

**INFORMATION  
FOR PATIENTS**

# **ALBERTVILLE SURGERY**

16 McCANDLESS STREET, CRUMLIN ROAD, BELFAST BT13 1RU

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## WELCOME TO THE PRACTICE

This booklet tells you about our surgery and the services we offer. We trust you will find it helpful and informative and we suggest you keep it in a safe place for future reference.

## HISTORY OF THE SURGERY

Albertville Surgery was established about 1920 and was for many years located in Albertville Drive. It moved to its present address in 1999.

Several previous doctors are still remembered with affection by older patients.

Dr Moffett, Dr Beckett, Dr Brown, Dr Ernest Calwell, Dr Rea and Dr Williamson provided a high standard of care to patients in this area over many years.

Of the present doctors, Dr Savage has been working in the practice since 2002 and Dr Keys joined the practice in 2006. Dr Gawlik joined our practice in 2014.

## THE DOCTORS

**Dr Stephanie Jane Savage** MB BCh BAO Belfast DRCOG DCH MRCGP (reg 1996)

**Dr Carol Margaret Keys** MB BCh BAO Belfast MRCP DRCOG DFFP MRCGP (reg 1996)

**Dr Mateuz Gawlick** MRCGP (reg 2013)

## SURGERY TIMES

The surgery is open during the following times:

Monday to Friday 8.30am - 5.30pm (Wednesday until 5.00pm)

The surgery remains open over lunchtime - 12.30 - 2.00pm. However, during this period (and all of Wednesday afternoon) telephone calls to the surgery are to be restricted for emergencies only.

Appointments are for 10 minutes and can be made with the receptionists either by calling at the surgery or by telephoning 02890 746308. You may need a double appointment for smear tests/ DLA forms/ Private Medical Examinations.

Consultations will be arranged with the doctor of your choice unless your appointment is urgent, in which case you will be offered whichever doctor is available. If you wish to see a male GP ask at reception.

Please ring to cancel your appointment if you are unable to attend.

## 48 HOUR ACCESS

We hold some appointment slots which are only released for booking on the day for urgent problems. If you need an urgent appointment please contact the surgery at 8.30am. If no appointments are available and you need to see a doctor urgently, please leave your name and telephone number with the receptionist who will pass this information to the doctor who will contact you.

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## CONSULTATION TIMES AND APPOINTMENTS

The doctors are personally available for consultation at the premises at the following times:

<b>Dr Savage</b>	Monday	8.40 - 10.40am	3.00 - 4.20pm
	Tuesday	8.40 - 10.40am	
	Wednesday	8.40 - 10.40am	
	(Wednesday afternoon Diabetic Clinic by appointment only.)		
	Thursday	8.40 - 10.40am	3.00 - 4.20pm
<b>Dr Keys</b>	Monday	9.00 - 10.40am	
	Tuesday	9.00 - 10.40am	
	Wednesday	9.00 - 10.40am	
	Thursday	9.00 - 10.40am	
	Friday	9.00 - 10.40am	
<b>Dr Gawlik</b>	Monday	8.40 - 10.40am	2.30 - 4.20pm
	Tuesday		2.30 - 4.20pm
	Friday		2.30 - 4.20pm

### Staff Nurse Rhona Johnston -

Monday 8.30am - 12.20pm - Treatment room

Monday 1.30 - 2.30pm - Bloods

Monday 2.40 - 4.30pm Cervical Smears / Health Promotion / Heart Disease / Hypertension Clinic.

Friday 8.40am - 12.20pm - Treatment room. 1.30 - 4.20pm Clinics.

The treatment room is open Monday to Friday mornings by appointment only.

## Treatment Room Nurse

The nurse is available by appointment to perform dressings, injections, blood tests etc, at the doctors' request, and can advise on minor health problems.

She is available:

Monday	8.40am - 12.20pm
Tuesday	8.40am - 12.20pm
Wednesday	8.40am - 11.20am
Thursday	8.40am - 12.20pm
Friday	8.40am - 12.20pm

## CLINICS

### Antenatal Clinic

Every 2nd Monday 2.00 - 3.30pm

Patients are seen by the midwife at the clinics, by appointment. Anyone who wishes to be booked for shared care at the Royal Victoria Hospital should give their details to a receptionist who will then pass the details to the midwife. The midwife will then contact the patient with an appointment and time.

