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# ORMEAU PARK SURGERY

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281 Ormeau Road, Belfast BT7 3GG

**Tel (028) 9064 2914 Fax (028) 9064 3993**

[www.ormeauparksurgery.co.uk](http://www.ormeauparksurgery.co.uk)

# Welcome to Our Practice

Our aim is to provide our patients with the best possible care within the resources available to us and to deal with any problems as quickly and efficiently as possible. This booklet is to help you get to know about the services we provide. We hope you will find it useful and keep it for future reference.

## Practice History

### 1893 To 2004 - "Over 100 Years a Doctor's Surgery"

The medical practice at 281 Ormeau Road was first established in 1893 by Dr J Davidson. The house was built as a wedding present for Dr Davidson by his father-in-law.

Dr Davidson was succeeded in early 1930 by Dr J Boyd, who subsequently left general practice in 1940 to accept a position as consultant anaesthetist at the Royal Victoria Hospital.

Dr J B Young purchased 281 Ormeau Road and continued practising medicine there until his retirement in 1963 when his assistant Dr J D Henderson became his successor.

Dr C W Musgrave, who practised medicine at 297 Ormeau Road, joined Dr Henderson and the two practices were amalgamated. As the practice developed, with an increasing growth in the number of patients, Dr F C Gormley later joined the panel of doctors.

Dr R A Loane, at the time a senior surgical registrar, became a partner in 1970.

Dr Gormley left to work in England at the end of 1975 and was replaced by Dr B E Dean. After spending some time abroad in anaesthetics, Dr Ruth McKeown became the first female doctor to join the practice in 1979. Some years later, in 1984, as the practice continued to expand, Dr I G Rowan became the fifth partner. Dr Henderson retired in December 1996 and in February 1997 was replaced by Dr D B Cheyne. Dr R A Loane retired in 1998 and Dr Ruth McKeown in 2003. Dr Sharon E Gracey joined the practice in 2003. Having worked as a locum for the practice, Dr Cathy A McKeown became a partner in April 2010 on the retirement of Dr B E Dean. The practice is not a limited partnership.

The building at 281 Ormeau Road was extensively renovated in 1986 to provide more surgeries and a treatment room and thereby a higher standard of service for patients. Over the last number of years further modernisation in the form of computerisation, re-design of the reception and waiting areas and the installation of a lift to the first floor have served to increase efficiency and the quality of care provided.

## Surgery Opening Hours

**Reception is open during the following times:**

**Mon, Tue, Thurs, Fri - 8.00am - 6.00pm**

**Wednesday - 8.00am - 1.00pm**

## The Practice Team

### The Doctors

**Dr Ian G Rowan** (male) MB BCh (QUB 1980) DRCOG DCH MRCGP Dip Family Planning.  
Special interests - diabetes, respiratory and cardiovascular medicine, paediatrics and obstetrics.

**Dr David B Cheyne** (male) MB BCh (QUB 1989) DRCOG DCH MSOM MRCGP Dip Family Planning.

Special interests - sports and soft tissue injuries, paediatrics, obstetrics and family planning.

**Dr Sharon E Gracey** (female) MB BCh (QUB 1988) with distinction in Obstetrics and gynaecology, MRCGP DRCOG DCH DGM Dip Family Planning

Special interests - dermatology, minor surgery obstetrics and gynaecology.

**Dr Cathy A McKeown** (female) MB BCh (QUB 2003) with distinction in clinical finals, MRCGP DRCOG DCH Dip Family Planning, Certificate in Essential Palliative Care, Dip Practical Dermatology, Letters of Competence in sub dermal contraceptive implants and Diabetes Management in Primary Care Diploma.

Special interests - family planning, obstetrics and gynaecology.

