

**BROOK STREET SURGERY  
9 BROOK STREET  
HOLYWOOD  
BT18 9DA  
TEL: 02890 421880**

## **PRACTICE STAFF**

### **Doctors**

**Dr Simon Goldring (m)**

MB BCh BAO MRCP MRCGP (QUB 1994) Special Interests - Musculoskeletal problems, Joint and Soft tissue injections

**Dr Malcolm Leitch (m)**

MB ChB DRCOG MRCGP (Glasgow 1997)  
Special interests - Men's Health

**Dr Rachel Hoey (f)**

MB BCH BAO MRCGP DRCOG (QUB 2006)  
Special interests - Women's health

**Dr Emma McCallion (f)**

MB ChB DMH MRCGP (Dundee 2007)  
Special interests - Diabetes and Women's Health

**Dr Chris Jackson (m)**

MB Bch BAO DRCOG MRCGP  
Special Interests - Dermatology, Men's Health

Brook Street is a training Practice

### **Nurse Practitioners**

**Advanced Nurse Practitioner  
Lesley-Anne Morrow**

**Practice Nurse Ruth Jackson**  
RGN

**Practice Nurse Julie Lillie**  
RCN

**Practice Nurse Maria McDowell**  
RCN

**Healthcare Assistant Cecilia Gourley**

**Healthcare Assistant Molly Leitch**

The Practice Nurses aim 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, childhood immunisation, as well as aspects of health promotion. The Healthcare Assistant works with the Practice Nurses by taking blood pressures, blood test and other associated duties. The Nurses and Healthcare Assistant are available by appointment Monday to Friday 8.40am - 12.30pm and 2.00 - 5.30pm. Should you wish to attend or need advice on any of the above services, please contact reception.

### **Practice Management**

**Deborah Jones**

The *Practice Manager-Deborah Jones* is responsible for the day to day 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, the manager will be happy to discuss these with you.

### Pharmacists

**Mrs Judith Gray (f)**

**Mrs Vivienne McCoy (f)**

### Community Midwives

The midwife can help you with all aspects of care during your pregnancy and in the first 10 days following your baby's delivery, or longer if required. The midwife can be seen by appointment at the antenatal clinic held at the practice on Wednesdays or can be contacted through your doctor or directly by telephone - (028) 9598 8098

### Community Nurses

The district nursing team provide skilled nursing care in the patient's own home and advise carers. They assess needs, give information and counselling and carry out appropriate nursing care. The district nurses can be contacted through your doctor or directly by telephone - (028) 9598 8098

### 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. The health visitor is available at the weekly baby clinic at the practice or can be contacted through your doctor or directly by telephone - (028) 9598 8098

### Surgery Opening Times

<b>Monday</b>	08:30 - 18:00
<b>Tuesday</b>	08:30 - 18:00
<b>Wednesday</b>	08:30 - 18:00
<b>Thursday</b>	08:30 - 18:00
<b>Friday</b>	08:30 - 18:00
<b>Weekend</b>	<i>closed</i>

**Currently all appointments with a GP are initially via telephone consultation. If you need to be seen by the GP then this will be organised following your telephone consultation. There will be a limited number of telephone consultation slots bookable each morning for those people who have difficulty getting through on the telephone. We apologise if you have to wait in a telephone queue for the receptionist to answer and thank you for your patience.**

**Please note:** To book an appointment online you will need to register for this service if you have not already registered. Please complete the following form to register for online services. Online booking is for GP telephone appointment only.

[Register for online services](#)

### Appointments

**Appointments for a telephone call from the doctor, nurse or pharmacist can only be made with the receptionist, either by calling in person to the surgery or telephoning [028 9042 1880](tel:02890421880).**

**When telephoning for an appointment the 'emergency' option should only be used for serious or life-threatening problems such as chest pain, collapse or breathing difficulties.**

Home visits are solely for those patients who are too ill or infirm to attend the surgery.

If you require a home visit **please telephone [028 9042 1880](tel:02890421880) before 10.30am if possible.** This will allow the doctors to plan their visits and avoid unnecessary delays.

Please be prepared to give details of your, or the patient's condition, to the receptionist so that the doctors can prioritise their visits and help you in the most appropriate way. **Urgent calls** If you feel you need to speak to a doctor urgently please advise the receptionist who will pass the call to the duty doctor.

