

SURGERY TIMES

	Dunville	Shore
MONDAY	9.30-11.30 Dr P Murphy 2.00-4.00 Dr F Donaghy	2.00-4.00 Dr P Murphy
TUESDAY	9.30-11.30 Dr A Harley Building closes @ 4pm	9.30-11.30 Dr P Murphy 2.00-4.00 Dr P Murphy
WEDNESDAY	9.00-11.00 Dr F Donaghy	9.30-11.30 Dr A Harley 2.00- 4.00 Dr F Donaghy
THURSDAY	9.30-11.30 Dr Harley & Murphy 2.00-4.00 Dr P Murphy	2.15-4.00 Dr A Harley Building closes @ 4pm
FRIDAY	9.30-11.30 Dr A Harley 1.30-4.00 Dr Murphy/Harley or Donaghy	Building Closes at 12.30

TREATMENT ROOM TIMES - By appointment only

Dunville Shore

For bloods, smears, dressings etc

Practice Nurse : Colette Robb

Healthcare assistant: Janine McCabe

Receptionists:

Geraldine Monaghan & Margaret Armstrong

Gemma Orford & Aoife Callaghan

Welcome to Dunville & Shore Surgeries.

The premises are open each day from 8.00am in Dunville & 9am in Shore

Disabled access is available at both sites

Dunville closes each day @ 5.30pm (4pm on Tuesdays)

Shore Road closes Mon-Wed @ 6pm (4pm on Thursdays and 12:30 Fri.)

Both sites close for lunch 12:30 to 13:30 for lunch, Dunville still available by phone

To see a Doctor, please telephone **90325185 for Dunville**, or **90776886 for Shore** or call in at Reception, to make an appointment

Making an appointment allows you to choose the Doctor of your choice and helps to reduce your waiting time. A **separate** appointment is required for each person to be seen.

It is very important to **"self check in"** on arrival at the surgery – feel free to ask for help

Urgent appointments are available, but not always with the Doctor of your choice. We will endeavour to see any patient within 2 working days if so needed – but this can only work if respected by patients and will be at a time of the day and with such a Doctor that the Practice can organise. **If you cannot get an appointment as soon as needed please ask the receptionist to organise the Doctor to ring you back – give your mobile number and if the Doctor cannot solve the issue over the phone he/she will organise an urgent appointment for you** (this is for urgent clinical matters) and needs to be requested before 12pm.

Telephone - to speak to a Doctor, the best time to ring is before 12pm. During surgery it is difficult for the Doctor to discuss matters whilst another Patient is present so leave a contact Telephone number and details and the Doctor will endeavour to phone you within 24 hours if clinically important.

House Visits can be arranged with the Doctor when the Patient is medically too ill to travel, (or it may be more appropriate for the Doctor to arrange an Ambulance to the hospital). Please try not to leave these requests till late in the afternoon.

In the event of a **medical emergency** an Ambulance may be requested by a Patient or relative by telephoning 999.

Test results may be obtained by ringing Reception- please ring in the afternoon after 4pm when phone lines are less busy and allow a few days for results to come back.

Repeat prescriptions may be ordered through our Website or telephone; please allow **48 hours before collection**. (Reception staff are not permitted to telephone or fax prescriptions through to the Chemist). You should try and learn the names of your tablets, rather than just the colours, sizes and shapes.

Access to your **medical records** may be gained by prior arrangement with the Practice Manager. **We adhere to the regulations of GDPR 2018 Patient's Rights & Responsibilities**

It is important that you let the Staff know if you cannot attend an appointment at our Practice. A large number of patients just "Do not attend" – this is rude and prevents other patients from getting an appointment – please, please phone & let us know in advance. It is important to gather your thoughts before entering a consultation – please don't leave important issues until the end, please try to mention all issues at the beginning.

Any Patient that is violent or using abusive language to the Practice members will be removed from the list forthwith. Rude patients will be asked to apologise and warned they will be removed from the list for any recurrence of this behaviour.

