

meadowbridge **S U R G E R Y** **PRACTICE LEAFLET**

Meadowbridge Surgery is a partnership providing NHS Services under an NHS NI General Medical Services Contract.



20 Slaughterford Road
Whitehead
BT38 9TG

Emergency No 02893 60 33 66
Telephone No. 02893 353454/56
Email reception.Z00382@gp.hscni.net
Website www.meadowbridgesurgery.co.uk
Facebook page

On-Line Patient Services – Apply for registration via reception email

The practice team - This practice operates under a partnership agreement and provides services on behalf of the NHS.

GP Partners * (Female)

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
Dr C Kearney, MB BCh BAO MRCGP
Dr B Wright, 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).
*Dr Blythe

GP REGISTRAR: Dr Hunter & Dr Diamond

Accredited GP Training Practice with 4 dedicated GP Trainers.

Queens Medical Student -4th & 5th year(Sept to May)

Practice manager: Mrs Diane Lavery
Office Manager: Miss Holly McCann

Nursing Team

Lead Practice Nurses: Lynn Martin
Nurse Practitioner: Gillian Watson
Health Care Assistant: Julie Weir
Treatment Room Staff: Jane, Catrina, Elaine & Sandra HCA

Patient Services Supervisor: Mrs Karla Fulton
Patient Services Supervisor: Mrs Michelle Burns
Patient Services Supervisor: Mrs Portia McNickle

Patient Services Admin Team:

Kelly, Nicola, Jade, Donna, Cathy, Debra, Julie, Emma, Rosalind, & Sam

General Practice Pharmacist: Mr William Hollinger
Mr Paul Ciunajtis

MDT Staff - Mental Health Mr Ryan Looney / Jenny Johnston
Depression Counsellor: Mrs Kate Middleton

Appointments and accessing practice services

Access triage information slots through patient services or contact reception by telephone from 8:30am to leave triage information if you require clinical input. Once capacity is reached we continue to provide an Urgent Triage service for issues that need attended to on the day.

SURGERY HOURS: Monday - Friday / 8.30 to 17.30

An emergency telephone service operates 12-2pm daily and on Wednesday afternoons from 12.00 to 17.30 to facilitate training, specialist clinics and admin & clinical catch-up. Bank Holiday closure dates are available on our website

OUT OF HOURS: Contact a Doctor by ringing 02825663500 & for an emergency Dental Pain Service please ring 02835 663 510

PATIENT DATA

The Practice Manager and Patient Services Team (PST) are here to help and guide you. All clinical and administrative staff has an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

The PST are trained to take essential triage details sympathetically which then allows the clinical team to make informed decision regarding appropriate appointment allocation in relation to patient queries.

THREATS OF VIOLENCE OR ABUSE OF OUR STAFF

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

How to register at the practice

Patients are welcome to join the surgery if they live within the Practice Boundary – see map. Disabled access is available

The quickest way to register at the practice is to use the practice website where you can access a registration pack or speak to reception. Photographic ID and proof of address will be required. As it can take several months to receive medical records, you will be offered a new patient appointment to assess current health and to complete a medical questionnaire. Please bring a copy of your recent medication list. Unfortunately if you move outside our boundary you will have to relocate to a new GP Practice.

The Practice has a mapped boundary. Please see the following map for details.

GP services are provided to the following areas:



PATIENT RIGHTS

- Convenient and easy access to health services free of charge
- A good quality of care based on best practice
- Not to be discriminated against on grounds of gender, race, religion etc
- To receive drugs and treatment as recommended
- Decisions made in a clear and transparent way
- Treated with dignity and respect

AND RESPONSIBILITIES

- Recognise that you can make a significant contribution to your own and your family's good health and wellbeing and take some personal responsibility for it
- Register with a GP practice as the main point of access to NHS care
- Treat NHS staff and other patients with respect
- Provide accurate information about your health, condition and status
- Keep appointments or cancel in reasonable time so that other patients can benefit from the appointment slot
- Follow the course of treatment which you have agreed with your GP and talk to your doctor if this is difficult
- Give feedback, both positive and negative, about the care you have received. <https://www.nhs.uk/choiceintheNHS/Yourchoices/>

DAILY TELEPHONE TRIAGE

The Triage appointment system allows for the Doctors 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. Remain at home and telephone your request in as this system allows you to be dealt with more promptly. This will avoid a long wait for you in reception.