**Contact Details for GP Out of Hours Tel: 91822344**

**North Down & Ards Areas**

Ards Hospital  
Church Street  
Newtownards  
BT23 4AS

**TEST RESULTS**

Please telephone **02890 421880 between 2.30pm and 5.30pm** to enquire about your test results as our reception staff will have more time to deal with your request between these times.

**REPEAT PRESCRIPTIONS**

**In order to provide a safe and accurate service we would request that orders for repeat prescriptions are made using online the Patient Services system. You may also request a repeat prescription person at the prescription desk, or by leaving your repeat prescription request slip in the prescription box in reception, or by post enclosing a stamped addressed envelope, or fax to **02890 395788**.**

Requests for repeat prescriptions may be made by telephone to **02890 421880** after **10.00am and before 1.00pm**. Please note that we require up to 72 hours to process your request for repeat medication whether it is ordered in person, by leaving your request slip, online, by post, or by telephone.

**NON-REPEAT MEDICATION (ACUTE PRESCRIPTIONS)**

Requests for acute (non- repeat) prescriptions for minor ailments will be passed to the duty doctor for attention. To request an acute prescription for minor illness please telephone **02890 421880**. Please note that the receptionist is required to take some details from you which will be forwarded to the doctor for attention.

**DISABLED ACCESS**

For easy wheelchair access, a ramp is situated at the front entrance, we have push system automated doors. The consulting rooms, treatment room and a toilet suitable for wheelchair access, are all situated on the ground floor. We have 2 disabled parking spaces available in the carpark.

**APPLICATIONS TO REGISTER WITH THE PRACTICE**

Before we can process your application to register you will need to complete the following relevant documentation which can be downloaded using the links below or you can call into the surgery for paper copies of these.

[New Patient Questionnaire](#)

[Application to register \(patients from outside the UK\)](#)

[Consent for online services](#)

[New Patient Questionnaire \(child under 14\)](#)

[Ethnicity Form](#)

[Application to register with the practice](#)

[Application for a replacement medical card](#)

**Photographic identification is also required**

Please complete the above forms and return to the surgery if you wish to register with us. Please bring photographic identification such as a driving license or passport. Additionally bring proof of address such as a utility bill or bank statement is necessary.

**SERVICES AND CLINICS**

**Minor Surgery**

We offer certain minor surgical procedures such as joint and soft tissue steroid injections, treatment of warts and keratosis with liquid nitrogen and snipping off small skin tags. Appointments are arranged in consultation with your doctor.

**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.

**Anti-Coagulation Monitoring - by appointment with the Practice Nurse**

Monitoring clinics are held by the practice nurse to provide care of patients on Warfarin medication.

**Maternity Care**

Full antenatal and postnatal care is provided by all the doctors in the practice. The midwife also runs an antenatal clinic in the practice.

**Family Planning**

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

### **Cervical Smear Tests**

Cancer of the cervix can be prevented and all female patients between the ages of 20 and 65 are advised to have regular smear tests. These tests are important because they can detect early signs of the disease which is then easily treated. Please contact reception to make an appointment. If you are offered an appointment but unable to attend, please advise us so we can offer this appointment to someone else.

### **Adult Vaccinations**

**Tetanus and Polio** - all adults should ensure they have had a tetanus and polio booster in the last 10 years.

**'FLU' Vaccinations** - are available each autumn for those patients who are elderly or at risk due to certain medical conditions such as asthma, diabetes, and kidney disease or heart trouble.

### **Patients Over 75 Years - Assessment of Health**

Those patients who have attained the age of 75 years of age and over may request a health check. For those patients unable to attend the surgery this check can be carried out at the home of the patient if the doctor thinks this would be more appropriate, due to the patient's medical condition.

**Child Health Clinic - Tuesday 10.30am - 12.30pm** 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. The doctors share this clinic with the health visitor and practice nurse.

### **COPD and Asthma Management Clinics - by Appointment with the Practice Nurse**

These clinics are run by our fully qualified nurses, in conjunction with the doctors. Patients, both adults and children, are referred to this clinic for appropriate education, advice and supervision of treatment. The clinic also provides individual management plans where appropriate and follow-up care. An appointment can be made at reception.

