Castlereagh

Medical Centre

21 Ballygowan Road

Belfast BT5 7LH

Telephone:

028 9079 8308

Repeat Prescriptions Telephone:   
028 9079 5466

THE INFORMATION IN THIS BOOKLET CAN BE FOUND READILY ON THE WEBSITE, ALONGSIDE UPDATED INFORMATION WHERE RELEVANT. YOU ARE ADVISED TO CHECK ON THE WEBSITE FOR UPDATES.

Welcome to

Castlereagh Medical Centre

# The Doctors

**Dr Andrew Leitch** MB BCh BAO BMedSci DRCOG MRCGP

(qualified 1996 QUB)

**Dr Gillian McBride** MB BCh BAO DCH DRCOG DFSRH MRCGP

(qualified 2003 QUB)

**Dr Andrew Purse** MB BCh BAO BSc MRCGP

(qualified 2013 QUB)

**Dr Hannah O'Hara** MBBS BSc PhD DFSRH MRCGP  
(qualified Imperial College London, 2013)

The Practice is a training practice with Practice Registrars' who are fully trained doctors receiving additional training in General Practice. Video surgeries form part of the continuing training of the Registrar and you may be asked if you will consent to have your consultation videoed.

# **Practice Area**

The Practice serves patients within a 4-mile radius of the Practice.

# **Services Provided**

Each doctor provides a full range of medical services including maternity and family planning services, child health surveillance and minor surgery.

# **The Practice Team**

The Practice Nursing Team

We have a practice nurse Sarah Jones, who provides a range of primary care services. Sarah works within the Treatment Room alongside two healthcare assistants Julie Clough and Megan McCreery.

The Practice Manager and the Administration Team

Our Practice Manager, Diane Magrath, and the administration team are here to help and guide you. They are bound by a code of strict confidentiality and have been trained to take essential details sympathetically. This allows them to inform the doctors of important information about patients' queries.

Child Health Clinic

An immunisation clinic is held every Thursday morning for children under 5 years of age requiring vaccination.

The District Nurse

The district nurses provide home nursing care and services for patients who are unable to attend the Practice. Please do not request the services of our district nurses if you are able to attend the Practice. District nurses are not employed by the practice but can be organised if required.

# Practice Opening Hours

The Practice Opens Daily from:

Monday 8.30am - 6.00pm

Tuesday 8.30am - 1.00pm

Wednesday 8.30am - 6.00pm

Thursday 8.30am - 6.00pm

Friday 8.30am - 6.00pm

Appointment Times - with Medical Staff:

Monday 8.30 am - 12.30 pm 2.30 pm - 5.30 pm

Tuesday 8.30 am - 12.30 pm

Wednesday 8.30 am - 12.30 pm 2.30 pm - 5.30 pm

Thursday 8.30 am - 12.30 pm 2.30 pm - 5.30 pm

Friday 8.30 am - 12.30 pm 2.30 pm - 5.30 pm

**With Nurse:**

Monday 9.30 am - 12.30 pm 2.30 pm – 6.00 pm

Tuesday 8.30 am – 1.00 pm

Wednesday 8.30 am - 12.30 pm 2.30 pm – 6.00 pm

Thursday 8.30 am - 12.30 pm 2.30 pm – 6.00 pm

**With Healthcare Assistant:**

Friday 8.30 am - 1.00 pm

# **How Do I Register With The Practice?**

New Patients

If you live within a four mile radius of Castlereagh Medical Centre, you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Medical treatment is available from the date of registration. If you leave in a registration form please make sure you have a valid photographic ID and proof of address within the last three months. You will also need to complete a controlled drug reduction agreement. Failure to provide any of these documents will result in a delay in the registration process.

When presenting to register you will need the following:

HS200 for NORTHERN IRELAND & UK Residents ONLY. This form must be completed if you wish to register with our practice. You will also be required to supply Photographic ID and Proof of a current Northern Ireland address.

HSC/R1 – This form is used for individuals entering Northern Ireland coming from any other country OUTSIDE the UK. You will also be required to supply Photographic ID and Proof of a current Northern Ireland address. Any person registering from outside the EU must submit a copy of their Visa or Work Permit.

Castlereagh Medical Centre controlled drug reduction agreement form.

**Registering your baby**

You need to fill in a GRO 4 Birth Registration Form. The General Registry Office will give you this when you register your baby’s birth. Bring this form to the GP’s surgery to register your baby as a patient.

**Temporary Registration**

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

# **How Do I Change My Details?**

It is important to inform us of any change of name, address or telephone number, so we can notify the Business Services Organisation (BSO). If you leave the area you will need to register with another Practice. You do this by contacting a Practice in your new location.

# **How Do I Make An Appointment?**

The Practice operates a telephone first service. If you need to speak to a GP, please phone 02890798308 from 8.30 am to 10.00 am to request a call back. At times of high demand these slots may fill before 10.00 am. You will be asked by our administration team for some details about your presenting problem to help to doctors prioritise the calls. The doctor will then call you back and arrange a face to face appointment if they feel this is necessary.

Please ensure your contact details are correct and that you are available to answer the phone throughout the day.

The Practice is working hard to meet unprecedented demand for our services and we feel this is the best way to offer fair access to all patients.

The patient has a right to express a preference for seeing a doctor of their choice.

**How do I make an appointment for an over 75 annual health check?**

Individuals over 75 in Northern Ireland are entitled to a free annual health check from their GP to review their physical and mental health, mobility, and medication. You can book this by contacting your GP surgery directly by phone, online, or in person.