**Dr Holly Dunlop** (female) MBChB (Glasgow 2006) MRCGP DRCOG

### The Staff

#### Andrea Lowry - Practice Manager

Andrea is responsible for the management and administration of the practice and all non-clinical aspects of your healthcare. If you have any queries, comments or suggestions about the services offered by the practice, she will be happy to discuss these with you.

#### Susan Edwards - Finance and IT Manager

Susan is responsible for all the financial and computer aspects of running the practice.

### Reception/Administration Staff

The reception/administration staff assist in the efficient day-to-day running of the practice, supporting the services we provide. When you telephone the surgery the receptionists will ask you for a few details. They have been trained to make these enquiries so that we can help you in the most appropriate way. Strict confidentiality is maintained by all staff on any matter relating to the health of our patients. Reception staff are here to help you, but their job is very demanding and they are often very busy, so please be patient.

### Practice Nurse

Our practice nurse **Pauline Orr RGN** aims to provide you with an efficient, quality service in a caring and helpful manner. Their comprehensive service includes dealing with wounds and dressings, blood and urine tests, injections, ear syringing, suture removal, advice on minor ailments, travel and childhood immunisation and women's health as well as aspects of health promotion. Pauline's special interest is diabetes. Should you wish to attend or need advice on any of the above services please contact reception.

## Primary Care Team Attached Staff

### Health Visitors

The health visitor is qualified in nursing and midwifery and has also been specially trained to give health advice on matters relating to family and child health. She assesses children's development and also undertakes health promotion within the practice.

### District Nurses

The district nursing team provide skilled nursing care in the patient's own home and offer valuable advice to their carers. They assess needs, give information and counselling and carry out appropriate nursing care.

## Registering

The practice list is open and to register, please fill in a New Patient Registration Form which can be picked up at reception. Patients now register with the practice rather than with an individual GP; patients are nonetheless free to request an appointment with any of the practitioners.

## Seeing the Doctor

- The doctor can only be seen by appointment, which can be made with the receptionist, either by calling at the surgery or telephoning 9064 2914.
- **Please make one appointment per person** - delays are caused for everyone if two people are seen in one appointment.
- **Cancellations** - It is essential that you telephone if you cannot keep your appointment. Even at short notice, we can usually allocate your appointment to someone else.
- **Appointments** are for 10 minutes although some patients' problems take longer than others, so please be patient if there is some delay. If you feel you will need a longer appointment than usual, please let the receptionist know when you are booking and we will try to make provision for this.
- **Mobile phones** - The doctors would ask that mobile phones are turned off whilst you are in consultation so that there are no unnecessary interruptions.
- **NO LISTS** - WE ASK THAT PATIENTS DO NOT BRING LISTS OF COMPLAINTS TO THE DOCTOR TO BE DEALT WITH IN ONE APPOINTMENT AS THIS UNFAIRLY EXTENDS THE CONSULTATION CAUSING DELAYS TO OTHER PATIENTS.

### Consultation Times

**Monday to Friday 9.00 - 11.00am and 2.30 - 5.00pm**

**(Except on Wednesday when surgery is held in the morning only)**

All surgeries are by appointment only. Consultation times may vary according to demands.

### Urgent OR Block Appointments

If you have an **urgent** problem, although you will be able to see a doctor the same day, it will be the first doctor available and may not be your usual doctor.

- The receptionist will ask you for some brief details about the complaint as sometimes the doctor may decide your problem can be dealt with by telephone advice.
- These appointments are only for five minutes and will deal quickly with the immediate problem.
- Please do not bring up other unrelated problems at these appointments.

### Home Visits

- Please do not ask the doctor to make a home visit if you are well enough to come to the surgery.
- If you ask for a home visit you should give a complete description of the patient's condition so that the doctor can judge if a home visit is necessary.
- Only the doctor can judge if a home visit is necessary.
- Other than in the case of extreme emergency, all requests for home visits should be made by telephoning **9064 2914 before 10.00am**.
- The receptionist will ask a few details to allow the doctor to assess the urgency of your call and so help you in the most appropriate way. Please remember that several patients can be seen at the surgery in the time it takes to make a home visit.

