

DRS RUDELL, CAMPBELL, WARKE, HAMILTON, STEELE AND McKEE

PATIENT INFORMATION LEAFLET



Lisburn Health Centre, Linenhall Street, Lisburn, BT28 1LU

Tel: 028 9260 3090 Fax: 028 9250 1310

Email: Reception.Z00229@gp.hscni.net

Website: www.drruddellandpartners.co.uk

GP Partners

Dr Michael A Ruddell

MB BCh BAO (QUB 1985), MRCGP, DRCOG, DCH, FP Cert, MSc

Dr Nigel S Campbell

MB BCh BAO (QUB 1988), MRCGP, DRCOG, DCH, Dip Occ Med, Dip Diabetes

Dr Alison E Warke

MB BCh BAO (QUB 1995), MRCGP, DCH, DFSRH, Dip Practical Dermatology

Dr S Leanne Hamilton

MB BCh BAO (QUB 2005), MRCGP, DMH, DFSRH, Cert Essential Palliative Care, Dip Practical Dermatology

Dr Rosie A Steele

MB BCh BAO (QUB 2008), MRCGP, DMH, DRCOG, Cert Essential Palliative Care

Dr Philip G McKee

MB BCh BAO (QUB 2010), MRCGP, PG Dip Diabetes, Cert Essential Palliative Care

The doctors work together as a non-limited partnership.

Practice Nurse

Mrs Janine Graham

Nurse Graham provides clinics for long-term health conditions such as diabetes, asthma, chronic obstructive airway disease, hypertension, chronic kidney disease and ischaemic heart disease and carries out cervical smear procedures.

Practice Pharmacist

Mrs Karen Moran

M Pharm (2005), Independent Prescribing (2022)

Mr Christopher Patrick

M Pharm (2011), Independent Prescribing (2018), DIP-PG PD Advanced Clinical Pharmacy Practice (2018)

Our Practice Pharmacists are employed by the GP Federations. They work part-time in the Practice. They help manage warfarin checks, medication queries, medication reviews and reviews of conditions such as hypertension and diabetes.

Description of Medical Qualifications

MB	Bachelor of Medicine
BAO	Bachelor of Art of Obstetrics
BCh/ChB	Bachelor of Surgery
BSc Health Studies	Bachelor of Science in Health Studies
DCH	Diploma in Child Health
DFFP/FP Cert	Diploma in Family Planning
DFSRH	Diploma of Faculty of Sexual & Reproductive Healthcare
Dip CHD	Diploma in Chronic Heart Disease
Dip Diabetes	Diploma in Diabetes
Dip HE	Diploma in Long Term Conditions
Dip Health Studies	Diploma in Health Studies
Dip Occ Med	Diploma in Occupational Medicine
DMH	Diploma in Mental Health
DRCOG	Diploma of the Royal College of Obstetricians & Gynaecologists
IP	Independent Prescriber
MPharm	Master of Pharmacy
MRCGP	Member of the Royal College of General Practitioners
MSc	Master of Science
NISP	Nurse Independent and Supplementary Prescriber
RN	Registered Nurse

Practice Staff

The Practice employs a range of non-clinical staff. We have eight receptionists, some of whom are part-time. They are available to answer patients' enquiries and book appointments. They manage requests for repeat prescriptions and will communicate results of tests where appropriate. The Reception team is led by Mrs Alexandra Shields, Team Leader.

Mrs Irena Nestorowytch-Irwin, our Business Manager, is involved in all of the business and management aspects of the Practice. She supports the GPs and other medical professionals with delivering essential services and also helps to develop additional services for our patients.

Other Staff

There are a range of health professionals employed by the South Eastern Health & Social Trust attached to the Practice, including district nurses, health visitors, community midwives and Treatment Room nurses. For further information, please refer to our website.

Specialty Training Doctors/Medical Students

We are an approved training practice for medical students and qualified doctors to gain experience in general practice.

You will always be asked whether you are happy for a medical student to sit in during your consultation. For training purposes, some consultations will be recorded by video camera. This will only be done with the full understanding and written consent of the patient involved.

Practice Opening Times

Monday – Friday 8.30am – 6.00pm

On Wednesday afternoons the Practice operates an emergency service and our normal telephone line is closed 1.00pm-6.00pm. Reception is still open for collection of urgent prescriptions.

Practice Closures

Due to significant staff shortages we will be closed until further notice as follows:

- The telephone line in Reception will be closed between 1.00pm and 2.00pm on Monday, Tuesday and Friday. The telephone line to Reception will reopen at 2.00pm.

