

INFORMATION FOR PATIENTS

Ballysillan Group Practice

321 Ballysillan Road, Belfast BT14 6RD

Tel: 9071 3689 / 9071 7843

Fax: 9071 0626

www.ballysillangrouppractice.co.uk



Welcome To Our Practice

Welcome to Ballysillan Group Practice. This booklet tells you all you need to know about our practice and the services we provide.

The Doctors

- Dr Jill Montgomery** (female) MB CHB MRCP DRCOG
Graduated: Glasgow University, Glasgow 1995.
- Dr Rosemary Smyth** (female) MB BCH BAO DRCOG
Graduated: Queen's University, Belfast 1983.
- Dr Colin Chambers** (male) MB BCH BAO MRCP DMH DRCOG
Graduated: Queen's University, Belfast 1999.

The doctors practise together as a non limited partnership.

The Staff

Practice Manager

Mrs Julie Hamill oversees the day-to-day administration and non-clinical aspects of the practice. She will be happy to discuss any queries, comments or suggestions you may have relating to the service offered by the practice.

Receptionists

We have five receptionists. They are here to help you and their job is very demanding. They answer the telephone and deal with enquiries from all directions - often all at the same time. So please be patient.

Practice Nurse

Our practice nurses is Liz Redmond. She aims to provide a high quality of care in an efficient and friendly manner. Liz covers the treatment room which includes wounds and dressings, ear syringing, suture removal and travel vaccinations. She also runs the smear clinic, baby clinic, IHD clinic, warfarin clinic and the diabetic clinic.

Health Care Assistant

Our health care assistant is Karla Hamill. She covers the treatment room which includes blood testing, minor dressing, suture removal and spirometry. She also runs a smoking cessation clinic and near patient testing.

Dr Chanelle Gilmore runs an asthma management clinic and a COPD clinic.

Contact reception for advice on any of these services.

For the latest information click to: www.ballysillangrouppractice.co.uk

Other Primary Care Services Available

District Nurses

A district nursing team is based at the Carlisle Centre. They provide nursing care to patients in their own home at the request of the GP.

Health Visitor

Our health visitor is based at the Carlisle Centre. She is qualified in nursing and midwifery. During a weekly clinic she assesses children's development. She also provides support to new mothers after the birth of their baby.

Surgery Office Hours

Reception is open during the following times:

Monday - Friday 8.30am - 5.30pm (closed 1.00 - 2.00pm)

Surgery Telephone Hours

Monday - Friday 9.00am - 12 noon
2.30 - 5.30pm

Consultation Times

Morning Appointments

Monday - Friday 9.00 - 10.30am Access Surgeries (not with a specific GP)
Wednesday 8.40 - 11.00am Dr Smyth

Lunchtime Appointments

Thursday 11.50am - 2.30pm Dr Smyth

Afternoon Appointments

Monday - Thursday 2.00 - 5.00pm
Friday 2.00 - 4.00pm

Making An Appointment

To make an appointment please ask at reception or **Tel: 9071 3689/ 9071 7843**

- Please make one appointment per person
- Please ensure you let us know if you cannot keep your appointment
- **Urgent** cases can always be seen on the same day, but not always with the doctor of your choice.

Visit our website on: www.ballysillangrouppractice.co.uk

Requesting A Home Visit

If you are too ill to come to the surgery the doctor will visit you at home. If you think you need a home visit please ring before 10.30am if possible. The receptionist will ask you for details to pass on to the doctor so that he can ascertain the urgency of your call.

Emergencies

During surgery hours ring **9071 3689/ 9071 7843**. The receptionists will give your request prompt attention and will ask details on behalf of the doctors. If the telephones are off, a recorded message will give you a telephone number to ring whereby a doctor will be contacted.

When the surgery is closed ring North & West Urgent Care on **9074 4447**. This co-operative is commissioned by the Belfast Health & Social Services Trust. It aims to provide a quality service outside normal working hours. Please remember that this service should be reserved for genuine emergency calls only.

Repeat Prescriptions

You may not always have to see the doctor for your repeat prescription. If the doctor agrees you may:

1. order in person at reception
2. order by phone (after 10.00am)
3. order by post enclosing a stamped, addressed envelope

Please note it takes 48 hours to process a request.

