 North Parade Belfast

BT7 2GG



INFORMATION FOR OUR PATIENTS

Telephone: (028) 90 647 158

www.northparademedicalcentre.co.uk

THE GENERAL PRACTITIONERS

Partners



Dr Krystine McKeagney

(MB BCh BAO FRACGP MRCGP DCH DGM) QUB Reg 1994



Dr Mary Keane

(MB BCh BAO MRCGP DRCOG DFFP) NUI Reg 1981



Dr Stephen McCormack

(MB BCh BAO MRCGP DGM DRCOG) QUB Reg 1991



Dr John Collins

(MB BCh BAO MRCGP DCH DMH) QUB Reg 1992



Dr Deirdre Kerr

(MB BCh BAO MRCGP DCH DRCOG DFFP) QUB Reg 1992

The partners practise together as a non-limited partnership

PRACTICE STAFF

Practice Manager –Ryan McLaughlin

Ryan McLaughlin

Msc, BSc Hons

Medical Administration Staff

Elizabeth Goligher	Victoria Walsh	Louise Ross
Geraldine Cochrane	Joe McLaughlin	Ashley Moss
Angela Smiley	Alison Wallace	Lucy McCormick
Jessica Barreda	Heather Leckey	Rebecca Hollywood

Our staff are here to help you and to assist in the efficient day to day running of the practice. They may need to ask you for further details when you telephone, so that we can help you in the most appropriate way. Strict confidentiality is maintained by all staff on any matter relating to the health of our patients.

Nurses

Practice Nurse	Mandy Allen
Treatment Room Nurse	Nuala Rodgers
Treatment Room Nurse	Louise Collins

Our Treatment Room Nurses are available for dressings, vaccinations, suture removal, ear syringing and blood sampling etc, and can provide general health checks for our patients.

Healthcare Assistant

Lyn Gow Our Healthcare Assistant is available for blood sampling, blood pressure checks, urine testing, ear syringing, ECGs and new patient health checks.

Midwife

Sinead McAlinney

GP Registrar

We are an approved training practice to which fully qualified doctors with a number of years' hospital experience are often attached to gain special experience and training in general practice. These doctors, called registrars, usually spend one year with the practice and during this time carry out identical duties to those of the partners in the practice.

Medical Students

We are a teaching practice for undergraduate medical students from Queen's University Belfast. At periods during the year a medical student may be attached to the practice to accompany the doctor during surgeries, home visits and clinics. Patients will always be informed when a student is present, and their permission obtained beforehand.

OPENING HOURS

Telephone Lines – 8.30am-12.30pm and 2pm-6pm

Surgery – 9am-12.55pm and 2pm-6pm

ALL INCOMING AND OUTGOING CALLS ARE RECORDED FOR QUALITY PURPOSES ON ALL LINES

The Appointment System

Our appointment system has been designed to give patients a choice and variety of appointment options. All surgeries are by appointment only and GP appointments can be booked up to two weeks in advance. Appointments can be made through our receptionists by calling at the surgery, by telephone, or online via Patient Access.

New appointments go live on our system at 6am every Monday, so signing up for Patient Access online booking will give you the earliest access to book an appointment.

In addition same day face to face and telephone consultations are available every morning. These can be organised by contacting reception at 8.30am each morning. To assist the GP's with accessing the urgency of the telephone consultations you will be asked by the receptionist the nature, severity and duration of the problem, and what particular concerns you have.

GP's will also be available to take phone calls from 12:00 to 12:30 and from 3:30 to 4:00. Patient calls are strictly limited to these times and the GP's are unable to return calls to patients.

Please note that appointment times are limited to 10 minutes only to enable GP's to run on time. Please make one appointment per person to be seen.

If you cannot attend your appointment, please let us know so that we can allocate it to someone else. The practice monitors appointments and may write to patients if there are frequent DNA's without cancellation.

Home Visits

Please make every effort to attend the surgery if possible. If you feel unable to attend the surgery, please let us know by contacting the surgery **before 10.00am if possible**. The receptionist will take brief details. A doctor may then speak to you to give advice on immediate treatment and/or to ask for more details, and thereby decide on appropriate management. Please do not abuse this service: it is reserved for housebound patients and in cases of medical emergencies.