If you have an urgent medical problem during these times, please phone 07933711822. Thank you for your patience and understanding.

Closures for bank holidays and staff training

For information on bank holiday closures and occasions when the Practice is closed for staff and doctor training, please visit our Practice website.

Emergency medical cover will be provided during these Practice closures by the local Out of Hours organisation LaganDoc (028 9260 2204).

Appointments

Monday to Friday 8.30am – 11.00 am and 2.30pm – 5.30pm (no surgeries Wednesday afternoons)

Please note not all GPs are available on all days.

Making an Appointment

To make an appointment by telephone you should call the main reception number (028 9260 3090) between 8.30am and 6.00pm.

We provide a daily telephone triage service with routine calls logged from 8.30am with a limited number of available slots each day. Urgent calls will be allocated to the doctor on call that day and not a specific GP.

On-line appointments can be booked through our Practice website. You will receive unique personalised access codes on request from Reception.

We are constantly updating and streamlining our systems in response to a rapidly evolving situation. We can forward sick lines to your mobile phones.

The GPs have directed Reception staff to ask all patients for an overview of their medical problem to help determine the best course of action to help them. This may be a telephone call from our Practice Pharmacist or Practice Nurse.

Interpreter Services

Interpreter services are available for patients whose first language is not English and for patients who have a hearing impairment. Requests for these services should be made through Reception at the time of booking your appointment.

Out of Hours

Lagandoc, the local Out of Hours organisation, looks after the urgent needs of patients from 6.00pm to 8.30am weekdays, and throughout weekends and

bank holidays. To access this service, please telephone 028 9260 2204. If you ring the Practice when we are closed, this number is provided as a recorded message.

Home Visits

Home visits are for housebound patients only and must be received by the practice before 12.00pm. Please provide a telephone number that the doctor can contact you on and the reason for the visit. A GP may phone prior to the visit to obtain more details.

Prescriptions

Repeat Prescription Ordering

Patients who receive items on a repeat prescription **MUST** order them directly from us and not from their chemist, except in exceptional circumstance.

All repeat prescriptions will automatically go to your nominated chemist. For any urgent on-the-day prescriptions the GP may organise collection at the surgery.

You are able to order your repeat prescriptions via our 24 hour repeat prescribing line (028 9260 4341) or online via Patient Access to which you will need special codes - please speak to a member of our Reception team for details.

Repeat prescriptions will be ready from your allocated chemist 3 clear working days from when you order.

Online Repeat Prescription Ordering System

For security reasons, every patient ordering repeat prescriptions online are asked to sign for and collect their login and password details from the Practice. This is a one-off arrangement and once signed up to the new system, it should be straightforward for you to order your repeat prescriptions online. If you wish to use the online repeat prescription ordering service, please contact Reception.

If you change your mind or wish to change the chemist you use at a later date, please contact Reception.

If you are experiencing problems accessing Patient Access, please contact the Practice for new access codes.

Faxing Prescriptions

The Practice adheres to Department of Health prescribing guidance in relation to faxing prescriptions which confirms it is only in exceptional circumstances that faxing a prescription is permissible.

Lost and Early Prescription Policy

Lost Prescriptions

The Practice has been directed by the Department of Health to reduce our prescribing of Controlled and pain relief 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, the Practice will apply the following procedure if a prescription appears to be 'lost':

1. The patient will be asked to complete a **Lost Prescription Statement**, giving details of the prescription/medication lost. Copies of the Lost Prescription Statement are available at Reception.
2. Someone requesting a replacement for a lost prescription **must speak to a doctor directly.**
3. **Only the doctor will initiate a replacement prescription and only if this is deemed appropriate.**
4. The occurrence of a lost prescription and the circumstances will be recorded in the patient's computer record by the doctor issuing the replacement prescription.
5. The trigger point for taking further action in an individual case is 2 lost prescriptions within any six month period.
6. In cases where there has been 2 lost prescriptions within a six month period, the patient will be invited to attend the surgery to see a doctor. Consideration at this stage will then be given to commencing weekly dispensing for this patient.
7. For individuals who, after warnings and weekly dispensing orders etc, continue to report lost scripts/medications etc, consideration will be given to removal from the Practice list.

Early Prescription Requests

Early requests of prescriptions will be dealt with as a lost prescription. Such requests must be accompanied by clear evidence of travel arrangements when additional medication will be required. This could include flight or travel documentation and must be printed for review by a GP.