### Emergency Calls

**For emergencies during surgery hours:** (between 8.00am and 6.00pm) **telephone 9064 2914**. Urgent requests will be given prompt attention by the receptionists and the doctor will be informed. It will be necessary for the receptionist to ask some details regarding the condition of the patient so that the doctor can assess the urgency of the call.

### Out of Hours Calls

The practice is part of the South East Belfast Co-operative which was formed to provide a quality service outside normal working hours as commissioned by the Eastern Health & Social Service Board. When the surgery is closed, telephone 9064 2914 and you will be given the out of hours telephone number 9079 6220 and you should contact them direct. There is always a doctor on call for EMERGENCIES but please remember that this service should be reserved for genuine EMERGENCIES ONLY.

### Telephone Advice

Interruptions during surgery are upsetting for both doctor and patient. For this reason, staff have been asked not to disturb consultations with non-urgent telephone calls. If you wish to speak to the doctor or nurse, the receptionist will take your telephone number and a brief description. The doctor will then phone you back at their earliest convenience.

It is not usually necessary to speak to the doctor to obtain test results; these can be obtained from the receptionist strictly after 2.00pm and the doctor will leave instructions for the receptionist if appropriate.

## Repeat Prescriptions

- Repeat prescriptions may be issued for regular medication as arranged by your doctor. Requests can be made in person at the reception desk, by post enclosing a stamped, addressed envelope, or by telephoning our main line 9064 2914 Monday - Friday between 10.00am and 3.30pm.
- **The line is closed between 12 noon and 1.30pm for lunch and from 12 noon on Wednesdays.**
- We require 48 working hours to process your request for repeat medication whether ordered by telephone, by letter or in person.
- Please ensure you order your repeat prescription well in advance of running out of your medication to ensure continuity of treatment.
- Requests for non repeat prescriptions for acute or minor ailments will be passed to the doctor for attention. These requests should be made by phoning 9064 2914 and speaking to a receptionist and not left on the repeat prescription line.

## Test Results

- Results of investigations e.g. blood tests, x-rays etc, are available by telephoning 9064 2914 after 2.00pm when the results will have been reported on by the doctor.
- Information will not be given to another person unless we have your prior permission.
- **Certain results will only be given in person or in writing.** The practice nurses will advise you as to how and when to obtain your results.

## Private Medical Services

Medical examinations for life assurance, pre-employment medical, HGV licence, and completion of private medical forms are undertaken by arrangement with the doctor who you usually see at the surgery. These and certain other services are not covered by the NHS and will attract a fee which has been recommended by the British Medical Association. Please contact reception for an appointment and advice regarding the fee.

## Zero Tolerance

This practice considers aggressive behaviour to be the use of any personal, abusive or threatening comments, bad language, physical contact and aggressive gestures. In keeping with the rest of the National Health Service we operate a 'Zero Tolerance Policy' with respect to the protection of all our staff. This means that no aggressive behaviour towards doctors or staff will be tolerated whether verbal or physical. If a patient continues to behave in an inappropriate manner, the practice will make an application to BSO to have them removed from our list, giving reasons for this request. Acts of violence or threat of violence will result in **immediate** removal.



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## Change of Personal Details

It is important to let us know of any change to your name, address or telephone number, in order that your records are kept up to date. If you leave the area it will be necessary to register with another doctor. You do this by completing the relevant section of your medical card and taking the card to the new surgery of your choice.

## Confidentiality

Your medical records are held in the strictest confidence. Information is not passed on without your consent, unless it is within the confines of the NHS, or by legal requirement, or it is in the public interest. The practice is computerised and registered under the Data Protection Act 1998. It is practice and a legal requirement that all staff maintain the confidentiality of patients' records.

