

In such circumstances, you are required to provide the name of the Pharmacy and telephone number. Prescriptions may be requested by post and patients **should enclose a stamped addressed envelope.**

Your health is your responsibility this includes the ordering of repeat prescriptions on time. Emergency appointments will not be allocated in order to obtain repeat prescriptions.

UNIVERSITY HEALTH CENTRE STAFF

Doctors

At the Health Centre there are 5 doctors, 3 female and 2 male GP Partners and 3 Salaried GP's. (See page 1) All doctors within the Health Centre are responsible for your care, although you may be registered with one in particular. You may request an appointment with a specific Doctor this could mean you might wait longer for an appointment

Nursing Staff

The Health Centre employs both Practice and Treatment Room Nurses who provide advice on smoking cessation, cervical cytology, sexual health, diet and nutrition. They also provide nursing care such as carrying out tests on blood etc., for infection and health promotion; dressings; monitoring blood pressure and assisting the Doctors with the management of chronic illness such as Diabetes.

Clerical Staff

The Health Centre has a team of 10 clerical staff who support the Deputy Practice Manager & Practice Manager, Doctors and Nurses. Clerical staff are responsible for the day-to-day running of the reception and surgeries.

Information may be passed to reception staff in order to enable Doctors and Nurses to make decisions about your care. These staff, like Doctors and Nurses, are bound by the Data Protection Act, therefore confidential, private and sensitive information may be given to them so that they can assist you, and inform Doctors and Nurses of your needs.

GP Pharmacists

The Health Centre has 3 pharmacists who assist the doctors with prescribing reviews and queries. For more advice or to arrange a telephone appointment please contact reception.

PATIENT VIEWS / COMPLAINTS

The Health Centre is keen to hear the views of patients using our service. We value patient comments and recognise their value in order to provide patient satisfaction and improve the quality of services offered.

Complaints and issues regarding Health Centre premises, staff and quality of services should be addressed to Catherine Rouse the Practice Manager.

CONFIDENTIALITY

The Health Centre agrees to the HSS Executive Code of Practice and Openness including; NI Code of Conduct & Accountability; Charter for Patient and Clients; The Protection and Use of Patient and Client Information.

Please contact Catherine Rouse the Practice Manager for more information about these policies, which reflect your rights as a Patient including access to personal information.

Patient Participation Group

If you would like to become a member of the above Group, Please contact the Health Centre Manager Mrs Catherine Rouse.

HSC Board

You can contact the Strategic Planning and Performance Group, Department of Health at, 12-22 Linenhall Street, Belfast, BT2 8BS or on 0300 555 1115.

The Health Centre strongly supports the NHS policy on **Zero Tolerance**. Anyone attending the surgery who abuses the GP's, staff or other patients be it verbally or physically, will risk removal from the practice list. Coercive, manipulative or deceitful behaviour will also not be tolerated. In extreme cases the police may be summoned.



PATIENT INFORMATION LEAFLET



UNIVERSITY HEALTH CENTRE AT QUEEN'S

**Elmwood Manse
7 University Terrace
Belfast
BT7 1NP**

TEL: 02890 664634

WEB ADDRESS: www.universityhealthcentreatqueens.co.uk

DR CLARE SMILEY (female) – Senior GP Partner (Part-time)
DR FIONA DEERING (female) – GP Partner (Part-time)
DR MURDOCH GRAINGER (male) – GP Partner (full-time)
DR CIARA BRADLEY (female) – GP Partner (part-time)
DR MICHAEL KINGSLEY (male) GP Partner (part-time)
DR BENJAMIN HORNER (male) – Salaried GP (part-time)
Dr NAOMI LENNON (female) – Salaried GP (part-time)
DR SARA MATCHETT – Retainer GP (part-time)

We are a NIMDTA accredited training and QUB teaching practice.

To use the services provided in the Health Centre **YOU MUST BE REGISTERED!**

HOW TO REGISTER

Individuals who live in the Health Centre area may register. The Health Centre area extend approximately 10km around the Health Centre. To register we require a current NHS medical card or you may complete a HSCR1/HS200 available from our reception.

The Health Centre offers a full range of NHS services including health screening, ante-natal care and child health surveillance. We also provide agreed university related services for students registered, (e.g. free medical certification, reports and letters to the University on your behalf. Information you choose to share with any member of the Health Centre is confidential and the University is unable to access this information.