**On Arrival at the Practice**

On arrival at the Practice, please book yourself in using our automated arrivals screen in the waiting room. The doctor/practice nurse will then call you. Should you have any queries, please ask the receptionist on duty at the desk.

Please be Punctual

If you are unable to keep an appointment, please let us know as soon as possible to allow it to be offered to someone else.

# **How Do I Obtain An Urgent Appointment?**

Patients with urgent problems should ring the practice before 10.00 am and leave a detailed message with the administration team who will pass the details to the doctor. You will then be contacted by a doctor and if a face to face appointment is necessary this will be arranged.

# **How Do I Obtain Home Visits?**

We only visit homes in an emergency or if you are unfit to travel due to illness. If you can get to the Practice, please do so. PLEASE TELEPHONE REQUESTS BY 10.00AM (Monday - Friday) and be prepared to give our staff some idea of your symptoms to help us plan our visits.

# **How Do I Obtain Test Results?**

Telephone: 028 9079 8308

Any time after 2.00 pm

All results have to be checked by the doctor. If it is normal, the administration team will give you the result in order to save you time, but if there is a problem they will arrange for you to speak to the Doctor/Practice Nurse. Information will not be given to another person unless we have your permission.

# **How Do I Obtain A Repeat Prescription?**

These can be obtained by telephoning 028 9079 5466 and following the answering machine message (24 hours a day) or online by registering to use the internet appointment prescription booking facility. Please speak to one of the administration team.

All Repeat prescriptions are sent to your nominated pharmacy and we will ensure these are given to your pharmacy 48 hours after ordering.

# **Out Of Hours**

For emergencies after 6.00 pm and weekends and bank holidays, patients requiring urgent medical attention should contact the Out of Hours Centre on 028 9079 6220.

# **Disabled Access**

The practice provides access for the disabled and we have a door opening and closing facilities on the front two doors. A portable loop induction for patients with hearing aids is available on request.

# **Violent Patients**

We have a zero tolerance policy towards violent, threatening and abusive behaviour.

Staff working at the Practice have a right to work in an environment free from such behaviour and at no time will this type of behaviour be tolerated. If you do not respect the rights of Practice staff we may inform the police and arrange for you to be removed from our practice list.

# **PATIENTS' RIGHTS AND RESPONSIBILITIES**

A Patient has the right to:

* Be treated courteously and with respect for your privacy, dignity, religious and cultural beliefs.
* Receive care and treatment on the basis of need.
* Be given clear information about any treatment or care proposed.
* Give or withhold your consent to medical or other care and treatment.
* See any reports made for insurance or employment purposes and information held about you on computer.
* A health check on joining the Practice for the first time.

A patient has the responsibility to:

* Treat the Practice staff courteously and with respect.
* Keep appointments made or notify the Practice as soon as possible if you are unable to attend.
* Whenever possible go to the Surgery rather than ask for a Home Visit.
* Not expect a prescription at every visit; many illnesses are short term and do not require medication.
* Order your repeat prescription at least 48 hours before it is needed.

# **Suggestions/Complaints**

We constantly strive to offer the best possible care and service to all our patients. Should you have any suggestions or feel dissatisfied with any aspect of our service, please ask to speak to the Practice Manager, Diane Magrath. Our aim is to give you the highest possible standard of service and we will try to deal swiftly with any problems that may occur.

# **Your Personal Information**

The Practice is registered with the Data Protection Registrar and follows The General Data Protection Regulations (GDPR) 2016 and the Freedom of Information Act 2000. These advise the Practice on our responsibilities relating to the data we hold and the rights of patients and interested parties in relation to accessing the data.

The information provided by you to the Practice will only be provided to other Departments/Agencies for Health and Social Services planning and for the purpose of preventing or detecting fraud. It will not be passed on to anyone else.

**See - Your information, privacy and the law. How we use your medical records. (Page 8 and 9)**

# Additional Services

If there are any other services that you feel should be provided by GPs that are not currently delivered - please contact the:

Strategic Planning and Performance Group

Department of Health

12-22 Linenhall Street

Belfast

BT2 8BS

Telephone Number: 0300 555 0115 who will be happy to help you.

**Castlereagh Medical Centre**

**Your information, privacy and the law. How we use your medical records.**

The use and sharing of personal information forms an essential part of the provision of health and care, benefiting individual patients, often necessary for the effective functioning of health and social services and sometimes necessary in the public interest. Nevertheless your doctor has a strong legal and ethical duty to protect patient information and all information you share with your doctor is kept confidential.

* This practice is committed to observing the laws on data protection and confidentiality concerning your medical record and all uses and sharing of your information.
* We share information about you with health professionals who are involved in providing you with care and treatment. This is on a need to know basis and, normally, *event by event.*
* Some of your health information (including your name, address, allergies and medications) is automatically copied to the Northern Ireland Electronic Care Record.
* Some information about you is shared with national screening campaigns such as Flu and Diabetes eye screening.
* Information about you in non-identifiable form is used to manage the NHS and make payments.
* Information about you in non-identifiable form is used to check the quality of care provided by the NHS.
* Information about you in non-identifiable form may be used for medical research. Where identifiable information may be required we will first seek you consent.
* We will share information when the law requires us to do, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable people.

For more information [read following pages / see folder / visit web site / ask at reception / e-mail in / etc ]

\* “Common Law Duty of Confidentiality”, common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent.

In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

* where the individual to whom the information relates has consented;
* where disclosure is in the public interest; and
* where there is a legal duty to do so, for example a court order.