Treatment Room

Our treatment room is open:

Monday – Friday	9.00am - 12.20pm
Tuesday and Wednesday	2.00 - 5.30pm

We run an appointment system in the treatment room - please book through reception.

Emergencies Outside Opening Hours:

Lunchtime - Monday to Friday (12.30 - 2.00pm):

Ring the surgery and you will be transferred to the on-call doctor for emergencies only.

Evenings/Nights, Weekends and Bank holidays:

Emergency cover during these hours is provided by the South & East Belfast Out-of-hours service based at Knockbreda (**telephone - 028 9079 6220**). The Health and Social Care Board is responsible for commissioning this service.

How to Register With The Practice

If you live within our practice area and wish to register with the practice, please attend reception and fill in New Patient Registration Forms. Please bring your medical card if possible. When you return the New Patient Summary form and your Medical Card, you will be given a New Patient Appointment with the Health Care Assistant. **This appointment is an essential part of the registration process. Should you be unable to keep this appointment, you must contact the surgery to cancel and arrange a new appointment. If you do not, your documents will be returned and you will need to start the process again.** Applicants are advised that the practice does not discriminate on the grounds of race, gender, social class, religion, sexual orientation, appearance, disability or medical condition.

Temporary Residents

Holidaymakers and anyone staying or working temporarily in the area and in need of medical attention or advice can make an appointment to see a doctor. You must bring photographic ID to any appointment.

Change of Personal Details

If you change your name/address/telephone number etc, please notify our reception staff, so that our records can be kept up to date.

EMIS Access

This facility enables you to order repeat medication and book certain appointments on the internet. Please ask at reception for details.

Text reminders

We will ask you for your consent to communicate with you by telephone text messages. This facility will allow us to text a reminder to you about certain clinics or inform you about campaigns running at the practice e.g. flu etc. and is a valuable communication tool.

How to Order Your Medicines

- Online – register to use EMIS access and use the internet to request repeat prescriptions at your leisure 24 hours a day. Ask at reception for further details
- Tick the medicines you need on the counterfoil of your prescription and post in with an SAE.
- Tick the medicines you require on the counterfoil of your prescription and leave in the new Medication Post Box situated at the front door.
- Phone the new repeat line messaging service on 028 9064 7000 - 8.00am - 9.00pm, Monday to Thursday and 8.00 - 6.00pm Friday.
- Do not order your medicines through your chemist - This must be done through the surgery

Collecting your Prescription

- Your prescription will be ready for collection in 48 hours - please note this change, to allow enough time for our staff to process your request.
- If ordering online through EMIS Access, we will have your prescription ready in 24 hours.
- If you cannot collect your prescription, a representative, who is over 16 years of age may collect it for you.

If you want your pharmacist to collect your prescription, you must confirm this each time you are ordering. Remember that pharmacists cannot supply medicines without a prescription, so when ordering, please leave enough time for the pharmacist to collect your prescriptions and dispense your medicines.

Test Results

Results of blood and urine tests taken in the surgery are available by phoning the dedicated **RESULTS LINE** Monday to Friday 12 noon - 1.00pm. **Tel: 028 9069 4946**. The results of these

tests are entered on the practice computer system and an appropriate message is left by the doctor for the patient. **Patients are expected to telephone for the result of tests.** Please do this even if you are seeing the doctor again shortly and you would normally be happy to wait for your results until then. This will help us greatly to reduce unnecessary administration. To ensure confidentiality and meet Data Protection requirements, results will only be given to the patient to whom the result relates. Results for children (under 18) may be given to a parent or guardian.

Clinics

Antenatal Clinic

Friday 9am - 12 noon

Patients are seen by Sinead McAlinney at the clinics by appointment and also by the doctors during surgery hours.

Baby Clinic

Wednesday 2.00 - 4.00pm

The baby clinics are run by Dr Collins and our Public Health Nurses. Dr Collins is available for routine baby checks at 8 weeks and preschool; also advice for parents on immunisation schedules, vaccinations, child development, infant feeding problems, skin conditions etc. Dr Collins can also see sick children between the ages 0 to 4 years old during the set times, this is a walk in facility and no appointment is needed. Our Public Health Nurses are available for childhood immunisations **only** by an appointment system **only**.

