



CLIFTON STREET SURGERY

Information for patients

Tel: (028) 9032 2330

www.cliftonstreetsurgery.com

Information For Patients

THE PARTNERSHIP

Dr Conor M. Neeson	MB BCh BAO MRCP	Belfast 1981 (male)
Dr Dermot F. Maguire	MB BCh BAO MRCP	Belfast 1992 (male)
Dr Ciaran L. Neeson	MB BCh MRCP	Belfast 2007 (male)
Dr Kathleen A. Collins	MB ChB MRCP	Liverpool 2010 (female)
Eilis Davis	Management Partner	

The partnership is not a limited partnership.

Dr Conor Neeson and Dr Dermot Maguire are involved in the teaching of medical students.

THE PRACTICE TEAM

Sr Fiona McDermott	Practice Nurse	RGN, RM, BSc (Hons) (Health Studies/Nurse Practitioner), Cert FP
Sr Siobhan Monaghan	Practice Nurse	RGN, RM, ONC, Dip Asthma, Dip COPD
Sr Deirdre Stewart	Practice Nurse	RGN, RM, Advanced Dip in Health Professional Studies, Travel Cert, Cert FP, Specialist Nurse Practitioner in General Nursing
Sr Bronagh O'Connell	Midwife	RGN, RM, BSc (Midwifery)
Sr Lynn Mc Keown	Midwife	RM Dip (Midwifery)
Martin McCullough	Reception Supervisor/Healthcare Assistant	

RECEPTION TEAM

ADMINISTRATION TEAM

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Advertising Feature

PRACTICE LOCATION

The practice is situated between Carlisle Circus and the West Link and extends over a five mile radius to the River Lagan, the O'Neill Road, Station Road Whiteabbey, Hightown Road, Wolfhill Black Mountain, Monagh Bypass, Kennedy Way, Stockman's Lane, Balmoral Avenue, Malone Road, Stranmillis Road, Ormeau embankment. The practice is suitable for all disabled access.

PRACTICE ROLES AND RESPONSIBILITIES

MANAGER

The practice manager is responsible for the business and organisational management of the practice and the delivery of services. She is available to help with any administrative or non-medical aspects of your health and treatment. She is also available to discuss and deal with any suggestions, problems or complaints.

PRACTICE NURSES

The practice nurses see patients each weekday morning and afternoon (excluding Wednesday afternoon) for investigations, family planning, contraceptive services, cervical smears, antenatal bookings, immunisations, dietary advice, blood pressure checks etc. An appointment is necessary to see the practice nurses.

HEALTHCARE ASSISTANT

The healthcare assistant can see patients for blood tests and blood pressure checks by appointment.

DISTRICT NURSES

The district nurses assess, plan and provide highly skilled nursing care in the patient's own home. They also provide help and support for carers. Back-up support is provided from Carlisle Health and Wellbeing Centre Nursing Team which enables nursing care to be given 365 days per year. In addition there is an evening auxiliary support service until 10.00pm nightly. All patients are responded to within 24 hours of referral.

HEALTH VISITORS

Health visitors are specialised nurses who assess the physical, emotional and social health needs of families with young children. They provide a service for all age groups promoting health and preventing ill health. The health visitors run baby clinics on the first and third Tuesday afternoon each month in the surgery. The practice's health visitors can be contacted through the surgery.

MIDWIVES

The midwives are concerned with the care of all pregnant mothers and visit mother and baby at home in the early days after delivery. The midwives are in attendance during the practice antenatal clinic on Monday afternoon by appointment.

CLINICS/SERVICES

ASTHMA CLINIC

Sr Siobhan Monaghan is fully trained in the management of respiratory disease and runs weekly asthma and COPD clinics. Appointments can be made by reception.

DIABETIC CLINIC

Dr Ciaran Neeson and Sr McDermott run a weekly diabetic clinic. Please ask at reception for details on making an appointment.

SMOKING CESSATION

The surgery runs weekly smoking cessation clinics in association with the Ulster Cancer Foundation. You can ask your doctor/nurse/receptionist to be referred to this clinic.

HEALTH PROMOTION

We encourage all our patients to share the responsibility for their health both in preventing and in treating existing diseases. Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs.

