**Practice Booklet**

**Falls Road Surgery**

**463 Falls Road**

**Belfast**

**BT12 6DD**

**Telephone 02890243593**

**Website: www.fallsroadsurgery.co.uk**

**All evenings, weekends and bank Holidays contact Out of Hours**

**Practice Team**

**General Practitioner** Dr Brendan Colgan MB BCh BAO DCH DMH DRCOG MRCGP

**Practice Nurse** Bridgeen Rea

Laura Forde

**Practice Manager** Susie Colgan

**Reception Manager** Ciara Copeland

**Receptionists** Joanne Curran

Debra Murphy

Eimear Harrison

**Practice Based Pharmacist** Carleen Deeney

**Practice Counsellor** David Healy

**Primary Care Team attached staff** Health Visitors, District Nurses, Mental Health Practitioner, Practice based Physiotherapists, Social Worker and Social Worker Assistant

**Surgery Opening Times**

**Monday**  8:30am – 5:00pm

**Tuesday** 8:30am – 5:00pm

**Wednesday** 8:30am – 5:00pm

**Thursday** 8:30am – 1:30pm

**Friday**  8:30am – 5:00pm

**The Surgery is closed for lunch each day between**: 1:30pm – 2:30pm

**Core Services:**

* General management of medical conditions
* Health promotion advice
* Emergency care if appropriate
* Referral for other services if appropriate
* Urgent required care for temporary residents

**Additional Services:**

* Cervical screening
* Contraceptive services
* Vaccinations and immunisations
* Child health surveillance
* Maternity services
* Minor surgery procedures
* Diabetes Clinic
* Non NHS Services eg. HGV Medicals, Insurance Reports etc. (see website for more details). Please be advised there will be a charge on all non NHS services.

**Enhanced Services:**

* Anticoagulation service & Amber Drugs monitoring
* Asthma Clinic
* COPD Clinic
* Minor injuries
* Practice based Pharmacist
* Counsellor for mild to moderate depression
* Practice based Physiotherapist
* Practice based Social Worker – see information on page 3
* Practice based Mental Health Practitioner – see information on page 3
* Advanced Care Planning for Nursing Homes – see information on page 3
* Complex Co-Morbidities Register
* Pertussis vaccine for pregnant patients

**Access to our Multi-Disciplinary Team within the practice – You can book these services directly without seeing your GP**

**Mental Health Practitioner:**

* Provide an initial assessment
* Advise on management of your mental health
* Offer short term treatment
* Direct you to appropriate services
* Refer you to specialist mental health services

**Social Worker - support with:**

* Isolation or loneliness
* Carer Support
* Relationship difficulties
* Housing difficulties
* Stress
* Bereavement
* Financial Difficulties
* Traumatic life events
* Alcohol and drug issues

**Physiotherapist:**

* Diagnose your condition
* Offer you advice and exercise to manage your condition
* Order tests
* Prescribe medication
* Request x-rays
* Refer you to another service if required
* Direct you to community based activities

**Registering**

You can register with us if you live within 10 miles of the practice. The practice list is open, and to register, please fill in a New Patient Registration Form which can be downloaded from our website or can be collected at reception.

**Routine Appointments**

The practice operates a strict appointment system during normal surgery hours. You can book an appointment by telephone. Routine appointments can be booked by telephone between **08:30 – 9:00am on the following days only:**

**Wednesday 08:30 - 9:00am** To book appointments on Thursday and Friday of that week

**Friday 08:30 – 9:00am** To book appointments on Monday, Tuesday and Wednesday of the following week.

Please remember, appointments are maximum of 10 minutes long, and it is unrealistic to manage multiple problems in one appointment. If you have multiple issues to discuss, you may need to book a further appointment. Please note that if you arrive more than 5 minutes late for an appointment, you will be asked to re-book for another day.

**Urgent Appointments**

If you feel your problem is urgent, and you need to be seen on the same day, please let the receptionist know when you call. The receptionist will ask you some brief details about the complaint as sometimes the doctor may decide your problem can be dealt with by telephone advice. Emergency appointments are dealt with each morning, so please phone before 10:00am.

**Home Visits**

Home visits are reserved only for the very elderly, frail and housebound patients, and are based on clinical need at the discretion of the doctor.

Please do not ask the doctor to make a home visit if you are well enough to come to the surgery.

The receptionist will ask a few details to allow the doctor to assess the urgency of your call. Only the doctor can judge if a home visit is necessary.

Please remember that several patients can be seen at the surgery in the time it takes to make a home visit.

**Appointments for Patient over the age of 75**

We have appointments available for patients over the age of 75 and we would encourage these patients to contact the surgery to arrange an appointment with the GP particularly if they have not been seen for over 3 years.

**Disabled Access Arrangements**

Please contact the surgery prior to arriving and we will advise you on our access arrangements.

**Cancellations**

If you cannot attend your appointment, please inform us as soon as possible so we can offer it to another patient.

**Telephone Advice**

If you wish to speak to the doctor or nurse, the receptionist will take your telephone number and a brief description. The doctor will then phone you back at their earliest convenience. GP telephone requests can now only be made between 8:30am and 10:00am. Phone calls after 11am are reserved for medical emergencies.

