

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.

The Surgery opens Monday- Friday 8am to 6pm. We do not close at lunchtime

The Surgery will close one afternoon per month for staff training. Alternative arrangements will be made available for patients with medically urgent problems during this time.

We have a mix of male and female clinicians and will always try and accommodate patient preference with whom you consult. Please advise the Reception Team when booking of your preference.

Appointment System

The surgery offers a mix of telephone and face to face appointments.

Morning Surgery

All clinicians operate a booked appointment system with appointments being made available up to 24 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.

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 3 weeks 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.

The practice staff

The receptionists Danielle, Elaine, Claire, Sonia, Suzanne, and Helen are your first point of contact with the surgery.

The admin team are managed by Emma. If you have any special needs they will be happy to help. David Fowler is the Practice Manager.

Admin support is provided by Noreen and Brenda, together with the medical team of five GP Partners, a Nurse Practitioner; Damien Barkely, Practice Nurses;

Fiona Gildea and Sarah-Joy Hamilton, Practice Pharmacists; Laura Gallagher and Sara Watson, and a Healthcare Assistant, Lisa Grant.

Kieran McBride is our onsite Social Worker, Brenda Fallon is our Social Work Assistant.

Our Advanced Nurse Practitioner Damien Barkely; works alongside the GP Partners to provide care to our patients.

Treatment Room

The Healthcare Assistant, Lisa Grant is available every day to carry out blood tests etc. Appointments for the Treatment Room can be booked with Reception.

Mental Health Practitioner

The Surgery now has an onsite Mental Health Practitioners. Aine Murphy & Nicola Aitcheson are able to provide support to patients without the need to speak to a GP first.

She is able to deal with conditions such as anxiety, depression, low mood, and effects of alcohol & substance misuse.

Physiotherapy Service

The Surgery now has on onsite First Contact Physiotherapists, Emma and Colleen. They will be able to consult with patients with back pain, joint or soft tissue problems/injuries.

You do not need to see a Doctor first and will be able to book an appointment directly with Emma/Colleen as he will be able to provide assistance and onward referral if necessary.

Antenatal Clinic

Pregnancy is an especially exciting time and we hope that you will attend our antenatal clinic. The practice midwife is Ann Lenaghan. She is based in Ballyowen Health Centre and can be contacted on 028 9504 0353.

Children's Immunisation Clinic

Our children's clinic is on Tuesday afternoon, from 2.00 until 5.00pm. **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.

Disability access

We have various measures in place to help ensure our surgery is accessible to disabled patients including ramped access, automatic doors, wheelchair friendly toilet facilities, ground floor consulting rooms and visual as well as audio call systems.

The Surgery has an induction loop for patients with hearing aids. Alternative arrangements are available for those patients with hearing issues to book appointments.

If there is anything further we can do to improve the accessibility of our premises we would welcome your feedback.

Out of Hours Service

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 (Belfast Area) or 028 9260 2204 (Lisburn Area).

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.

We are not a dispensing practice.

How do I get a laboratory result?

You may telephone the practice for a result. 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 please contact the Surgery and complete an application form. You will be asked to provide a proof of identity and proof of address. You will be invited to attend a short medical with the Practice Nurse

Patients over 75 years of age

If you are over 75 years of age and have not been seen by a GP in the past 3 years we recommend that you book an appointment for a general health check.

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 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.

Patient rights & responsibilities

We ask our patients to:

- Be courteous to GPs and practice staff at all times
- Be punctual for appointments
- Cancel any appointment you are unable to attend
- Be patient if the Dr/Nurse is running late

Patients can expect:

- To be treated with dignity and respect
- To be treated with a professional standard of care at your confidential information is kept safe and secure

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.

Our GP Registrars are Dr Ryan Johnston, Dr Kunal Singhal, and Dr Rachael Henderson.

If you require any further information please contact the practice manager, David Fowler, and he will try to assist you.

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.

Useful contact details

Strategic Planning & Performance Group (SPPG)
12-22 Linenhall Street
Belfast
BT2 8BS
0300 555 0115

Patient Client Council
5th Floor
14-16 Great Victoria Street
Belfast
BT2 7BA
Freephone 0800 917 0222
<http://www.patientclientcouncil.hscni.net/>

NI Public Service Ombudsman
33 Wellington Place
Belfast
BT1 6HN
Telephone: 02890233821
Email: nipso@nipso.org.uk

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Dr Paul Carlisle
(QUB 1997) MRCGP BCh BAO

Dr Conor McCrory
(QUB 2012) MRCGP MB BCh BAO

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Phone: 028 9028 6800
www.hillheadfamilypractice.co.uk

The Surgery is open
8.00-6.00 Monday to Friday