CERVICAL SMEARS

The surgery is keen to promote prevention of women's diseases. We have specially trained nurses to perform cervical smears at three yearly intervals. Cervical smears may be carried out any weekday morning or afternoon by appointment (except Wednesday afternoon). Women should have a cervical smear carried out every three years - it is a quick and painless procedure but a very important part of your health care.

MINOR OPERATIONS

We perform a wide variety of minor operations within the surgery with the use of specialised equipment. Appointments can be made through either the practice nurse or your doctor.

ANTI-COAGULATION CLINIC

The surgery runs a weekly INR clinic for patients on Warfarin medication. The practice nurse will provide further details of this clinic on request.

TRAVEL VACCINES CLINIC

If you require travel vaccines and advice, please contact the practice nurse who will discuss your needs with you and arrange an appointment at our travel clinic.

TEST RESULTS

When you have a blood test taken within the surgery, you will be given a written record of your test, along with advice on when to telephone for the results. Urine samples will be tested initially within the practice. If the sample needs to be sent to the laboratory for further investigations the results will normally be available after 48 hours. Reception staff will advise. If you are phoning for a result, it would be helpful to us if you would avoid phoning until after 10.30am each morning as this is our busiest telephone period.

HOW TO SEE YOUR DOCTOR

SURGERY OPENING TIMES

The surgery is open from 8.30am each morning until 5.45pm each afternoon. Telephones will be answered until 6.00pm each day. The surgery closes for lunch between 1.00 and 2.00pm on Monday, Wednesday, Thursday and Friday.

APPOINTMENT SURGERY

Patients can see the doctor of their choice by making an appointment, either by telephone or by calling at the surgery. Appointment times: 9.00 - 11.30am and 3.00 - 5.30pm.

OPEN SURGERY

Open surgery runs until 10.00am each morning. **Patients must arrive no later than 10.00am**, and will be seen on a first-come, first-served basis. Due to the nature of open surgery, you may have a long wait to see the doctor.

NURSE APPOINTMENTS

The practice nurse is available by appointment each morning between 8.45 and 11.00am and each afternoon between 2.00 and 5.30pm (except Wednesday). If you are unable to attend your appointment, please let us know - someone else may need that appointment. Appointments are wasted each week by patients not attending and not notifying the practice in advance. If you are unable to attend, please let us know - someone else may need that appointment!

Under the terms of the New Contract, the practice is obliged to provide a consultation to all patients aged between 16 and 75 years who have not attended a consultation or a clinic within a three year period, should the patient request such a consultation. The practice is also obliged to provide a consultation upon request to patients aged 75 years and over if the patient has not participated in a consultation within a 12 month period prior to the date of request. If the practice feels it would be inappropriate, as a result of the patient's medical condition, for him/her to attend at the practice premises, the consultation shall take place in the patient's home.

HOME VISITS

If you are too ill to come to the surgery a home visit can be requested by telephone (90 322 330). You will be asked by the receptionist to provide details of your symptoms. Please make all requests for home visits by 10.30am as this will help us to organise our days in order to give you a better service.

WHEN THE SURGERY IS CLOSED

Out-of-hours services are provided by North West Belfast Urgent Care. They exist to provide urgent or emergency treatment for patients at night or weekends. This is not a walk-in service. You or your relatives must phone (028) 9074 4447 first. A doctor will return your call promptly and then speak to you or your relative and decide on the best action to take. This may mean that you will be offered telephone advice, asked to visit the centre within the Mater Hospital site, or a home visit will be made if considered necessary by the GP. The Health and Social Care Board is now responsible for providing out-of-hours services. The contact details for the HSCB can be found towards the end of this booklet.

REPEAT PRESCRIPTIONS

ON-LINE SERVICES

The surgery has an on-line repeat prescription ordering facility and a facility for you to book and cancel your own appointments. We encourage the use of this wherever possible as this will reduce the pressure on telephone lines and allow urgent calls to get through to the surgery more easily. You can sign-up for on-line services by asking at reception. You will need to have a personal email address.

Alternatively, you may still order repeat prescriptions or make or cancel appointments by telephone or by calling into the surgery in person.

All repeat prescriptions ordered will be available for collection after 3.00pm the following day.

