

At Hillhead Family Practice we offer a friendly efficient service. The doctor's work as a team and you may choose to see any of the doctors at the surgery, by booking an appointment. The practice covers an area of a 4 mile radius from the surgery, covering from the Antrim Road in North Belfast to Forestside in South Belfast.

For easy wheelchair access there is a ramp at the front entrance. We are always keen to improve our service, so if you have any advice or suggestions please let us know.

## Consultations

### Morning Surgery

All clinicians operate a booked appointment system with appointments being made available up to 36 hours in advance. These booked appointments are for acute illness and are not available for routine medical reviews. They can be booked by telephoning the Reception Team on the number above.

A small number of appointments will be made available on the day for those patients who require same day access for emergencies or urgent medical conditions

### Afternoon Surgery

Appointments may be booked for the afternoon by telephoning the practice, booking on-line or calling to the surgery. From time to time other doctors help us out.

Appointments are normally scheduled up to one month in advance. If you are unable to keep your appointment, please let us know as soon as possible so that we may offer it to someone else. If your problem is urgent please mention this to the receptionist and we will deal with it as soon as possible.

## Telephone advice

If you would like clinical advice and feel that this can be dealt with by telephone, please contact the surgery between 12.00 and 12.30pm. All telephone calls are recorded for quality and audit purposes.

## The practice staff

The receptionists, Mary Peoples, Joan Hogarth, Ann McKernan and Lee-Anne Boyle are your first point of contact with the surgery. If you have any special needs they will be happy to help. David Fowler is the Practice Manager.

There is two administrative and secretarial staff, together with the medical team of four GP Partners, a Nurse Practitioner; Damien Barkley, Practice Nurse; Ashleigh Carruthers, Practice Pharmacist; Laura Smyth, and a Healthcare Assistant, Lisa Grant.

We work very closely with the local midwives, health visitors, district nurses, and community psychiatric nurses. Sometimes we have medical students or nursing students at the surgery, but you may always choose to see your doctor or nurse alone.

## Treatment Room

The Healthcare Assistant, Lisa Grant is available from 8.30am to 11.00am to carry out blood tests etc.

## Health promotion clinics

We offer a number of special clinics at the surgery for Asthma, Diabetes, Ischaemic Heart Disease, Hypertension, Smoking Cessation, Women's Health and Warfarin. These are run by the Practice Nurse in the afternoons. We usually invite patients whom we feel would benefit but if you feel we have missed you, please ask at reception.

## Antenatal Clinic

Pregnancy is an especially exciting time and we hope that you will attend our antenatal clinic. The practice midwife, Ann Lenaghan is here on a Tuesday morning and review appointments are held on Thursday afternoons.

## Children's Immunisation Clinic

Our children's clinic is on Monday afternoon, from 2.00 until 3.30 pm. **Please note that this is a booked appointment clinic.** The Practice Nurse and doctor will be present to help and give advice.

## Minor surgery

We perform some minor surgical procedures at the surgery so that you do not have to attend hospital unnecessarily.

## Will the doctor visit at home?

We encourage patients to be seen at the surgery, where more facilities are available for diagnosis and treatment. If you are too ill to come to the surgery, a home visit can be arranged by telephone. We do home visits after morning surgery, so it would be helpful if you could telephone before 11 am. Please give the name, address and telephone number of the patient, together with a brief description of symptoms, so that we can give priority to urgent illness. If you feel it is an emergency, please ask to speak to the doctor.

The GP Out of Hours is responsible for providing services between 6.00pm and 8.00am, Monday to Friday and all weekend. You may contact the doctor on call by telephoning 028 9074 4447.

## Repeat Prescriptions

For a repeat prescription, please telephone the prescription line 028 90286800 or make your request on-line. The prescription will usually be available for collection 48 hours following your request. You should attend the doctor at regular intervals to ensure your drugs are working correctly. The doctor may, on occasion, ask to see you before issuing the prescription.

## How do I get a laboratory result?

You may telephone the practice for a result. You may be asked to speak to the Practice Nurse. If the nurse is not available to take your call, you will be asked to leave your telephone number and your call will be returned as soon as possible. In order to maintain confidentiality the doctor or nurse will give results, and only to the patients themselves or the parents of minors.

## Do I have to pay for anything?

There are recommended fees for some services not available under the NHS eg PSV, HGV, Pre employment medical examinations or reports, insurance forms, special letters, and private

notes. If you think there may be a fee, please ask the receptionist to clarify.

A list of the fees are available at Reception or on our website

### How do I register?

If you wish to register with the practice please telephone for a suitable appointment with a doctor. You will also be asked to see the nurse for a short medical. If you wish to see a particular doctor please let us know. Bring your medical card with you to the appointment. If you do not have a medical card you may complete a form at the practice.

If you are aged 75 or over and have not been seen in the past year, or you are aged 16 to 74 years and have not been seen in the last 3 years, please let the doctor know and you will be offered a short medical with the nurse.

### Practice complaints

If you have comments, suggestions, or complaints about the service we provide, please let us know. We do appreciate that we can all make mistakes, and that misunderstandings can occur. If so we apologise, but please let us know so we can put it right in the future. The receptionists will be pleased to help you with any information.

### Unacceptable Behaviour

The primary healthcare team is a frontline service. Unacceptable behaviour from a patient that is directed towards any member of the primary healthcare team (on or off the practice premises), or towards patients or others on practice premises may justify removal from the practice list.

### Patient/Client confidentiality

Please ask if you wish to speak to one of the receptionists in private. The practice holds personal details about you together with details of the care you receive because it may be needed if we see you again. Other healthcare workers or the Health Board may sometimes request information for clinical, administrative or audit purposes. The person receiving the information will be subject to a duty of confidentiality or the data will be anonymised. If you object to this

please let the doctor know. If at any time you wish to know more about your notes or how we use this information please speak to one of the doctors.

### Training

We are a training practice for general practice, which means we have a GP registrar allocated to the practice. The doctor is fully qualified with a wide range of hospital experience. The GP registrar sees patients in open surgery and by appointment. For training purposes, some consultations in booked appointments may be videoed, but only with the patient's full and informed consent.

We are also a teaching practice for medical students, so that they can gain experience in general practice.

Dr Aidan Thompson and Dr Evanna Fitzsimons are the practice trainers.

### Additional Information

Once a month we close the surgery for a practice training session which is usually run on a Wednesday/Thursday afternoon. A notice will be displayed in the practice.

This leaflet has been prepared with reference to the Freedom of Information Act 2000. If the information you require is not here please contact the practice manager, David Fowler, and he will try to assist you.

### Useful numbers

Belfast City Hospital 028 9032 9241  
Business Services Organisation 0300 555 0113  
Emergency Out of Hours 028 9074 4447  
Patient Client Council 028 9032 1230  
Lagan Valley Hospital 028 9266 5141  
Mater Hospital 028 9074 1211  
Musgrave Park Hospital 028 9090 2000  
Royal Victoria Hospital 028 9024 0503

If you think you live outside the practice area, please discuss it with your doctor, as we may not be able to provide you with the high quality service that we would like.

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## Hillhead Family Practice 33 Stewartstown Road Belfast BT11 9FZ



### Dr Aidan Thompson

(QUB 1995) BMedSC MRCP MRCGP

### Dr Grainne Bonnar

(QUB 1987) FRCGP MMedSci DCH DRCOG  
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### Dr Evanna Fitzsimons

(QUB 2004) MRCGP DCH DMH DRCOG  
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[www.hillheadfamilypractice.co.uk](http://www.hillheadfamilypractice.co.uk)

The Surgery is open  
8.00-6.00 Monday to Friday