SURGERY HOURS

Monday – Friday 9.00 – 5.30

8.30 – 6.00 telephone contact

Disabled access to all areas is provided, with ramp access available at the front and rear of the building and lift access to the upper floor. Patients with specific needs for access may contact the Practice Manager, who will be happy to assist. This leaflet is available in larger font and in audio or electronic format. Please contact Mrs Catherine Rouse with your request.

MEDICAL EMERGENCIES

AN APPOINTMENT IS NECESSARY IF YOU WISH TO CONSULT WITH A DOCTOR OR NURSE, except for a medical emergency such as;

- An acute asthma attack
- Serious injury
- Emergency contraception
- An acute mental health problem
- Serious infection

In such cases you should provide the receptionist with as much detail as possible so that they may inform a Doctor or Nurse who will assess the clinical urgency. A Doctor or Nurse will see medical emergencies as soon as possible on the day.

SURGERIES

The Health Centre aims to provide 8 Surgeries per day, five days per week. These appointments are for emergencies and should not be requested for repeat medication, health screening or institutional services. All surgeries are by appointment.

HOME VISITS

Should you require a home visit you should contact reception at your earliest convenience and provide full details of your condition, including a contact telephone number. Doctors will contact you by telephone and **they will determine if a home visit is required.**

OUT OF HOURS

Registered patients of the Health Centre, who require a Doctor or medical advice outside of normal surgery hours, weekends and holidays, should contact:

028 90796220

SERVICES PROVIDED WITHIN THE HEALTH CENTRE

- General illness (acute/chronic)
- Health promotion (smoking cessation, alcohol & drug awareness, sexual health)
- Asthma Clinic
- Diabetes Clinic
- Family Planning, Emergency Contraception & Cervical Screening
- Child Health Surveillance
- Minor Surgery
- University Related Services
- Clinical Psychology*, Dermatology*
* when funding allows

New Patient Health Checks

New patients registering with the Health Centre are offered a Health Check. These checks are free of charge and are important as it enables the Doctors and Nurses to assess and monitor your health needs and offer appropriate treatments. It provides us with an insight into your health, well-being and lifestyle.

Family Planning/Sexual Health

Appointments may be arranged with the doctor or nurse for factual information, advice or treatment on all aspects of family planning and sexual health (including the morning after pill), cervical smears and sexually transmitted infections. Please inform the receptionist when booking your appointment if it's for Cervical Cytology (smear) so that extra time can be allocated for the appointment.

Minor Surgery

Doctors within the Health Centre are qualified to carry out a number of minor surgery procedures including the removal of skin tags, warts, cysts and moles. This is carried out in our treatment rooms assisted by our nursing staff.

Asthma Clinic/ Diabetic Clinic

The Health Centre operates a weekly clinic for Asthma patients and monthly Diabetic Clinic. These clinics are run by both Doctors and Nurses. You may contact reception to arrange an appointment or for further information.

University Related Services

The Doctors within the Health Centre provide agreed institutional services, which include:

- Certification for late submission of work
- Non-attendance due to illness
- Medical Reports to Advisors of Study and Faculty Progress Committee.
*These services are available **free** of charge to registered patients.*

The Doctors work closely with Disability Services, Counselling Services, Occupational Health and Student Welfare Officers, to ensure continuity of care on and assistance on behalf of patients throughout their academic career.

Mental Health

When students need support for various issues such as medical related or personal problems, academic concerns or examination stress, the Doctors and Nurses have extensive experience and training in these areas and have close links with Counselling, Psychiatry and Psychology.

Care in Pregnancy

Ante-natal is offered at a separate location arranged via community midwives. Post-natal care is offered in the Health Centre on Wednesday mornings. Health Visitor Una Irwin is available to offer advice and care. Further details are available from reception and appointments should be booked in the usual manner.

Smoking Cessation

The Health Centre provides smoking cessation advice to those patients who want to kick the habit. If so please contact the Health Centre to arrange an appointment with our smoking cessation advisor.

*** Additional Services**

Additional services such as Dermatology and Clinical Psychology may be available throughout the year and subject to funding.

MSK Services

We host musculoskeletal service on behalf of GP Federation. This service is to assist with hospital lists and is available by referral from all GP's in the South Belfast area.

REPEAT PRESCRIPTIONS

To obtain a repeat prescription you can contact reception in person or telephone **02890 684642** or online (please speak to a member or reception for more information). You need to give at least 48 hours' notice.

Please note that repeat prescriptions will only be issued **for medication previously prescribed and authorised as a repeat by a Doctor**. Repeats are not normally authorised for antibiotics, contraception or painkillers.

Only in **exceptional circumstances** and at the discretion of the Doctors will Prescriptions be telephoned to Pharmacies.