TELEPHONE ADVICE

You may ring and speak to a doctor or nurse at the practice for advice. The receptionist will ask you for a contact telephone number so that the doctor or nurse may ring you back to speak to you at a suitable time without interruption. Please note that the doctor or nurse will only have time to ring you back once so you must be available to receive the phone call.

CHANGE OF ADDRESS/DETAILS

It is imperative that we have your correct details at all times. If you change your name, address or telephone, please notify the surgery at once so that we may update your records.

COMPUTERISATION/CONFIDENTIALITY

We ask you for information about yourself so that you can receive proper care and treatment. We keep details of your care because it may be needed when you are seen again. We keep your details on the practice computer system which is used by doctors, nurses and staff. **Everyone working for the Health and Social Services (HPSS) has a legal duty to keep information about you confidential. You have a right of access to your health records.**

We may use some of the information we record for other reasons: for example, to help us protect public health generally and to see that the HPSS run efficiently, plan for the future, train their staff, pay their bills and can account for their actions. Information may also be needed to help carry out medical or other health and social services research for the benefit of everyone. You may be receiving care from other people as well as the HPSS. So that we can all work together for your benefit we may need to share some information about you. We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests. Whenever we can we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential. You have a right to object to the use of your information for any of these purposes.

The practice is registered with the Information Commissioner. To assist us, please ensure that we are notified of any change of name, address or telephone number.

If you have any queries on this issue, please contact the practice manager.

SUGGESTIONS/COMPLAINTS

We constantly strive to give you the best possible care and attention. If you have any suggestions or are unhappy about any aspect of our services please contact the practice manager via the reception team. The practice manager will provide you with details of our in-house complaints procedure.

DISABLED ACCESS

The surgery has been designed with disabled access in mind and is suitable for all disabled access. The entrance, reception area, waiting area, toilet, treatment room and consulting rooms are wheelchair friendly.

CARERS

A carer is someone who looks after family, partners, friends or neighbours in need of help because they are ill, frail or have a disability. The practice keeps a register of carers and tries to ensure that carers are referred for social services assessment. If you are a carer, please make sure this is recorded on your clinical record. This can be checked by anyone in the surgery.

PATIENTS' RIGHTS AND RESPONSIBILITIES

WHAT YOU SHOULD REASONABLY EXPECT FROM OUR PRACTICE

- You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origins, religious beliefs, personal attributes or the nature of your health problems. Staff will maintain your right to privacy and not discuss your illness with other staff or doctors within hearing distance of other people.
- Your doctors and nurses will strive to see you within 30 minutes of your appointment time. Where this is not possible, you will receive an explanation for the delay on request.
- If you need a repeat prescription, one will be provided within 48 hours (Monday to Friday) of your request.
- Patients needing to be seen urgently will be able to see a doctor within 24 hours (if you ask for a named doctor this may take longer).
- You have a right to a full explanation of your illness and any tests, investigation or consultation relating to that illness. You must inform us if you do not understand the explanation.
- If you require a home visit or out-of-hours house call, the doctor will make a decision whether to give advice over the telephone or to visit. Lack of transport in itself is NOT a reason for a home visit.
- If you have any complaints or concerns relating to the practice, its staff or the services offered, please contact the practice manager who will respond to them.

WHAT THE DOCTORS AND PRACTICE STAFF SHOULD REASONABLY EXPECT FROM YOU

- We ask that you treat doctors and staff with courtesy and respect at all times.
- Doctors have instructed the receptionists to ask certain questions so that they may deal with your requests in accordance with practice policies.
- Please let us know if you change your personal details or address.
- If you cannot keep an appointment please let us know as soon as possible; this will enable someone else to be seen.
- Please order repeat prescriptions 48 hours in advance.
- Do not expect prescriptions every time you see a doctor - they are quite often not necessary.
- Please follow your doctor's advice and take the full course of any medications that may have been prescribed for you.
- Before seeking a home visit think seriously whether it is necessary.
- When requesting a home visit please contact the surgery before 10.00am unless a genuine emergency arises later.
- Out-of-hours visits should only be requested in an emergency, not for minor illnesses, which can wait until morning.

