

LISBANE MEDICAL CENTRE

Built 1992



24 Lisbarnett Road, Comber, Co Down BT23 6AW

Tel: (028) 9754 1466 • Fax: (028) 9754 3227

www.lisbanemedicalcentre.co.uk

Branch Surgery

5a The Brae, Ballygowan, Co Down BT23 5TH

Tel: (028) 9752 1333

www.ballygowan.org.uk

INFORMATION FOR PATIENTS

Welcome to Lisbane Medical Centre

THE DOCTORS

Dr G I D Moles	TD MB BCh BAO MRCGP (QUB 1982) MSOM RCPI@RCPI
Dr C A Marshall	MB BCh MRCGP DCH DRCOG DFFP DOccMed
MB	Bachelor of Medicine
BCh	Bachelor of Surgery
BAO	Bachelor of Obstetrics
DRCOG	Diploma of Royal College of Obstetricians & Gynaecologists
MRCGP	Member of Royal College of General Practitioners
DCH	Diploma in Child Health
DFFP	Diploma of Faculty of Family Planning
MSOM	Society of Orthopaedic Medicine
RCPI@RCPI	Faculty of Sports & Exercise Medicine
DOccMed	Diploma of Occupational Medicine

SURGERY HOURS

Both surgeries are open between 8.30am - 6.00pm

Lisbane Surgery - Consultation Times

Monday	9.00 - 11.00am	3.00 - 5.00pm
Tuesday	9.00 - 11.00am	3.00 - 5.00pm
Wednesday	9.00 - 11.00am	3.00 - 5.00pm
Thursday	9.00 - 11.00am	3.00 - 5.00pm
	(Two doctors in surgery)	
Friday	9.00 - 11.00am	3.00 - 5.00pm
	(Surgery closed from 1.00 - 2.00pm)	

Ballygowan Surgery - Consultation Times

Monday	9.00 - 11.30am
Tuesday	9.00 - 11.30am (no nurse)
Friday	9.00 - 11.30am

TREATMENT ROOM

Lisbane Surgery

Monday to Friday 9.00 - 11.30am 3.00 - 5.00pm

Ballygowan Surgery

Monday, Wednesday, Friday 9.00 - 11.30am

MINOR AILMENTS SERVICE

Your local pharmacist can advise and prescribe medication for hayfever, sore throats, temperature, pain etc. You may be exempt from payment depending on circumstances and age.

APPOINTMENTS

All surgeries are by appointment only.

Urgent cases will be given priority and dealt with as quickly as possible.

Extras will be seen after normal surgery hours.

Please inform the surgery as soon as possible if you are unable to attend for an appointment.

PRACTICE STAFF

Receptionists

The reception staff are available to assist you with your appointments, prescriptions and provide a helpful and friendly service to all patients. All information is totally confidential. The receptionists have a very difficult job and work hard to provide the best possible service to our patients. Should you have any complaints, words of praise or constructive suggestions, please ask to speak to Dr Moles or Dr Marshall, or comment in writing.

Practice Nurses

Anne Robinson RGN

Sharon Garland RGN

Meta Patterson RGN RSCN

The practice nurses carry out immunisations, blood pressure checks, blood tests, removal of stitches, ear syringing, wound dressing and offer general advice.

Health Visitor

A health visitor is attached to the surgery. She carries out baby clinics at Lisbane and Ballygowan surgeries. For details phone (028) 9754 1793.

Midwife

A community midwife clinic is available on a weekly basis at Lisbane surgery.

For details phone (028) 9754 1466.

District Nurses

District nurses can be contacted at Comber Health Centre.

For details phone (028) 9187 2779.

SERVICES PROVIDED - BY APPOINTMENT ONLY

- Contraceptive Services
- Minor Surgery Services
- Maternity Service
- Child Health Surveillance
- Immunisations
- Warfarin Clinic
- Chronic Obstructive Pulmonary Disease
- Antenatal Care
- Health Disease Prevention
- Cervical Smears
- Diabetic Clinic
- Asthma Clinic
- Coronary Heart Disease

HOME VISITS

For home visits, please phone the surgery before 10.00am on the day the visit is required. The receptionist will ask a few details which will be passed to the doctor. This is to help the doctor make decisions.

OUT OF HOURS - EMERGENCIES ONLY

This service is provided by a co-operative (Tel: (028) 9182 2344) during the hours Monday to Friday 6.00pm - 8.30am and from Friday 6.00pm to Monday 8.30am.

All calls to the out-of-hours service will be recorded.

REGISTRATION

To register with the practice you must live within the practice boundary (see map on the back cover). You will require an appointment with the doctor who will decide on suitability.

Please bring your medical card and a urine sample to reception where you will be asked to complete a new patient information questionnaire. You will be registered with the practice but you can express a preference as to which doctor you see.

REPEAT PRESCRIPTIONS

We require 48 hours to process a repeat prescription if it is to be collected from the surgery.

Acute/emergency prescriptions requested in the morning will be ready after 3.00pm the same day.

DISABLED ACCESS

Full facilities are provided for the disabled.