Telephone Advice

If you need to speak to the nurse for advice, the receptionist will either give you a time to ring back that day or will take your number and the nurse will ring you when she is available.

If you need to speak to the doctor, please ring between 9.00 - 11.00am. A receptionist will either take your number or put you through.

How To Register

Please bring the applicant's signed medical card to reception. All new patients will be offered an appointment to see the doctor. A patient can express a preference to register with a particular doctor by completing the appropriate section on their medical card. However, patients can request an appointment with any of the doctors.

Patients who are staying temporarily in the area or require emergency or immediately necessary treatment can request clinical services. Information on the consultation will be forwarded to the Belfast Health & Social Services Trust.

Area Of Practice

New patients are accepted within a 10-mile radius of the surgery.

Change Of Details

Please inform the receptionists if you have a new address, telephone number or name. It is very important to keep your details up to date.

Specialist Services

Near Patient Testing Clinic

This is a blood monitoring clinic held by Karla Hamill. Certain medications require regular blood tests. You will be referred to this clinic from your doctor.

Child Health Clinic

Thursday 1.00 - 3.00pm

The practice works along with our local health visitors to provide a programme of regular checks on children under five years old.

Children's Immunisation Clinic

Thursday 1.00 - 3.00pm

You should receive an appointment through the post for your child's vaccinations. If you think your child has missed any injections, do let us know. It is important that all children are fully protected.

Anti-coagulation Monitoring

Monday 12.30 - 1.30pm

This clinic provides care of patients on Warfarin medication. It is managed by Liz Redmond.

Ischaemic Heart Disease Clinic

Liz Redmond holds this clinic for patients with coronary heart disease where they can have their blood pressure, cholesterol and medication monitored. Please contact reception for an appointment.

Diabetic Clinic

This is run by the practice nurse Liz Redmond in conjunction with Dr Smyth. It provides education, support, dietary advice and monitoring.

COPD Clinic

This clinic specialises in the care and support of patients with chronic obstructive pulmonary disease. It is run by Dr Chanelle Gilmore.

Asthma Clinic

This clinic is held for all asthmatics and offers support, education, appropriate treatment and check-ups. It is run Dr Chanelle Gilmore.

Smoking Cessation Clinic

This clinic is available to those who wish to quit smoking. An appointment can be made at reception for one-to-one counselling.

Maternity Services

All doctors in the practice provide antenatal and postnatal care.

Family Planning

Contraceptive care is provided by all doctors during surgery hours. Please make an appointment.

Cervical Smear Clinic

All female patients (aged 20-65) are offered screening at three yearly intervals.

Patients Over 65 Years

If you are 65 or over you may request a health check. If you are unable to come to the surgery this can be carried out at your home at the doctor's request.

Patients Not Seen Within Three Years

If you are aged between 16-74 you may request a health check if you have not had one for three years.

Travel Vaccinations

Please make an appointment at least four weeks in advance of your holiday to ensure adequate cover. A charge may be made for certain vaccinations which are not covered by the NHS. Please ask for details at reception.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest 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 can be arranged at the doctor's request.

Private Medical Services

Medical examinations for life assurance, pre-employment medicals, PSV licence etc are a service not covered by the NHS and will attract a fee which has been recommended by the British Medical Association. Please enquire at reception for advice on appointments and charges.

Patient Confidentiality

The practice is registered under the Data Protection Act. Therefore we uphold the ethics of the medical profession that information held and the disclosure of such information should only be made in accordance with the strict code of professional confidentiality. All staff are trained in, and are aware of, the importance of patient confidentiality. No information about yourself will be released without your consent unless it is within the confines of the NHS, or by legal requirement, or it is in public interest.

For the latest information click to: www.ballysillangrouppractice.co.uk

Zero Tolerance

The practice operates a zero tolerance policy. Aggressive behaviour of any type towards other patients, doctors or staff on the premises will result in immediate removal from the practice list. In some cases the police may be informed.

Disabled Access

There is a ramp leading to the surgery. Please phone in advance if help will be required.

Comments And Suggestions

We strive to offer you a high quality health care service. If you have any comments - good or bad - then please let us know by speaking to the practice manager.

Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. We operate an informal in-house complaints procedure, drawn up to respond to patients' grievances. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes we have made. This procedure does not deal with matters of legal liability or compensation. If you use this procedure it will not affect your right to complain to the Health Trust.

