



Dr Ruddell & Partners

www.drruddellandpartners.co.uk

Summer Newsletter

June 2019

Repeat Prescription Orders 24 hours a day 7 days a week 52 weeks a year

On the Repeat Prescribing Line
(028 9260 4341)

Please allow 2 working days after ordering for repeat prescriptions

Online via the Practice website
www.drruddellandpartners.co.uk
Contact our Reception to register for our online repeat prescribing request and appointment booking services.

Updating Your Personal Contact Details

Don't forget to let us know if you move house or change your telephone number. This is particularly important if your number is ex-directory or a mobile. We will need proof of your new address to update your details.

Voluntary Counselling Services

Aware Defeat Depression

Group meets Thurs pm Bridge Community Centre, Lisburn
info@aware-ni.com

Lifeline 080 8808 8000

Colin Counselling 028 9260 4347

Atlas Centre 028 9260 5806

For young people:

Contact NI 028 9074 4499

Useful phone numbers

Age NI	028 9024 5729
CRUSE	028 9079 2419
Lisburn Travel Clinic	028 9250 1281
Parents Advice Centre	080 8801 0722
Relate	028 9032 3454
Women's Aid	028 9066 6049

Practice Closures

The Practice will be closed on the following Public Holidays over the summer:

- ❖ Friday 12 July 2019
- ❖ Monday 26 August 2019

Please order your repeat prescription and have it dispensed by your pharmacist in good time to ensure you do not run out of your medicines when the surgery and pharmacy are closed.

If you have an urgent medical problem during the days that we are closed, you should contact the local Out of Hours organisation, LaganDoc (028 9260 2204).

Please remember a doctor is only available for emergencies on a Wednesday afternoon.

Surgery appointments

All routine appointments are for 10 minutes only. Please keep this in mind to help smooth running of the clinic. You may be asked to make a further appointment if you have more than one problem to discuss.

Appointments are available from 8.30 am.

There are a number of **emergency appointments** available every day. These are for **5 minutes only**. The receptionist will ask the nature of the problem as this will help the doctor to prioritise the sickest patients first.

To avoid queuing to say you are here for your appointment, why not make use of the Self Check-In located at Reception. This is a quick and easy way to let us know you have arrived.

Patients who do not attend their booked appointment prevent other patients from being able to see a doctor. Please let us know as soon as possible if you are unable to keep your appointment.

Please switch off your mobile when consulting with your doctor or nurse.

Lost prescriptions and early release of medication

From time to time prescriptions will become lost and there may be genuine reasons for this. However in order to minimise the potential for abuse of certain drugs and to minimise these occurrences, our Practice policy will be applied if a prescription appears to be 'lost'. Further information is available on our Practice website or from Reception. Early requests of medication will be dealt with in the same way as a lost prescription.



Emergencies

Lagandoc Out of Hours (6.00pm to 8.00 / 8.30am) tel. 028 9260 2204.

In the event of a serious problem, such as chest pain or collapse, call 999 immediately.

Asthma Check-Up

If you have asthma, you may have symptoms that could be reduced with changes to your medication. If you use an inhaler regularly, it is important to have an annual check-up.

Children taking asthmatic medicines must be assessed annually as their inhalers may need to change as they grow.

Please book an appointment with our Practice Nurse and remember to bring your inhalers with you to your appointment.

Asthma information is also available from Asthma UK Advice line on 08457 010203 or at www.asthma.org.uk

Sexual Health

Did you know that you can have a sexual health check without the need for an intimate examination? Book an appointment with any GP or the Practice Nurse for a sexual health check.

Self-referral to Musculoskeletal Physiotherapy

There is a self-referral system to physiotherapy for over 16 year olds. You can complete a self-referral form online at

<http://www.setrust.hscni.net/service/s/physioform.htm>

Carers Register

If you are the carer of a friend or relative and would like to know more about practical support available in this area, please ask at Reception.

Hospital Test Results

Please contact your consultant's secretary regarding outstanding results of tests performed at the hospital.

Home Visits

Home visits are for housebound patients only and must be received by the Practice before 12.00pm. A doctor will decide if a home visit is the most effective way of dealing with your request and will ring you back to discuss whether a visit is required.



It is important that you give a phone number that the doctor can reach you on.

Travel Vaccinations

Travel Clinic in the Health Centre on 028 9050 1281.

All appointments are booked by phone. There is an answering service if the phone is unattended and the messages are picked up every day. Please leave a daytime contact number and expect a return call from a 'withheld' number.