OUT OF HOURS If you need to contact the Doctor for an urgent medical problem out of hours (when the surgery is closed), phone **NORTH & WEST URGENT CARE @ 90744447**. The Doctors of this Practice or a local General Practitioner will be on duty to advise you and if necessary examine you at the centre which is based opposite the **Mater Hospital Casualty** on the Crumlin Rd. In the event of a Patient being medically too ill to travel, a home visit may be arranged or transfer to hospital. **Teaching** This practice is recognised by the Department of Health for teaching undergraduate medical students from Queen's University. On occasions Patients may be asked to co-operate regarding history taking, physical examination and videotaping of consultations. Please don't hesitate to refuse if you feel at all uncomfortable.

Most years a **Registrar or Foundation doctor** is attached to the Practice. These Doctors have completed their University Training and three or four years in hospital, having gained a broad experience in Obstetrics, Gynaecology, Paediatrics & General Medicine. They are about to become General Practitioners in their own right.

TRAVEL VACCINATIONS and appropriate vaccinations can be arranged through MASTA <http://www.masta-travel-health.com>. Vaccinations usually need to be given at least a month before departure. **CERVICAL SMEARS** can be performed by our Doctors or Practice Nurse Colette. We recommend a smear every 3 years.

MINOR OPERATIONS such as excisions & joint injections can usually be performed on site. **PREGNANCY**. It is now recommended that women who are planning a pregnancy should take folic acid for three months prior to conception and for another three months after this. This has been shown to reduce the incidence of Spina Bifida. Folic acid is found in some green vegetables and available on prescription. **HEART DISEASE** Any patient with heart disease should consider taking a **daily aspirin** tablet, ask your Doctor for advice.

RESPIRATORY DISEASE Any patient **on inhalers** should attend the Practice Nurse for a demonstration on inhaler technique. **IN HOUSE CLINICS - Diabetes, Respiratory and Cholesterol** clinics are run by our Nurse – for up to date advice on diet, drugs and monitoring.

CHAPERONES We welcome the use of chaperones for any examinations – feel free to bring a friend, or ask for a Nurse or Staff Member to be present.

MINORS - Under sixteen years old – are not allowed to collect prescriptions & we suggest you are accompanied for consultations.

PRACTICE AREA. The Practice covers an area which is a semicircle west of a line drawn from the University of Ulster to Lisburn; map available at reception **REGISTRATION** To register as a Patient with the Practice ask at Reception for an application form. You must show photographic ID and proof of address. Patients may see any Doctor at the Practice. Patients over 75years who have not seen a Dr for 3 years should be offered an assessment & health check

SUGGESTIONS, COMMENTS & COMPLAINTS We welcome feedback – please write to The Practice Manager. If the patients complaint is not resolved they will be advised to contact the Patient Services Officer Mr Cruickshanks, Belfast Trust, 12/22 Linenhall Street Belfast Tel 02895363893

This practice is contracted to the Belfast Social CareTrust, Champion House, 12-22 Linenhall Street Belfast BT2 8BR Tel: 02890321313 and adheres to the Child Protection Policy. JANUARY 2020

www.dunvilleshore.com

DUNVILLE SURGERY

309 GROSVENOR RD (opposite RVH)

BELFAST BT12 4LP

TEL 028 90325185 FAX 028 90240914

SHORE ROAD SURGERY

600 SHORE ROAD

BELFAST BT15 4HG

TEL 028 90776886 FAX 028 90775040

DR FERGUS DONAGHY

General Partner

Registered Belfast 1983

Bachelor of Medicine

Diploma in Child Health

Diploma in Obstetrics & Gynaecology

Trainer in General Practice

Honorary Clinical Lecturer Queens University

Masters in Medical Education

Fellow of the Royal College of General Practitioners

DR AINE HARLEY

General Partner

Registered Belfast 1999

Bachelor of Medicine

Member Royal College General Practitioners

Diploma in Mental Health

Postgraduate Certificate in Clinical Education

Diploma Diabetes

DR PETER MURPHY

General Partner

Registered Belfast 2004

Bachelor of Medicine

Member Royal College General Practitioners

Repeat Prescriptions can be booked on our website at

www.dunvilleshore.com

Practice Manager - Cathy Armstrong

Assistant Manager- Denise Martin