Your complaint should be addressed to the practice manager, who will ensure that it is investigated thoroughly and as speedily as possible. Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the person in question.

Freedom Of Information

This booklet has been prepared to comply with the Freedom of Information Act 2000. If the information that you require is not here, please contact the practice and we will try and assist you.

Practice Charter Standards

We aim to provide our patients with the best standard of care within the resources available to us and to deal quickly and efficiently with any problems that may arise. Patients will be treated with respect at all times in a confidential manner. All new patients will receive a practice booklet and copies will be made available in the waiting areas.

Visit our website on: www.ballysillangrouppractice.co.uk

Patients' Rights To General Medical Services

As a patient of this practice you are entitled to:

- Be registered with a GP.
- A clear explanation of any treatment proposed for you.
- Be supported by a relative or friend if you want one.
- Privacy and confidentiality.
- Respect for your religious and cultural beliefs.
- Courtesy from the staff.
- Emergency care at any time through a GP.
- Be offered a health check on joining the practice.
- Be given an appointment the same day if you need to see a GP urgently.
- Be referred to a consultant when your GP thinks it necessary and to be referred for a second opinion if both you and your GP agree that this is desirable.
- Have access to your medical records written after 1st Nov 1991 and to know that those working in the NHS will by law keep their contents confidential.
- Choose whether or not you wish to take part in medical research or medical student training.
- Be given detailed information about local family doctor services through your Health Board's local directory.
- Receive a full and prompt reply to any complaints about the services provided by the practice.
- Expect your medicines to be reviewed regularly if you are receiving repeat prescriptions.

Help Us Help You

As a patient of this practice we expect you to:

- Treat the doctors and practice staff with courtesy.
- Be punctual for appointments.
- Give as much notice as possible if you are unable to keep an appointment.
- Make more than one appointment if more than one person needs to be seen.
- Be prepared to make further appointments if you have numerous or complicated problems.
- To be patient if appointment times are running late as it may be you who needs the extra time on another occasion.
- Only ask for a home visit if you are unable to attend the surgery due to illness.
- Only contact an out-of-hours doctor if your medical complaint cannot wait until the next working day.
- Be prepared to see another doctor if your own is unavailable.
- Be very careful to follow treatment prescribed by your doctor.
- Make constructive comments, suggestions or complaints to the practice manager.

For the latest information click to: www.ballysillangrouppractice.co.uk

Eastern Health & Social Services Board

Details of primary medical services in the area may be obtained from:

The Director of Primary Care

Eastern Health and Social Services Board

12-22 Linenhall Street

Belfast BT2 8BS

Self Treatment Of Illness And Accidents

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

Chickenpox

This is the commonest childhood infection which we cannot prevent by immunisation. It usually follows contact with other children with chickenpox and starts with small red spots that soon become little blisters. More blisters develop for a couple of days. Usually it is quite mild and only needs treatment with calamine lotion to ease the itching and paracetamol to help the fever. Both of these can be bought from the chemist. Once the spots dry off, the child is usually well enough to return to school.

Coughs, Flu, Colds And Sore Throats

These do not usually need antibiotics in adults or children. Children with these symptoms often get swollen glands at the same time. Treatment with paracetamol and other simple remedies is usually enough.

If you or your child seem very unwell, or if the symptoms last more than several days, you should see a doctor.

Fever - Child

A child can have a high temperature for various reasons. Do not wrap the patient in blankets. Keep them as cool as possible with light loose clothing. Give plenty of fluids to drink and tepid sponging will make the patient more comfortable. Liquid paracetamol can be given as directed to children over three months of age.

Nose Bleeds

These are common, particularly in children. If you lean forward and pinch the nose, below the bone, for up to 10 minutes, the bleeding will stop. Occasionally it will restart even after continual pressure, but usually this works.

Sometimes, if they occur a lot, the bleeding point can be treated at the hospital.

Visit our website on: www.ballysillangrouppractice.co.uk

Burns And Scalds

Remove any clothing from the area and apply lots of cold water. Do not burst any blisters. If there is a large area, or if the blisters are broken it may be worth seeing the nurse for a dressing or seek medical help.

Worms

These are very common in children. It is worth checking to see if others in the family are affected. Some healthcare professionals like to treat only the family member affected but many like to treat the whole family just in case. Treatments are available from the chemist.