### Children's Immunisation Clinic

Thursday 9.30 - 11.30am

These are carried out by appointment only with Dr Keys and Staff Nurse Rhona Johnston.

### Diabetic Clinic

Wednesday 2.00 - 4.20pm

This is run by Dr Savage, by appointment only.

### Family Planning

Contraceptive care is provided by both doctors during surgery hours. Dr Keys provides contraceptive implants as a method of contraception. Please make an appointment to discuss these options with her.

### Cervical Smear Clinic

This is carried out by Staff Nurse Rhona Johnston by appointment only.

We encourage ladies aged 25-65 to attend for this important test.

### Non NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment; please telephone the surgery. Ask at reception for the charges for these services.

### Travel Immunisations/Vaccinations

Please pick up a Travel Vaccination Form from reception and once completed give back to a receptionist who will then give the form to a doctor. The doctor will provide a prescription for any vaccinations required and you must make an appointment with Staff Nurse Rhona Johnston at least eight weeks in advance of your holiday to ensure adequate cover. Travel Clinics are available for immunisations and medication which are not covered by the NHS.

### Requests For Antibiotics

Most coughs, colds and sore throats are due to viral infections and will not require antibiotics. If you feel you require an antibiotic, please make an appointment with a Doctor. If no appointments are available leave your name and a contact number with some details regarding your illness and a Doctor or Nurse will contact you. You may then be asked to attend the surgery. Please contact the surgery before 10.00am to book a telephone call.

### Minor Surgery

Minor surgery can be arranged by making an initial appointment for assessment with Dr Savage, Dr Keys and Dr Gawlik. Some procedures may be performed in the surgery.

### Influenza Vaccinations

If you are 65 or over, it is advisable to get an influenza vaccination every year. It is also recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing homes. Please contact the surgery from October for details of vaccination dates and to make an appointment.

### COPD/Asthma Clinic

Clinics are arranged throughout the year. If you suffer COPD / Asthma you will be invited to attend the surgery for regular reviews. These are by appointment only.

## DISABLED ACCESS

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Wheelchair access to the building is via a ramp near the front entrance. A disabled patients' WC is also provided near the main entrance.

## MEDICAL STUDENT TRAINING PRACTICE

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Our practice is a teaching practice. We are fortunate to have medical students attached to our practice for short periods, and patients may occasionally be contacted to allow medical students to visit them in their own homes.

## THE PRACTICE TEAM

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### The Practice Manager

The practice is organised and managed by Mrs Marian Williams. She is available to discuss administration and non-medical aspects of your health care during surgery hours. If you have any suggestions, criticisms or complaints, Mrs Williams will be happy to discuss them with you.

### The Reception Staff

Amanda Thornton, Jane Doran-Raffo and Cheryl Bell. All the receptionists have the skill and experience to advise on the best use of our services and are approachable at any time during surgery hours. Anything you tell them will be treated in confidence. Please rest assured that the rules of confidentiality apply equally to all our practice staff. The receptionists have a very difficult job and work hard to provide the best possible service to our patients. Please always try to treat them courteously.

### District Nurse

There is a district nurse attached to the practice. She provides nursing care for those patients unable to attend the surgery.

### Health Visitor

Ms Paula Richardson is attached to the practice and is available to give advice on all health matters relating to children. Paula is based at the Crumlin Road Health Centre.

### Community Midwife

A midwife is attached to the Practice. She will share your antenatal care with the doctor and visit you postnatally.

## HOME VISITS

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A home visit may be requested if your illness or disability is such that you are unable to attend the surgery. Requests for home visits should be made before 10.00am if possible. This allows the doctors to plan their calls efficiently.

Please be prepared to give some information about your condition to the receptionist to allow the doctor to judge the urgency of your call. Please ensure that you give the correct address and telephone number.

## TELEPHONE ADVICE

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Doctors are normally available for telephone advice each morning. If you require a telephone consultation please ring before 10.00am giving the receptionist brief details so that the doctors may prioritise their phone calls. If you are enquiring about a hospital appointment, report or medication please give details to the receptionist who may be able to get an answer for you.

## WEEKEND AND NIGHT COVER

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If you need a doctor in an emergency out of hours please contact North & West Urgent Care (previously BELDOC) on (028) 9074 4447.

## REPEAT PRESCRIBING

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Repeat prescriptions may be ordered between 10.00am and 12noon, and 3.00 - 5.00pm. Please allow 24 hours for repeat prescriptions. Please re-order in good time and do not let your medication run out.