Monitoring

The Practice Pharmacist will be responsible for monitoring of lost prescriptions and the findings will be reported at monthly Practice meetings.

We thank you for your understanding in this matter.

Change of Contact Details

Please let us know if you change your name, address or telephone/mobile phone number. We will need proof of your new address/name change to update your details.

You must also inform the hospital directly if you change your address and are awaiting any hospital appointments.

New Patients

New patients who live within the Practice boundaries are welcome. This covers an area within a 5.5 mile radius of the Practice (see map on page 12).

To register with the Practice you must complete registration forms, either HS200 or HSCR1 depending on who your last GP was - these forms are available at the surgery. **ALL** new patients are required to produce **photographic ID** eg. passport, driving licence (both parts) and **proof of address** (bank statement or utility bill from within the last 3 months). All new registrations need approval by the Business Services Organisation which takes 2 weeks or more depending on different circumstances.

New patients are required to attend for a new patient health check. You will receive a letter inviting you to make an appointment when your registration has been approved.

Where patients are requesting to join the Practice list, the Practice does not discriminate on the grounds of race, gender, social class, religion, sexual orientation, appearance, disability or medical condition.

Please note that if you move out of the Practice area you will need to register at a practice closer to your new address.

Temporary Residents

Temporary patients are those normally residing outside the Practice boundary (5.5 miles) who will be residing within our boundary only from 24 hours to a maximum period up to 3 months. Temporary patients are only seen for a condition that arises during a person's stay that cannot reasonably be delayed until they return home. Temporary patients are required to complete an NRP1 form and supply photographic ID. We will forward any relevant information about your visit to your usual GP.

There is no charge for people normally registered within the UK, EU or in certain other countries. For people normally resident in countries outside these limits, there will be a fee and receipts will be issued.

Tests and Results

If you are requesting results of tests, please avoid calling the surgery between 8.30am and 9.30am.

Please advise the receptionist which test you are enquiring about and the name of the doctor or nurse who requested them. If authorised by a doctor, the Reception staff will be able to give you your results, or pass a message to you from the doctor. If the doctor needs to arrange further follow-up from a test result, the Reception staff may contact you by telephone to arrange an appointment or a convenient time for the doctor to speak to you.

Test results are not given out on a Wednesday afternoon when the surgery is closed.

If you have queries about hospital appointments, waiting times, or hospital arranged tests, please contact the hospital directly.

Sickness Certificates

For employed individuals the first week of any illness requires completion of a self-certification form (available at Reception or our Practice website).

If you are ill for more than 7 days you will require a Statement of Fitness for Work Certificate from a doctor.

Private Fees and Special Medical Examinations

A fee will be charged for private medical certificates and certain examinations (e.g. insurance claims, employment purposes, driving licenses, passport applications, holiday cancellation forms). For a comprehensive list of charges, please ask at the Reception desk.

Please mention when booking an appointment if you require a medical examination for insurance purposes, driving licenses, employment etc, as these require a longer appointment.

Treatment Room

Nursing services are provided in Treatment Room 3 on Level 3. For specific opening times and access arrangements, please contact Reception.

Clinical Services provided by the Practice

Anticoagulation Monitoring

Asthma & Spirometry Clinics

Baby Immunisations

Cervical Smear Clinics

Contraceptive Implant fitting

Contraceptive coil (IUCD) service

Chronic Obstructive Airway Disease Clinics

Coronary Heart Disease Clinics

Counselling

Diabetic Clinics

Family Planning

Hypertension Clinics

Medication Reviews

Minor Surgical Treatments including joint injections

Private Medical Examinations

Sexual Health Screening

Vaccinations – flu, pneumococcal and shingles for eligible patients; pertussis/whooping cough for pregnant women

Chaperone

The Practice has a chaperone policy which is regularly updated. If you would like further information, please visit our website or contact the Practice Business Manager.

Carers

The Practice is interested in identifying carers – that is those who are in receipt of carers allowance or are the main carer for an elderly or disabled person. For more details and a Carers Information Booklet, please contact Reception.