There are Health Visitors attached to our practice. If your baby needs seen by a Health Visitor, there are drop in clinics on a Thursday afternoon between 2-4pm at the Knockbreda Centre and the Arches Centre, also in Finaghy Health Centre every 2nd and 4th Tuesday between 9.00-10.30 am

Asthma Clinic

This is run by practice nurse in conjunction with Dr Collins, by appointment only.

Diabetic Clinic

Dr McCormack and Nurse Mandy Allen run the diabetic clinic. Patients are offered appropriate education and advice to help maximise control of blood sugar levels and reduce the risk of complication of diabetes. Details available on request.

Family Planning

Contraceptive care is provided by all the doctors during surgery hours.

Well Woman Clinics

This clinic is run by our Practice Nurse for smears and discussion for women's health issues.

Contact reception for details of times. All women aged 25 to 64 should have a smear (three yearly for women aged 25-49 and five yearly for women aged 50-64).

Minor Surgery

Dr McCormack carries out minor surgical procedures usually on the first Friday morning of each month. If you wish to have a minor surgical procedure you must be seen by your GP first.

Non-NHS Examinations

The doctors are happy to carry out medicals, e.g. insurance and driving licence, by appointment outside surgery hours. Please telephone the surgery for an appointment. Reception can advise on the charges for these services.

Travel Clinic

This is run by our Practice Nurse and is for advice on and administering of **NHS vaccines only**. Please make an appointment at least eight weeks in advance of your departure to ensure adequate cover. If your itinerary is complex and you require non NHS vaccines you will need to attend a specialist travel clinic. Please ask at reception for details of local clinics.

Flu Vaccination

An influenza vaccination is particularly recommended for patients over 65 or with heart, lung or kidney disease, diabetes and residents of nursing and residential homes. Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Warfarin Clinic

Sr. Nuala Rodgers runs the Warfarin Clinic, usually on a Wednesday afternoon in the treatment room.

Near Patient Testing

The practice works in partnership with local hospitals in providing a monitoring service for some medication - please ask your doctor for more details.

Is your A&E Attendance Appropriate?

Many of the attendances by patients registered at this practice at A&E could be avoided. Are you aware that there are alternatives available? Did you know that:

- Our reception team is available from 8.30am – 6.00pm every weekday. We offer same day appointments where there is a clinical need. We also offer same day telephone appointments if preferred. This is often quicker than attending A&E.
- GPs can, where appropriate, access suitable alternative pathways on your behalf. For certain condition the GP may advise that an A&E attendance is appropriate.
- SEBDOC (the local out-of-hours service) is available outside of surgery times and at weekends, and you will be given medical advice over the phone, offered the opportunity to attend the Knockbreda Centre for a consultation, or where necessary, a GP will make a domiciliary visit. Tel: 02890 796220.

- Many everyday illnesses can be managed at home with a well-stocked medicine cabinet. For medicines advice and minor ailments you can have a chat with your pharmacist. Pharmacists are qualified to give you free, expert advice and you don't need an appointment.

So before you attend A&E please stop to think – is this the most appropriate way for me to be treated?

Disabled Access

Suitable access is available for wheelchair users and disabled persons. If you require to be seen by a doctor on the ground floor please try and let the reception know at the time of booking your appointment.

Suggestions or Complaints

We always try to provide the best possible service but there may be times when you feel that this has not happened. If you have any suggestions on how we could improve our services, or are unhappy about any aspect of our services, please let us know. A suggestion box is available at reception or you can phone or write to our practice manager.

If you wish to make a complaint you can speak directly to our practice manager or any of the staff who will pass on your concerns to the doctor. Alternatively, you can put your complaint in writing using our complaint form, or make an appointment with one of the doctors to discuss your complaint. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to investigate and, if necessary, correct any problems that you have identified. Alternatively you may raise your complaint through the HSC Board; or obtain assistance from the Patient and Client Council. This does not affect your right to refer your complaint to the Northern Ireland Commissioner for Complaints (the Ombudsman). Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. Full details of our practice complaints procedure are available from our practice manager.