We are committed to maintaining good communications and providing a high standard of care to our patients. Helpful suggestions are always welcome.

PLEASE NOTE

Any patient who is late for an appointment will be asked to book another appointment; the person may be seen at the end of the surgery in exceptional circumstances only. Action will be taken if any patient repeatedly fails to attend for booked appointments. It is illegal to smoke within the surgery premises.

REGISTERING WITH THE PRACTICE

You will be registered with the practice and not with a specific GP, although you may name a preferred doctor and/or nurse and we will record this preference. You will be asked to complete a New Patient Questionnaire and you will be given an appointment with the practice nurse for a new patient examination. You should bring your medical card, current medications and a sample of urine to this appointment.

REMOVAL OF PATIENTS FROM PRACTICE LIST

The practice operates a Zero Tolerance to abuse of staff policy.

In exceptional circumstances it may be necessary for the practice to remove patients from the practice list. Such examples are:

UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour from a patient that is directed towards any member of the primary healthcare team or towards patients or others on practice premises.

For example:

- physical violence
- any type of verbal or physical abuse, including threats or gestures
- any type of discriminatory abuse
- intentional damage to practice premises
- sexual and racial harassment
- stalking
- inappropriate emotional attachment to the doctor

CRIME AND DECEPTION

For example:

- fraudulently obtaining drugs deliberately lying to the doctor or other member of the healthcare team, eg by giving a false name or false medical history, in order to obtain a service or benefit by deception.

DISTANCE

- A patient has moved out of the designated practice area but has failed to de-register with the practice

If you are to be removed from the practice list, you will be informed in writing of the practice decision and the reason for removal. You will also be given information on how to begin the process of registering with another practice. If violence has been an issue, the Business Services Organisation will have responsibility for ensuring you receive primary care services, if necessary within a more secure setting.

HEALTH AND SOCIAL CARE BOARD

Details of other primary medical services in the area may be obtained from:

The GP Unit
Health and Social Care Board
12-22 Linenhall Street
Belfast
BT2 8BS
Tel: 0300 555 0115

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available by contacting the practice manager.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Vomiting

It is important to rest the stomach completely by not eating or drinking for two to three hours. After that time commence taking small sips of clear fluid (may be flavoured but not fizzy) every two to three minutes (large volumes too soon may cause more vomiting). If vomiting persists you should seek help. Likewise severe pain needs attention. If diarrhoea is also present, then treat as above with only clear fluids for 24 hours and gradually reintroduce milk and then food the next day.

Diarrhoea

In general, diarrhoea is not dangerous as long as fluids stay down, but if in doubt contact the doctor.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and milk for 24 hours and then gradually putting back on to their milk - quarter strength, then half strength, then full strength. Powder sachets are available for bad diarrhoea but in general children will not take them due to the taste.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than 4 or 5 inches in diameter or if the skin is broken, consult your practice as soon as possible.

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. Antibiotic powders and creams are not required routinely for clean cuts.

Colds/Flu/Sore Throats

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish take aspirin or paracetamol. Steam inhalations and certain cough bottles help dry coughs. Menthol rubs are also useful. A decongestant will help dry up phlegm. **Antibiotics do not help temperatures or viruses.**

Sprains

First apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

Nose Bleeds

Sit in a chair (leaning 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.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription. Hair should be fine-combed weekly - only treat when head lice or nits (eggs) are found in the home. Nits do not require treatment but treat those with live walkers twice.

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.

Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or 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 occasional aching joints.

It is infectious from 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 or ten days after that date. *Immunisation can prevent this disease.*

Mumps

Symptoms are swelling of the glands 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 or ten days after that date. If the pain is severe you should consult your doctor. *Immunisation can prevent this disease.*

FLU VACCINE

It is very important that you attend for your flu vaccine when invited. Flu vaccine is given annually to the following groups of patients:

- All those aged 65 years and over

All those aged over six months in the following clinical risk groups:

- Chronic respiratory disease
- Chronic heart disease
- Chronic renal disease
- Chronic liver disease
- Chronic neurological disease
- Diabetes
- Immunosuppression (due to disease or treatment, including asplenia or splenic dysfunction)

The flu immunisation is not a live vaccine, which means you cannot get the flu from the vaccine!

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