Please try to use the re-order form when ordering your repeat prescriptions. For items not on the re-order form, you may have to speak to your usual doctor or make an appointment. The re-order form may be left at reception or posted with a stamped, addressed envelope so we can return your prescriptions. Prescriptions will be ready for collection or posting within 24 hours. The surgery is happy for the pharmacy of your choice to collect your prescription but please note that we are unable to fax/phone prescriptions through, except in an emergency.

## TEST RESULTS

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Please telephone between 3.00 - 5.00pm (except Wednesday) for results of laboratory tests, x-rays etc. Information will not be given to another person unless they have your permission.

## CHANGE OF PERSONAL DETAILS

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Please let reception staff know if you change your name, address or telephone number so that it can be altered on your records.

## FREEDOM OF INFORMATION ACT 2000

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The Freedom of Information Act gives a general right of access to the public to all types of information currently held by public authorities.

## DATA PROTECTION ACT 1998

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Alberville surgery is registered under the Data Protection Act 1998 and complies with all legislation associated with the Act.

## PRACTICE COMPLAINTS PROCEDURE

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If you have a complaint or are concerned about the Health Service treatment you have received from the doctors or any staff working in this practice, please let us know. We operate a Practice Complaints Procedure to deal with complaints, which meet the criteria agreed for the Northern Ireland Health and Personal Social Services. It does not cover services provided under a private agreement between practice and patient.

## HOW TO COMPLAIN

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We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, let us know as soon as possible - ideally within a matter of days - this will help us to find out what happened more easily.

Complaints should be addressed to Mrs Marian Williams, Practice Manager. Alternatively, you may ask for an appointment with Mrs Williams to discuss your concerns. She will explain the complaint procedure to you and ensure that your concerns are dealt with promptly. It will greatly assist us if you are as specific as possible about your complaint.

### Complaining on behalf of someone else

Please note that we keep strictly to the rules of Medical Confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission. A note signed by the person concerned and witnessed by the patient will be needed.

## ZERO TOLERANCE

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The practice will not tolerate any abusive or threatening behaviour to any member of the staff. In the event of this happening, the doctors reserve the right to remove that person from the practice list.

## SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

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### Coughs, Colds And Stuffy Noses

These are caused by viruses and will usually clear up within a few days.

Antibiotics can only kill bacteria which are completely different organisms.

Paracetamol will relieve the headache, sore throat and aching muscles as well as bringing down the fever.

The illness may last five to six days but the cough may persist for several more days.

### Vomiting And Diarrhoea

Prevent dehydration by drinking plenty of fluids.

Dioralyte or Rehidrat are available from your chemist and are useful for young children.

If vomiting is a problem take small sips of fluid every few minutes.

No milk or solids should be given for 24 hours.

Symptoms should settle in 24-36 hours.

If symptoms persist, or if very frequent vomiting, contact your doctor.

### Fever (Raised Temperature)

A fever is natural with most illnesses and simple measures to lower the temperature will make you feel much more comfortable.

Keep the room cool. Don't wrap the patient up, even if the person says they feel cold.

Leave the body exposed to allow excess heat to escape from the body, especially children.

Take plenty of cool drinks. Take regular paracetamol or aspirin. Sponge down with tepid water, leave the patient damp and repeat when dry.

### The Child With A Temperature

We are aware of how worrying it can be to have a sick child. If you are concerned about your child we will always see them the same day at the surgery.

We do ask that whenever possible you bring your child to the surgery rather than request a home visit. It is always wise to keep a supply of children's paracetamol (Calpol or Disprol) at home. Paracetamol reduces a child's temperature, so should be given four hourly whenever a child has a temperature. In most illnesses in childhood this is the only treatment required.

### Worms

These are very common in children. It is worth checking to see if others in the family are affected. Some people like to treat only the family member affected but many like to treat the whole family just in case.

Treatments are available from the chemist.

### Head Lice

These are also very common. Shampoos or lotions can be bought from the chemist, or request a prescription without seeing the doctor.

## Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two to three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

## German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch.

No other symptoms are usually present apart from the occasional aching joints. It is infectious for two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor. Immunisation can prevent this disease.

## Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight to ten days after that date.

Immunisation can prevent this disease.

## Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight to ten days after this date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease.

## Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

## Nosebleeds

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

## USEFUL TELEPHONE NUMBERS

### Hospitals

Mater Hospital.....	(028) 9074 1211
Royal Victoria Hospital.....	(028) 9024 0503
Belfast City Hospital.....	(028) 9032 9241
Whiteabbey Hospital.....	(028) 9086 5181
Musgrave Park Hospital.....	(028) 9066 9501

### Out Of Hours

North & West Urgent Care.....	(028) 9074 4447
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### Useful Numbers

Central Benefits Office.....	(028) 9033 6000
Child Support Agency.....	(028) 9032 4431
Citizens Advice Bureau.....	(028) 9023 1120
CRUSE.....	(028) 9023 2695
Alcoholics Anonymous.....	(028) 9068 1084
RELATE.....	(028) 9032 3454
Samaritans.....	(028) 9066 4422
Life Line.....	0808 808 8000

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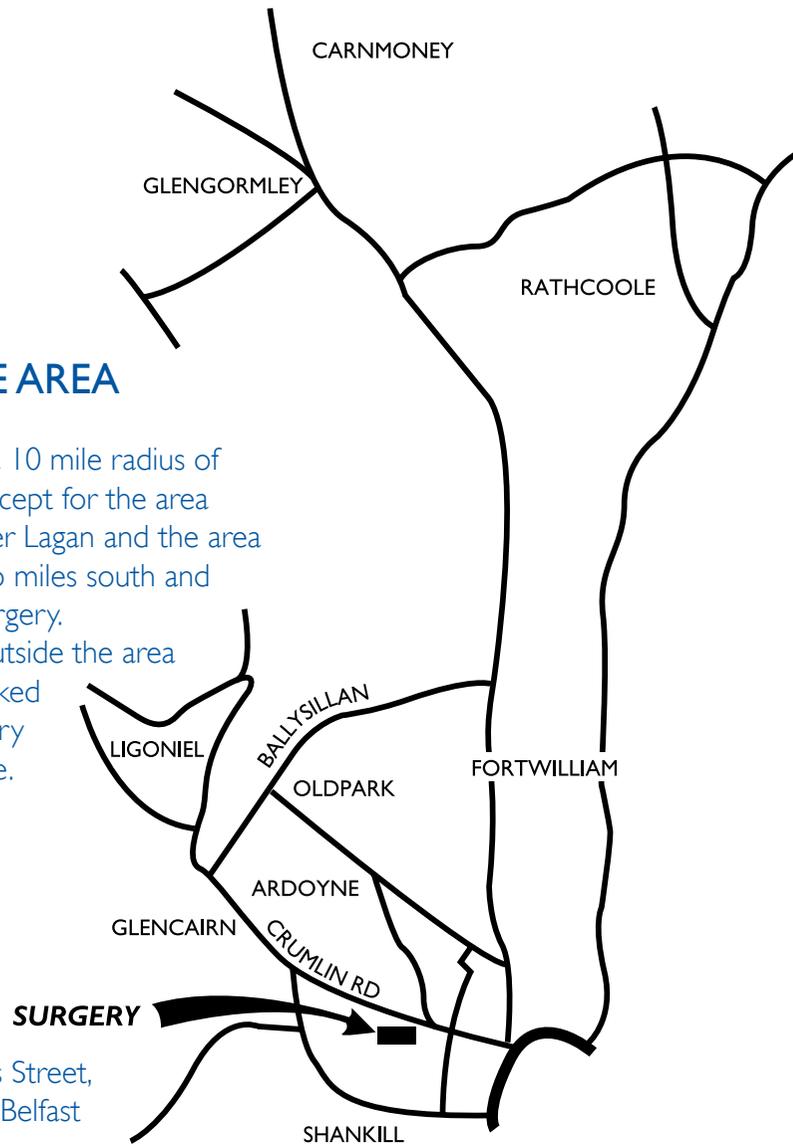
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## PRACTICE AREA

This is within a 10 mile radius of the surgery except for the area east of the river Lagan and the area more than two miles south and west of the surgery.

If you move outside the area you may be asked to find a surgery closer to home.

16 McCandless Street,  
Crumlin Road, Belfast  
BT13 1RU  
Tel: 028 9074 6308  
Fax: 028 9074 9847

The map above is intended as a guide only. Please ask the receptionist if you wish to join the practice but are not sure if you reside within the practice boundary.