**Out of Hours calls**

There is always a doctor on call for out of hours emergencies through Beldoc – 028 90744447 from 6pm – 8:00am Monday – Friday, weekends and during Public Holidays.

**Repeat prescriptions**

Repeat prescriptions may be issued for regular medication as arranged by your doctor. Requests can be made in person at the reception desk or by telephoning our main line 028 90243593 on the following two days:

**Monday between 10:00am and 12:00pm to collect prescription on Wednesday**

**Friday between 10:00am and 12:00pm to collect prescription on Monday**

You may also register for online services at reception and you can then reorder your repeat prescription medication as approved by the doctor.

We require **48 working hours** to process your request for repeat medication whether ordered by telephone, online or in person.

Please ensure you order your repeat prescription well in advance of running out of your medication to ensure continuity of treatment.

**Repeat prescriptions will be ready 48 hours after they are ordered.**

**Please Remember:**

* Keep any medicines in a secure, locked place out of the reach of small children.
* Always read the instructions and use of recommended dose.
* Watch expiry dates – Do not keep or use medicines past their sell by date.
* Take all unwanted and out-of-date medicines back to the pharmacy.

**Test Results**

Results of investigations e.g. blood tests, x-rays etc. are available by telephone 028 90243593 between 12:00pm and 1:00pm each day when the results will have been reported on by the doctor.

Information will not be given to another person unless we have your prior permission.

**Private Medical Services**

Medical examinations for life assurance, pre-employment medical, HGV licence and completion of private medical forms are undertaken by arrangement with the doctor who will usually see you at the surgery. These and certain other services are not covered by the NHS and will attract a fee which has been recommended by the British Medical Association. Please contact reception for an appointment if it is required and advice regarding the fee. This work can take up to 6 weeks to complete as clinical work takes preference.

**Zero Tolerance**

The practice considers aggressive behaviour to be the use of any personal, abusive or threatening comments, bad language, physical contact and aggressive gestures. In keeping with the rest of the NHS we operate a “Zero Tolerance Policy” with respect to the protection of all our staff. This means that no aggressive behaviour towards doctors or staff will be tolerated whether verbal or physical. If a patient continues to behave in an inappropriate manner, the practice will make an application to BSO to have them removed from our list, giving reasons for this request. Acts of violence or threat of violence will result in **immediate** removal.

**Change of Personal Details**

It is important to let us know of any change to your name, address or telephone number, in order that your records are kept up to date. If you leave the area, it may be necessary to register with another doctor.

**Diversity and Equality**

Falls Road Surgery welcomes patients from all diverse groups.

**Patients’ Rights and Responsibilities**

Patients have the **right** to:

* Be registered with a General Practitioner.
* Change doctor if desired.
* Be offered a health check on joining the practice.
* Receive emergency care at any time from the practice.
* Receive appropriate drugs and medicines.
* Be referred for specialist or a second opinion if they and the GP agree.
* To view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.
* Receive a copy of the practice booklet, setting out the services provided.
* Receive a full and prompt reply to any complaints about the services provided by the practice.

Patients also have a **responsibility** to:

* Be courteous to the staff at all times – remember they are working under doctors’ orders.
* Respond in a positive way to questions asked by the reception staff.
* Attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
* An appointment is for one person only – where another member of the family needs to be seen or discussed, another appointment should be made.
* Be prepared to make further appointments if you have numerous or complicated problems.
* 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.
* Be patient if appointment times are running late – please remember it may be you who needs extra time on another occasion.
* Patients are asked to give 48 hours’ notice for repeat prescriptions to allow us to process your request correctly.
* Out-of-hours calls (e.g. evenings, nights and weekends) should only be requested if they are emergencies.
* Plan ahead when ordering repeat prescriptions and order well in advance as you do not want to have a break in your repeat medication.
* Carefully follow the treatment prescribed by your doctor.
* Turn your mobile telephone off before having your consultation with the doctor or nurse.
* If you wish to make constructive comments, suggestions or criticisms, please ask to speak to Susie Colgan, our Practice Manager.

**How to make a complaint**

We are always pleased to receive patients’ compliments and suggestions for improving our services and we make every effort to give the best service possible to everyone who attends our practice. We hope you will never have cause for a serious complaint but if you do, we have a **Complaints Procedure** to try and resolve your problem quickly. The practice will strive to deal with complaints in a methodical and efficient manner.

Please forward all written complaints or suggestions to Mrs Susie Colgan.

You can download a copy of the full **Complaints Procedure** on our website, or obtain one from reception. This document lays out the steps involved in making a formal complaint. If you could like to discuss any of the above please make an appointment to see the Practice Manager.

**Complaining SPPG**

We would hope that, if you have a problem, you will use our Practice Complaints Procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our Practice. If you feel you cannot raise your complaint with us or you are dissatisfied with the result of your investigation then you should contact the SPPG Complaints Officer.

Email: [complaints.sppg@hscni.net](mailto:complaints.sppg@hscni.net)

Telephone 028 9536 3893