

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

Ms Anne Roberts

RN, BSc Health Studies, Dip Health Studies, Dip CHD, Dip Diabetes, NISP

Our Practice Nurse provides chronic disease management clinics including diabetes, asthma, chronic obstructive airway disease, hypertension, chronic kidney disease and ischaemic heart disease. She also provides warfarin monitoring and cervical smears.

Practice Pharmacist

Mrs Anna Fay

M Pharm (2003), IP, Dip HE in Long Term Conditions

Our Practice Pharmacist is employed by the GP Federations. She works part-time in the Practice. She can help manage medication queries, medication reviews and reviews of conditions such as COPD, Asthma and Hypertension.

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 Ms Marta Piersiak, 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 from 1.00pm. Reception is only open for collection of prescriptions, letters and for appointment booking.

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

You can book appointments by telephone, on-line or in person.

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

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

When making an appointment, you can express a preference for a particular doctor. If your specified doctor is fully booked or unavailable due to absence, this will be explained to you and you will be offered an appointment with one of the other doctors. All routine appointments are for 10 minutes only and for the named patient only. You may be asked to make a further appointment if you have more than one problem to discuss.

Urgent appointments are available every day and should be requested as soon as possible after 8.30am (not available for on-line booking). This will be with the first available doctor and may not be with the doctor of your choice. These appointments are for 5 minutes only. The receptionist will ask the nature of the problem as this will help the doctor to prioritise the most sick patients first. This is optional and we understand if you would rather not provide this information when you call.

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

Requests for prescriptions can be made in person with our Reception team, by using our 24 hour repeat prescribing ordering line 028 9260 4341 or on-line. If you would like to order your repeat prescriptions on-line, then please ask at Reception for registration forms. You should have the name and strength of your medication available when placing your prescription request.

If you wish to sign up to the chemist collection scheme, then please sign a consent form at Reception.

Prescriptions will be ready for collection after one clear working day or two clear working days if signed up for pharmacy collection. If an emergency prescription is requested the prescription should be ready by 5.45pm the same day.

Online Services

The Practice operates a secure online system which allows you to book and cancel appointments and request repeat prescriptions. To register for this service, please attend the Practice in person. Our Reception team will register you for this service and provide you with access details. The online services are accessible via the Practice website.

Appointments needing longer than 10 minutes such as minor surgical procedures or medicals are not appropriate to book online and should be booked by telephone.

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). 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	Family Planning
Asthma & Spirometry Clinics	Hypertension Clinics
Baby Immunisations	Medication Reviews
Cervical Smear Clinics	Minor Surgical Treatments including joint injections
Contraceptive Implant fitting	Private Medical Examinations
Contraceptive coil (IUCD) service	Sexual Health Screening
Chronic Obstructive Airway Disease Clinics	Vaccinations – flu, pneumococcal and shingles for eligible patients; pertussis/whooping cough for pregnant women
Coronary Heart Disease Clinics	
Counselling	
Diabetic Clinics	

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 Health & Social Care Board 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:

Health & Social Care Board
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

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.

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.

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)
Relate
Samaritans
Smokers Helpline

080 8801 0722
028 9032 3454
0845 790 9090
0808 812 8008

Practice Location