## Disabled Access

For easy wheelchair access, a ramp is situated at the front entrance. A lift to the first floor is available for use by the elderly and infirm. A toilet suitable for wheelchair access is situated on the ground floor. A member of our staff is experienced in sign language.

## Diversity and Equality

Ormeau Park Surgery welcomes patients from all diverse groups.

## Specialist Services Available

### Asthma/COPD Management

Asthma/COPD patients will be reviewed by a nurse. Patients, both adults and children, are seen for appropriate education, advice and supervision of treatment. The clinic also provides individual management plans, where appropriate, and follow-up care. A double appointment can be made with reception.

### Minor Surgery - Tuesday 2.00 - 5.00pm (alternate)

Dr Gracey runs these clinics with assistance from the practice nurse. Many minor surgical procedures such as the removal of cysts, skin lesions and joint injections can be carried out quickly and comfortably under local anaesthesia at this clinic. Appointments are by referral from your doctor.

Dr Cheyne administers joint injections.

### Skin Clinic - Tuesday pm (every eight weeks)

This clinic is held on Tuesday afternoons. A number of skin conditions can be treated at this clinic on referral from your doctor.

## Cervical Smear Clinic

Cervical screening is offered to all female patients (aged 18-65 years) at three-yearly intervals. After their smear, patients will be asked to telephone for their smear result in 4 weeks time. These clinics are held by the practice nurses.

## Near-Patient Testing

The treatment of several diseases, particularly in the field of rheumatology, is increasingly reliant on drugs that, while clinically effective, need regular blood monitoring. These blood tests will be carried out by the practice nurses upon referral from your doctor.

## Diabetic Clinic

This clinic is run by appointment with Pauline Orr, our fully qualified diabetic nurse, in conjunction with the doctors. Patients are referred to this clinic to obtain appropriate education and advice, to help maximise their effective control and reduce the risks of any complication with diabetes.

### Child Health Clinic - Thursday 11.00am - 12 noon

Almost 10% of our patients are under five years old. We have developed this clinic to assess children as they grow, to protect and immunise them against disease and to offer parents encouragement and advice.

### Anti-Coagulation Monitoring - Tuesday 11.00am - 12.30pm and 1.30 - 3.00pm

This monitoring clinic is for the care of patients taking Warfarin and is run by the practice nurse.

## Adult Vaccinations

**Tetanus and Polio** - all adults should ensure they are adequately immunised against tetanus and polio.

**Flu vaccinations** - available each autumn for those patients who are over 65 or at risk due to certain medical conditions such as asthma, diabetes, kidney disease or heart trouble.

For advice on either of these services please contact reception to make an appointment with the practice nurse.

## Foreign Travel

A full range of immunisations are available. Please make arrangements well in advance of travel as you will need to get your advice at a travel clinic and bring the paperwork to the surgery. Make an appointment in about one weeks' time. The nurse will get the prescription organised and you will then need to get this dispensed before your appointment and bring the vaccine with you to your appointment.

## Maternity Care

Full antenatal and postnatal care is provided by all doctors in the practice.

## Family Planning

Your doctor is happy to advise on all aspects of family planning and contraceptive services.



# MediCare

## Pharmacy

126 Ormeau Road  
Tel: 028 9023 0170

OPEN - Monday to Friday 9.00am - 6.00pm

**FREE Prescription Collection and Delivery Service**

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- Cholesterol Monitoring • Diabetic Screening • Asthma Review •
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## MAKE THE MOST OF YOUR LOCAL PHARMACIST

### .... For dispensed medicines

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job is to help people get the best out of their medicines. Your local pharmacist will be able to tell you all you need to know about your prescription medicines because he - or just as likely she, as half of all pharmacists are women - has spent years at University studying the composition and actions of drugs. So they know exactly what's in your medicine, and will be happy to answer any questions. They understand that it's only too easy to come away from the doctor's surgery uncertain about when and even how to take your medicines ... *Should you take the tablets before or after meals? ... Are you using your inhaler properly?* You can be sure that your pharmacist will see that you get your medicine at the right strength and in the right dose and will check that you know how to take or use it properly

### .... For minor ailments

If you're feeling off-colour, but don't feel ill enough to go to the doctor, ask your pharmacist for advice. Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments for yourself and all the family - anything from headaches and coughs and colds, to cold sores, thrush or dermatitis. Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it.