You should have your vaccinations well in advance of travel, so please contact them as soon as your trip is booked.

Pregnancy

Women should have a vaccine from 16 weeks of pregnancy to protect their baby from whooping cough (also known as pertussis). This is best given between weeks 16 and 32 of pregnancy but it can still help your baby to receive the vaccination after this period. Please contact the surgery to book an appointment with the Practice Nurse if this applies to you. Further information is available at www.nhs.uk/conditions/whooping-cough

Don't forget all women planning to become pregnant, as well as those in early pregnancy, should take folic acid. An over the counter preparation with folic acid and vitamin D is recommended.

Contraception services

Contraceptive implants are fitted in the Practice by Dr Warke and Dr Hamilton. Contraceptive coils are fitted by Dr Hamilton. Please speak to the relevant doctor if you wish to have an implant or coil fitted.

Training

We are a training practice for medical students from Queen's University. Medical students frequently consult alongside the doctors. Please make the doctor aware if you do not wish to have a medical student in the consultation.

There are occasions when we are closed for staff and doctor training. This is organised by the GP Federation. We will keep patients informed of forthcoming dates through notices in the Practice and on our website.

Falls Intervention

A Falls Intervention Service is available at Lagan Valley Hospital. Patients aged 65 years or over who have had a recent fall or have a fear of falling can self-refer to the service. A Falls Assessor will arrange to come to your home and assess your risk factors for falling, provide advice and may offer to refer you to other services if needed. Tel 028 9263 3705.

Flu Vaccinations

Flu can be a very serious illness and the vaccine is highly recommended for patients who are:

- aged 65 years and over
- pregnant women
- pre-school children aged 2 years or more
- primary school children (vaccinated at school)
- aged 6 months or over with heart, lung, kidney, liver, neurological disease, diabetes, impaired immunity
- in receipt of a carer's allowance or the main carer, or the carer of an elderly or disabled person

Invite letters for flu vaccination are sent to eligible patients at the beginning of the winter flu season. Primary school children are vaccinated at school.

Diary date - Saturday 19 October 2019 for flu vaccine clinic.

Dental Problems

If you have a dental problem, please contact your dentist.

A relief of dental pain service is available to anyone who requires emergency dental care. Wing F Outpatient Department Belfast City Hospital. Monday to Friday 7.00pm to 9.15pm Saturday, Sunday and Bank Holidays 10.00am to 12.15pm and 7.00pm to 9.15pm. Telephone 028 9063 8486.

Dementia Support

If you or a relative have already been diagnosed with dementia, advice and support is available from the Dementia Navigator Service. The Dementia Navigator for the Lisburn area can be contacted on 028 9250 1325.

Treatment Room

To book an appointment for the Treatment Room, please ring 028 9250 1337 - 12.30-12.45pm and 5.30-5.45pm except Wednesday 12.30-12.45pm only. Alternatively, ask Reception to forward your telephone number for Treatment Room nursing staff to call you back.

All patients are required to make an appointment to have blood tests taken. Blood tests must be requested by a GP before an appointment can be booked by our Reception team.

Samples for testing requested by a GP can be left in the yellow box at the Treatment Room on Level 3. They must be clearly labelled with your details. Please do not leave any specimens without first speaking to a doctor.

Please note that for ear syringing you need to make an appointment with your doctor first.

For test results, please avoid calling the surgery between 8.30am and 9.30 am. Test results are not given out on a Wednesday afternoon. Any queries regarding your results should be discussed with the doctor or nurse who requested them.

Did you know you can get some treatments free of charge from your local pharmacist?

A number of medicines can be obtained free of charge at your local pharmacy under the Minor Ailments Service. This includes treatments for vaginal thrush, cold sores, athlete's foot, threadworms, head lice, diarrhoea and removal of ear wax. Just ask your pharmacist for advice about these symptoms to use this service.

A free smoking cessation service with nicotine replacement therapy and support is provided by the local pharmacies.

Health Visitor

Contact details for our Health Visitors: Tel: 028 9266 5181
Victoria Simpson/Audrey Dillon xt 84329
Hazel Alexander Law xt 84306

Private fees & letters

Please be aware there is a charge for non-general medical services such as private medicals, letters, passports.

Requests for private letters should be put in writing or you can complete a special form available at Reception.

HGV/PSV medicals require advance notice and a double appointment with a GP. It is good practice to have the section about vision completed by your optician.