The Admin Team are asked by the GPs to collect succinct patient clinical information to help them prioritise clinical patient needs. Please indicate medical needs clearly and share any express preference for a particular Practitioner, telephone consultation day/time and we will do our best to facilitate requests. Please be assured that reception staff are bound contractually regarding patient confidentiality like any other member of the team and taking triage information is a part of their role.

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 as the triage will then be recorded as a 'Did Not Respond' telephone consultation.

EMERGENCY ONLY APPOINTMENTS

Once daily capacity has been reached which is decided by the Doctor the triage service then only accepts clinical information for patients who have a genuine clinical emergency.

ARE YOU USING THE RIGHT SERVICE?

Go to our website for useful self-help advice sheets and for information on the minor ailments scheme available at your local chemist.

SELF-CARE  What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY  Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care
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SERVICES WE PROVIDE

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services including Implanon implants.
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations
- **Minor Injuries** – Your GP will advise on minor injury treatment.

- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Well-Being Reviews** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice and new patients. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby clinics, post-natal, smoking cessation advice and, counselling sessions.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

TREATMENT ROOM

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

REPEAT PRESCRIPTIONS

Prescriptions can be ordered through Patient Facing Online Services 24/7, or Script Order forms can be placed in Practice post box at our front door or in drop boxes in local chemists up to a week in advance. Scripts will be available for collection at a local nominated Chemist within 72 hours. Hospital Letter medication requests will be available within 48 hours.

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.

HOME VISITS

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please contact reception logging a call before 10.30am. A clinician will then telephone you to discuss your request. Home visits are usually carried out between 12.30 pm & 1.30 pm. 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.

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. 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.

DALRIADA URGENT CARE – OUT OF HOURS (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.

DISABLED ACCESS ARRANGEMENTS

Our surgery is fully accessible to wheelchair users.

There is also disabled toilet facility.

Hearing Air Loop system available at reception

MINOR INJURIES SERVICE

A Minor Injuries service is available at the Health Centre which covers the following 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	Scabies
Verruca	Mouth ulcers	Haemorrhoids
Ear wax	Oral thrush	Acne vulgaris
Diarrhoea	Threadworms	Vaginal thrush
Headlice		

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

The practice is a teaching practice and occasionally GP trainees or Queens 4th & 5th year medical students may, as part of their training, be required to sit in with a GP trainer or directly consultations with patients themselves.

Patients will always be asked to consent prior to the consultation. If they do not consent, the trainee GP will not sit in on the consultation.

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 NON NHS REQUESTS

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 patients will not be able to be given a time line or completion date for private work. . This work is however shared amongst the GP partners and will be completed at the earliest opportunity and in order of receipt unless urgently requested (at the discrepancy of the GP) or by court order.

CARERS

If you are a nominated Carer for a patient you are asked to complete a Carers form available at reception or on our website and you will be provided with a carer's pack and information about Carers N.I. a local support organisation. You will be offered an annual review with our nursing team to support and monitor your own health needs. A consent form is available if the person you care for would like you to be able to contact reception for results etc. Ask at reception or access the forms on our website.

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. A 3rd party patient consent form is available if you want to complain on behalf of a patient.

Where possible, complaints will be resolved at Practice level with outcomes of all complaints anonymously shared at Practice Based Learning. A anonymised copy of complaints are also sent to:

Mr Michael Cruikshanks, Complaints Manager at HSCB Complaints Office, 12-22 Linenhall Street, Belfast, BT2 8BS / Tel 02895 363266.

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.

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.

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. Violent patients may be removed from the practice list with immediate effect.

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 GDPR 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>

For further practice information and updates visit our website at: www.meadowbridgesurgery.co.uk

Patients are also kept informed via Facebook social media groups/pages:

Meadowbridge Surgery,
Whitehead Today
Ballycarry Community
Islandmagee Community
Practice Website

Document Reviewed 28/01/2026 by Diane Lavery.