Often, however, an over-the-counter remedy will be all you need. It's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy. When you ask for a medicine, your pharmacist will need to ask you a few simple questions before recommending appropriate treatment. Do remember that they are not trying to pry. Their only concern is that you get the best possible advice for your problem and that the medicines you receive are suitable for you to take.

And remember, too, that you can talk to your pharmacist in confidence - even about the most personal symptoms. Like doctors, pharmacists have a professional code that means all personal information you give them will be treated in the strictest confidence. Most pharmacies now have a private consultation area, out of earshot of other customers where you can speak to the pharmacist more privately. Tell the pharmacist if you want to have a private chat.

ADVERTISING FEATURE

## Well Person Screening **By appointment with the practice nurse**

This service is available to all and aims to provide the patient with a general health screen, in particular looking for coronary heart disease risk factors. We strongly advise our patients to have regular check-ups for lifestyle, weight and risk factor analysis and the measurement of their blood pressure (recommended at least every five years after the age of 30). To make an appointment please contact reception.

## Smoking Cessation

If you would like to stop smoking, please speak to a doctor or the local chemist about nicotine replacement.

## Belfast Carers' Centre

Are you a carer? Are you, without payment, looking after or providing help and support to your husband, daughter, son, parent or a friend who could not manage otherwise because of frailty, illness or disability? Then yes, you are a carer.

Belfast Carers Centre, which is part of the Princess Royal Trust of Carers, has been providing support and information to carers across Belfast and Greater Belfast since 1996. They are an independent organisation dedicated to supporting carers of all ages and walks of life and from all areas.

All Carers Centres provide, either by telephone, drop-in or outreach, surgeries offering the following support: information and advice; someone to talk to; help with claiming benefits; help to access social services, health services and support groups; advocacy work on behalf of carers and social activities and fun!

Ormeau Park Pharmacy (next door to our surgery) run a Carers Centre every Tuesday from 10.00am - 12 noon at which practical, emotional and financial advice is available.

Contact the Belfast Carers Centre on 9043 4700, or at [info@carerscentre.org](mailto:info@carerscentre.org) or, visit them at Suites 2-5, Second Floor, Merrion Business Centre, 58 Howard Street, BT1 6PJ. Their web address is [www.carerscentre.org](http://www.carerscentre.org).

## Comments and Suggestions

Our aim is to provide our patients with the best possible care within the resources available to us and to deal with any problems as quickly and efficiently as possible. Patients wishing to make constructive or critical comments on the services provided by the practice should speak or write to the manager.

## Complaints Procedure

We endeavour to give you the best service possible at all times; however, there may be occasions when you wish to express dissatisfaction. We operate an informal, in-house complaints procedure to deal with your complaints about the service you have received from the doctors or staff working in this practice. This procedure does not deal with matters of legal liability or compensation but we hope you will use it to give us the opportunity to investigate and, if necessary, correct any problems that may have arisen or mistakes that may have been made.

In some cases the in-house procedure is not an appropriate form of investigation, in which case you will be referred to the appropriate authority. This procedure does not affect your right to make a formal complaint to the Health and Social Services Board, if you wish, nor does it affect your right to seek compensation in law.

Your complaint should be addressed to the manager, who will ensure that it is investigated thoroughly and as speedily as possible. Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

## 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.

## Practice Charter Standards

Our aim is to provide our patients with the best possible care within the resources available to us and to deal with any problems as quickly and efficiently as possible. Patients will be treated with courtesy at all times and we will respect our patients' right to privacy and confidentiality. All new patients will be provided with a copy of our practice booklet and copies will be available in the waiting areas.