### **Diabetic Clinics -by Appointment with the Practice Nurse**

This clinic is run by appointment with 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 associated with diabetes. A dietitian is also in attendance at the clinic and patients are referred to the chiropodist as appropriate.

### **Heart Disease Monitoring -by appointment with the Practice Nurse**

This clinic is run by appointment with our fully qualified nurses, in conjunction with the doctors. Patients attending this clinic receive appropriate education, advice and supervision of their treatment in order to reduce the risks of further heart problems.

### **Hypertensive Disease Monitoring-By Appointment with the Practice Nurse**

Patients with hypertension require to have their blood pressure measured regularly at least every six in order to reduce the risk of developing other serious disease. Appointments are arranged with the practice nurse or at a BP clinic which is held at various times with our Practice Pharmacist. To make an appointment please contact reception.

## **BROOK STREET SURGERY**

### **In-House Complaint System - Patient Information Leaflet**

We aim to provide a quality service at all times, however there may be occasions when you are not happy with the service you have received from the doctors or staff working in this practice. 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 this way and you wish to make a complaint, we operate a ***Practice Complaints Procedure*** to deal with your complaint. Please let us know as soon as possible, ideally within a few days, or at most a few weeks, so we can establish what happened more easily. If it is not possible to do that, please let us have the details of your complaint within 6 months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event. This procedure does not deal with matters of legal liability or compensation, but we hope you will use it to give us an opportunity to investigate, and if necessary, correct any problems that may have arisen or mistakes that may have been made, so we can aim to improve the quality of service we provide. We will take your complaint seriously and treat it in confidence. Making a complaint does not affect your rights and will not result in the loss of any service you have been assessed as needing.

You can make your complaint to us verbally – face-to face or by telephone- or in writing. ***Our Practice Complaint's Manager is The Practice Manager.*** If you wish to put your complaint in writing, please ask for a ***Complaint Form.*** You do not have to use this form if you prefer to set out your complaint in your own way. Please do not hesitate to ask for assistance if required. Please note that we 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.

Your complaint will be acknowledged within **3** working days of receipt. We aim to respond to your complaint in full within **10** working days.

Some complaints may take longer to resolve but we will advise you of this and the reason why. It may also be necessary for us to contact you if further information is required. We trust that you will be happy with our response, however if this is not the case, you can contact us again and we will do our best to resolve your concerns. Please note if you prefer you can raise your initial complaint directly with the Health & Social Care Board by contacting:

*Complaints Department, Health & Social Care Board HQ, 12-22 Linenhall Street, Belfast, BT2 8BS.*

*Tel: 028 9536 3893 SWITCHBOARD: 0300 555 0115 or Email: [complaints.hscb@hscni.net](mailto:complaints.hscb@hscni.net)*

*If you remain unhappy you can then refer your complaint for consideration to the Ombudsman:*

*Northern Ireland Public Services Ombudsman, Progressive House, 33 Wellington Place,*

*BELFAST, BT1 5HH. Tele: Freephone: 0800 343424,*

*Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk), Website: [www.nipso.org.uk](http://www.nipso.org.uk)*

*Please note you must normally make your complaint to the Ombudsman within 6 months of the date of this letter*

#### **PATIENTS' RIGHTS AND RESPONSIBILITIES PATIENTS HAVE THE RIGHT TO:**

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive emergency care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- To view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

#### **PATIENTS ALSO HAVE A RESPONSIBILITY TO:**

- Be courteous to the staff at all times - remember they are working under doctors' orders
- Respond in a positive way to questions asked by the reception staff
- Attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the medical record be made available
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience
- Patients are asked to give 72 hours' notice for repeat prescriptions to allow us to process your request correctly
- Out-of-hours calls (e.g. evenings; nights and weekends) should only be requested if they are felt to be truly necessary.

#### **PLEASE SEE LINK BELOW FOR GMSC REGULATIONS**

[The Health and Personal Social Services \(General Medical Services Contracts\) Regulations \(Northern Ireland\) 2004 - No 140 | Department of Health \(\[health-ni.gov.uk\]\(http://health-ni.gov.uk\)\)](#)