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded onto the computer and we are registered under the Data Protection Act 1998. The practice has strict procedures in place to ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi disciplinary team it is sometimes necessary that medical information about you is shared between members of the team. The practice follows a strict protocol for information sharing with other health professionals.

Freedom of Information (FOI) Act 2000

As defined under the FOI Act, the practice has produced a Publication Scheme. Copies are available; please ask at reception

Practice Charter

All members of the North Parade Medical Centre Practice Team are dedicated to a quality service, in order to achieve health services which meet our patients' needs.

Patients' Rights to General Medical Services

As A Patient You Have the Right To:

- Be registered with a general practitioner.
- Express a preference of practitioner on registering. The practice will endeavour to comply with this right, though it might not always be possible, in which case an explanation will be offered.
- Change doctor if desired, quickly and easily.
- Be offered a health check on joining the practice for the first time. If you are aged over 75 you are entitled to an annual review if you have not had a consultation within one year. All other patients over 16 and under 75 are entitled to a three-yearly review if they have not had a consultation during the preceding three years.
- Receive emergency care from the practice during the hours of 8.30am - 6.00pm.
- Receive emergency care from the South and East Out-of-Hours Service between the hours of 6.00pm to 8.30am. Telephone 9079 6220.
- Receive appropriate medication.
- Be referred to a consultant acceptable to you if clinically appropriate and be referred for a second opinion if you and your doctor agree.
- Have access to your health records subject to current legislation and to know that staff working for both this practice and the NHS are under a legal obligation to keep their contents confidential.
- Have all relevant medical procedures adequately explained.
- See on request any medical reports made for insurance or employment purposes.
- Choose whether or not to take part in medical research or medical student training.
- Be kept informed about services available by means of the practice booklet, website, electronic notice boards and other leaflets.

Our Responsibilities to the Patient

Surgery Staff

We will be courteous, helpful and act in a professional manner at all times. Patients will be treated as individuals and partners in their healthcare irrespective of their ethnic origin or religious or cultural beliefs. All staff will wear name badges or be clearly identified to you to ensure you are aware at all times who you are dealing with at the surgery.

Surgery Premises

Our surgery building will be welcoming, safe and easy for patients to find their way around and appropriate to the needs of the users, including the disabled.

Privacy and Confidentiality

We will respect our patients' privacy and confidentiality at all times. Confidentiality is of paramount importance within the practice. All information about patients is confidential.

Waiting Times

- We will endeavour to answer telephone calls in a timely fashion, but would point out that North Parade has around 8,000 patients, and at times of high demand patients may have to wait to get a line into the surgery.
- Surgeries will normally start on time.
- Patients will usually be seen within a reasonable time of their appointment.
- Where there is likely to be an unduly long delay, we will inform the patient and offer an explanation.
- When a doctor is called away on an emergency we will inform the patients and give them an opportunity to book an alternative appointment or, if preferred, to be seen by another doctor.

Changes to Procedures

When changes are introduced to practice procedures or services that affect patients, we will endeavour to make sure that these are clearly explained, by means of waiting room notice boards or individual leaflets.

Treatment and Care

Following discussion with the patient, the most appropriate treatment and care will be given by suitably qualified individuals. No care or treatment will be given without informed consent.

Referrals

Urgent referrals to other health and social care agencies will be made within one working day of the patient's consultation. Non-urgent referrals will normally be processed within one week of the patient consultation or the doctor's decision to refer.

Accessing Medical Records

Patients have the right to see their medical records, subject to the relevant legislation. The practice manager will assist any patient wishing to have access to their own medical records and a fee may be payable in certain circumstances. Records are kept confidential and not released to anyone without the patient's written consent.

Zero Tolerance

The practice strongly supports the NHS policy on zero tolerance. Any patient attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Chaperone Policy

If you would like a chaperone present during an examination or consultation, please arrange this with the doctor.

The care that we can provide depends on the partnership between patients and their doctor. Whilst we will always strive to meet the demands placed on us, there are things that the patient can do that will make our job easier:

Patient Responsibilities

- Treat practice staff with courtesy and respect at all times.
- Keep phone calls to the practice as brief as possible to free up phone lines, staff and GPs for other patients.
- Attend appointments on time or give the practice adequate notice of cancellation.

Someone else could use that appointment!