Head Lice

These are also very common. Shampoos or lotions can be bought from chemists, or again it is possible to get a prescription without seeing the doctor.

Diarrhoea And Vomiting

These are very unpleasant symptoms that often resolve spontaneously. Frequent small amounts of clear fluids are best, and can include flat cola drinks or dehydration powders such as Dioralyte and Rehidrat. You can introduce milky drinks or solids once you are feeling better.

When A Bereavement Occurs

1. If the death happens at home, phone your doctor to come and certify the death. They will then tell you when the death certificate will be available. If the death is sudden, the doctor may not be able to issue the certificate but will instead ask the coroner to be involved.
2. After a death in hospital, a member of staff there will explain to you when to collect the certificate and when the undertakers should arrive.
3. Phone your funeral directors and give them your instructions. Later you can discuss funeral arrangements with them.
4. Go to the registrar of births and deaths (Ardevin) during office hours taking:
 - The death certificate (get extra copies needed for closing bank accounts etc)
 - The NHS card
 - The pension book
 - The birth certificate (if possible)

You will be asked:

- The full name (and maiden name) of the deceased.
- His/her place and date of birth.
- His/her occupation (and the occupation of the widow(er)).
- His/her usual address.
- The name and date of birth of the widow(er).

For the latest information click to: www.ballysillangrouppractice.co.uk

In times of bereavement
and sadness, we are here
to help you as best we can

Melville & Co.
Funeral Directors

315 Ballysillan Road, Belfast BT14 6RD

Tel: 028 9077 9252

Website: www.melville-funerals.com

email: enquiries@melville-funerals.co.uk

To encourage **our patients** to become **your clients**
or customers, advertise your business
now through our practice booklets and website.
Simply call **0800 612 1516** for more information.

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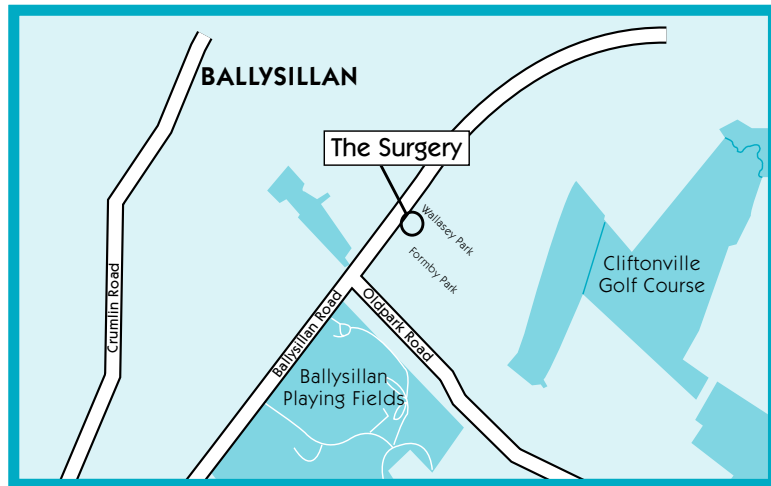
for Drs Rainey, Montgomery, Smyth & Chambers of Belfast

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Our Practice Area



Useful Telephone Numbers

BELDOC (Out of Hours Service)	028 9074 4447
Ambulance/Police/Fire Brigade	999
Social Services	028 9032 1313
DHS Freephone	0800 616757
Whiteabbey Hospital	028 9086 5181
Royal Victoria Hospital	028 9024 0503
Mater Hospital	028 9074 1211
Antrim Hospital	028 9442 4000
Holywell Hospital	028 9446 5211
Musgrave Hospital	028 9066 9501
Belfast City Hospital	028 9032 9241
Family Planning Association	028 9032 5488
Alcoholics Anonymous	028 9068 1084
Gamblers Anonymous	028 9024 9185
Samaritans	028 9066 4422
Aids Helpline	028 9032 6117
Citizens Advice	028 9075 2114
Northern Ireland Hospice	028 9078 1836
Mencap	028 9069 1351
Relate (Marriage Guidance)	028 9032 3454
Registrar of Births and Deaths	028 9084 2535
NSPCC (Child Protection Helpline) Freephone	0800 800500
Rape Crisis Association	028 9032 6803
Sexually Transmitted Disease Clinic	028 9089 4777
Ulster Pregnancy Advisory Service	028 9038 1345