General Medical Services

The Department of Health contracts us to provide services to our patients. The basic service we must provide is detailed in the General Medical Services Contract (NI) agreed in April 2004. If you have any queries about the services under this contract, please ask to speak to the Business Manager at the Practice, or contact the GP Unit at:

12-22 Linenhall Street
Belfast
BT2 8BS
Tel: 028 9032 1313

We provide all the essential services and many of the additional services detailed in the contract. We work within the Quality and Outcomes Framework, which directs us towards evidence based treatment and high standards of care and management. Where possible, we also try to provide additional services for our patients and to respond to public health requests to provide one-off services when required. Where we are unable to provide additional services, it is the responsibility of the Health & Social Care Board to ensure adequate service provision for our patients.

Car Parking and Disabled Access

A limited number of disabled car parking spaces are available on the Health Centre site and the building has been adapted to accommodate disabled patients.

Confidentiality & Medical Records / Freedom of Information

The Practice complies with the General Data Protection Regulations (GDPR) 2018, the Freedom of Information Act 2000 and Access to Medical Record legislation.

Details of data sharing and your right to opt out can be found on our website or in our 'Your Medical Records' booklet in the Practice

Our Privacy Notice explains why our Practice collects information about you, how we keep it safe and confidential and how that information may be used. A copy of our Privacy notice is available on request or can also be found on our Practice website.

A copy of our Freedom of Information public scheme is also available on our website.

Child Protection

The Practice has a child protection policy which is regularly updated. There is also a designated Child Protection Officer. If you have any concerns regarding a child's safety and welfare, please contact one of the doctors for further assistance.

Patient Rights and Responsibilities

Our aim is to provide a high standard of service to all our patients. You can help us to achieve this by:

- Ensuring that any appointments that you are unable to attend are cancelled as soon as possible.
- Making one appointment per person.
- Arriving on time for your appointment or letting us know if you are going to be late. While we make every effort to accommodate you if you are late, you may have to wait, have a shortened appointment or be asked to reschedule your appointment.
- Attending for monitoring, review or tests when the doctor has advised that this is necessary
- Behaving with courtesy and consideration for others when you are in the Practice
- Ensuring children are supervised at all times

Like most surgeries, we can run late at times so please bear with us in these circumstances.

Violent and Abusive Behaviour

The Practice is committed to ensuring that our staff treat our patients with dignity and courtesy at all times. We expect our patients to treat our doctors, all Practice staff and other patients in the same manner.

We support the NHS zero tolerance policy with regards to violent, threatening and abusive behaviour and the Practice has the right to remove violent patients from the list with immediate effect in order to safeguard Practice staff, patients and others.

The definition of violence is not limited to physical assault or injury; it also includes verbal aggression and rude or offensive language and is defined by the Health & Safety Executive as 'any incident in which an employee is abused, threatened or assaulted by a member of the public in circumstances arising out of the course of his or her employment'. The Practice is committed to the firm pursuit, through the PSNI if necessary, of those who threaten or intimidate members of staff.

A copy of our Zero Tolerance policy which outlines behaviours that will not be tolerated is available on request and can be found on our Practice website.

Comments/ Suggestions/ Complaints

We appreciate your comments or suggestions about the services we provide. If you have a complaint or are concerned about the treatment you have received from the doctors or any of our staff, please let us know.

A copy of our complaints procedure is available on request or can be found on our Practice website.

Complaints about the building or other health professionals such as the Treatment Room nurse, district nurse and health visitor should be directed to the Complaints Patient Liaison Department, Health & Care Centre, 39 Regent Street, Newtownards, BT23 4AD, tel : 028 90561427, email: complaints@setrust.hscni.net.

Useful Numbers

Lagan Valley Hospital	028 9266 5141
Musgrave Hospital	028 9090 2000
Royal Victoria Hospital	028 9024 0503
Belfast City Hospital	028 9032 9241
Ulster Hospital	028 9048 4511
Mater Hospital	028 9074 1211
Craigavon Area Hospital	028 3833 4444
Antrim Area Hospital	028 9442 4000

Out of Hours

Lagandoc Out of Hours Service	028 9260 2204
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Lisburn Health Centre

Community Services	028 9266 5181
Travel Clinic	028 9250 1281

Others

Hillsborough Private Medical Clinic	028 9268 8899
Ulster Independent Clinic	028 9066 1212
Warren Children's Centre	028 9260 7528

Age NI	028 9024 5729
Alcoholics Anonymous	028 9043 4848
Carers NI	028 9043 9843
CRUSE	028 9079 2419
Lifeline	080 8808 8000
NSPCC Helpline	080 8800 5000

PAC (Parents Advice Centre)	080 8801 0722
Relate	028 9032 3454
Samaritans	0845 790 9090
Smokers Helpline	0808 812 8008

Practice Location