- If a doctor is running late we ask that patients are understanding as consultations will sometimes run over time.
- An appointment is for **one** person only - where another member of the family needs to be seen or discussed, another appointment should be made.
- Telephone the surgery as advised to obtain results for tests taken at the surgery.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 48 hours' notice (two working days) for repeat prescriptions, please give us this time, as it is to allow for accurate prescribing. If repeat prescriptions are required to be delivered to a pharmacy then 72 hours should be allowed to ensure the pharmacist has time to make the collection.
- Out-of-hours calls (e.g. evenings, nights and weekends) should only be requested if they are felt to be truly necessary.
- Patients are requested to keep us informed about changes to personal circumstances and, in particular, any change of phone numbers or address.
- Accept responsibility for your health by maintaining a healthy lifestyle. Value and respect advice given. In the interest of your care and treatment it is important that you understand all the information given to you.

Self Treatment of Common Ailments

Many common aches and pains can be treated simply at home without the need to consult a doctor.

Bed Sores

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the

patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

Diarrhoea

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

Flu

This is an unpleasant illness characterised by high temperature, aches and pains. The best treatment is plenty of rest and fluids with paracetamol to relieve aches and temperature.

Antibiotics have no effect. If you are elderly or have a chronic health problem (eg heart disease, chest disease or diabetes) we would recommend an annual flu jab.

Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine.

Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up.

Large quantities of water, orange juice, milk or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

Stomach Ache

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity

you should consult your doctor.

Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Insect Bites and Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription

Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching

Cool baths may also help

The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor

Immunisation can prevent this disease

Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight to ten days after that date

Immunisation can prevent this disease

Mumps

Symptoms are: Swelling of the gland in front of one ear often followed, after a couple of days by swelling in front of the other ear.

It is infectious from two or three days before the swelling appears until eight to ten days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease

When Bereavement Occurs

If the death occurs at home, telephone the doctor who will visit to confirm that death has taken place. The doctor will tell you when the medical certificate of death will be available. If the death is sudden, the doctor may not be able to give you the death certificate, but may instead ask a coroner to be involved. After death in hospital, a member of staff will explain when to collect the death certificate. Contact your funeral director. Go to the registrar of births and deaths during office hours within five days to register the death.

Bring with you:

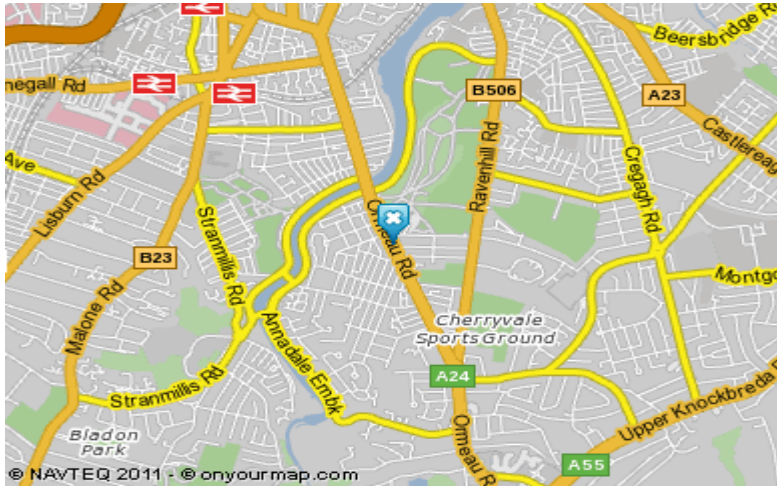
1. The Medical Certificate of Death
2. The Deceased's NHS card
3. Pension Book (if applicable)
4. Birth Certificate (if possible)

Practice Location

6 North Parade

Belfast

BT7 2GG



The area the practice covers extends to a four mile radius not extending beyond the M1 corridor. A detailed map is available at reception.

CONTACT DETAILS FOR THE PRACTICE	
Main Lines:	02890 647 158
Test Results:	02890 694 946
Repeat Prescriptions:	02890 647 000

HEALTH & SOCIAL CARE TRUST	
Address:	12-22 Linenhall Street Belfast, BT2 8BS
Telephone No.	02890 553 782 or, 02890 553 797
Fax No.	02890 553 622