## Patients' Rights to General Medical Services

### As a patient you have the right to:

- Be registered with a GP.
- Change doctor easily and quickly.
- Be offered a health check on joining the practice.
- Receive emergency care at any time through a GP.
- Receive health care on the basis of clinical need regardless of ability to pay.
- Be given a clear explanation of any treatment proposed, including any visits and any alternatives, before you decide whether you will agree to treatment.
- Have appropriate drugs and medicines prescribed.
- Be referred to a consultant acceptable to you when the GP thinks it is necessary and be referred for a second opinion if you and the GP agree this is desirable.
- Have access to your medical records, subject to any limitations in the law, and know that those working for the NHS are under legal duty to keep the contents confidential.
- Choose whether or not to take part in medical research or medical student training.
- Be given detailed information about local family doctor services through your Health Board's local directory.
- Receive a copy of the practice booklet, setting out the services provided.
- Receive a full and prompt reply to any complaints about the services provided by the practice.

## Help Us to Help You

### As a patient of this practice we expect you to:

- Treat the doctors and practice staff with courtesy.
- Be punctual for appointments.
- Give the practice as much notice as possible if you are unable to keep your appointment.
- Make more than one appointment if more than one person needs to be seen.
- Be prepared to make further appointments if you have numerous or complicated problems.
- Be patient if appointment times are running late - please remember it may be you who needs extra time on another occasion.
- Ask for a home visit only if illness prevents you attending the surgery - children can usually be brought safely to the surgery.
- Contact the doctor out of surgery hours only in the case of an emergency which cannot wait until the next working day.
- Be prepared to see another doctor in the practice when your own doctor is unavailable.
- Plan ahead when ordering repeat prescriptions and order well in advance as you do not want to have a break in your repeat medication.
- Carefully follow the treatment prescribed by your doctor.
- Turn your mobile telephone off before having your consultation with the doctor or nurse.
- If you wish to make constructive comments, suggestions or criticisms, please ask to speak to the manager.

## Health and Social Care Board

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

The Director of Primary Care, Health and Social Care Board, 12-22 Linenhall Street, Belfast BT2 8BS

## Notes

## WHY WAIT for specialist medical attention?

Private Hospitals now provide a **self pay** service and you can spread the payments if you wish. You can also be seen quickly and at your convenience.

**Why not get it done quickly and get on with your life?**

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BECAUSE LIFE MATTERS

## Are you or a loved one suffering from hearing loss?



Do you:

- Ask people to repeat themselves?
- Have trouble hearing the TV or radio?
- Struggle to hear in noisy environments?

**If so contact a local hearing aid provider today.**

## Would you like to Hear Better?

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[www.campbellhearing.co.uk](http://www.campbellhearing.co.uk)

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## Useful Telephone Numbers

Action Cancer .....	9066 1081
Age Concern.....	9024 5729
Al-Anon Family Groups .....	9024 3489
Alcoholics Anonymous.....	9068 1084
Ards Community Hospital.....	9181 2661
Central Benefits Branch.....	9033 6000
Central Services Agency.....	9032 4431
Chest, Heart & Stroke Association.....	9032 0184
ChildLine .....	0800 1111
Cruse .....	9023 2695
Drugs Helpline .....	Freephone 0800 776600
Musgrave Park Hospital .....	9065 9501
North Down & Ards Community Trust.....	9181 6666
Northern Ireland Council on Alcohol.....	9066 4434
Northern Ireland Hospice .....	9078 1836
Northern Ireland Association for Mental Health.....	9032 8474
Parents Advice Centre .....	9032 3880
RELATE.....	9032 3454
Ulster Independent Clinic .....	9066 1212
Ulster Pregnancy Advisory Association .....	9038 1345

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## Our Practice Area