Please visit our updated website - www.lisbanmedicalcentre.co.uk

HELP US TO HELP YOU

USING OUR SERVICES SENSIBLY

The GPs can see three patients in surgery in the time it takes to do one home visit. So if you can get to the surgery, we are grateful - and if you are feeling poorly when you arrive we will see you as soon as we can.

Please use the out-of-hours service responsibly. It is for emergencies only. If you use it for less serious conditions it may mean that seriously ill people may be delayed from receiving medical help.

CASUALTIES

There is no casualty service at the health centre. Injuries requiring suturing and suspected fractures should attend The Ulster/Down Hospitals or Ards Minor Injuries Unit.

BLOOD AND INVESTIGATION RESULTS

It is the patient's responsibility to phone or call at the surgery for all results. Do not assume the results are clear; the onus is on each patient to make these enquiries.

Results are available Monday to Friday after 2.00pm.

MEDICAL CERTIFICATES

A doctor will normally need to see a patient before issuing a medical certificate. For the first week of illness, however, a patient may obtain a certificate (SC2) from one of the receptionists for self-certification without having to see a doctor. If you need a private certificate there will be a charge.

COMMENTS/COMPLAINTS

Any comments about the service provided should be passed in writing to any member of staff who will forward it to the doctor. The surgery has an in-house general practice complaints procedure. Patients can obtain a copy of this at reception.

THE PATIENTS' CHARTER

The Government has given the Health Service quality standards which are the right of all patients. While we agree that these standards are important we do not feel they are achievable without the help of our patients. We ask you then to read this section bearing in mind that we will keep to the standards set if you give us the opportunity to do so.

Visit our website on: www.lisbanmedicalcentre.co.uk

We would expect patients to:

- Treat doctors and practice staff with courtesy
- Be punctual for appointments
- Keep within the 10 minute consultation time.
- Remember an appointment is for one patient only
- Give reception notice if you are unable to attend your appointment
- Be patient if the doctor is running late
- Not request an out-of-hours visit unless it is an emergency which cannot wait until the morning

ACCESS TO HEALTH RECORDS ACT 1990

Patients have the right to have access to their health records made after November 1st 1991. The Act applies to both private and NHS patients. Records must be intelligible to lay persons and upon request must be explained to those authorised to see the records.

The following people may apply to see their records:

- The patient
- Another person but only when the patient's express consent has been given
- A person appointed by the Courts to manage a patient's affairs
- Where the patient is deceased, the patient's personal representative and any person who may have a claim arising from the patient's death. Access is limited to the relevant part of the health record.
- A child under 16, who, in the view of the health professional, is capable of understanding the implications. A child under 16 does not have the right to confidentiality but parents have a responsibility in ensuring that the child's record is accurate and contains no information prejudicial to the child

In order to view medical records an appointment must first be made with the practice manager. Proof of identity or other checks may be made before allowing access.

CONFIDENTIALITY

We adhere to high standards of confidentiality as laid down by the Data Protection Act 1998, NHS Caldicott Principles and the Health and Social Care Act 2001.

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded in manual records and on computer. We will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared between members of the team.

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.

For the latest information click to: www.lisbanmedicalcentre.co.uk

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will be removed from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

SELF TREATMENT OF ILLNESSES AND ACCIDENTS

Colds, Coughs and Stuffy Noses

- These are caused by viruses and, even in this day and age, there is no cure.
- Antibiotics can only kill bacteria which are completely different organisms.
- Paracetamol will relieve the headache, sore throat and aching muscles as well as bringing down the fever.
- The illness will last 5-6 days but the cough may persist for several more days.
- If you are coughing dirty sputum you should see the doctor.

Fever (Raised Temperature)

- A fever is natural with most illnesses and simple measures to lower the temperature will make you feel much more comfortable.
- Keep the room cool. Don't wrap the patient up, even if the person says they feel cold.
- Leave the body exposed to allow the excess heat to escape from the body, especially children.
- Take plenty of cold drinks. Take regular paracetamol.
- Sponge down with a tepid flannel - leave the patient damp and repeat when dry.

Vomiting and Diarrhoea

- Prevent dehydration - drink plenty of fluids.
- Dioralyte or Rehidrat are available from your chemist and are useful for young children.
- If vomiting is a problem take small sips of fluid every few minutes.
- No milk or solids should be given for 24 hours.
- Symptoms should settle in 24 - 26 hours.
- If symptoms persist or if vomiting frequently, see your doctor.

Keep updated, click to: www.lisbanmedicalcentre.co.uk

Chickenpox

- Rash appears as small red patches with itchy blisters.
- Rash will dry up and crust over in 4 - 5 days.
- Child is infectious until the last crusts have dropped off.
- Calamine lotion and cool baths will help the itch.
- Phenergan medicine from the chemist can also help.

Head Lice

- Found in clean hair as often as dirty hair.
- Spread by head-to-head contact.
- A medicated head lotion can be obtained from the chemist.
- Treat all members of the family and notify the school.

Thread Worms

- Small white worms seen in the motion.
- Suspect if there is scratching around the anus, especially at night.
- Spread by eggs under the nails put into the mouth.
- Medicine is available from the chemist.
- All family members should be treated.

Back Pain

- Usually begins as a sprain caused by poor lifting technique.
- Always bend your knees and keep your back straight.
- Rest your back on a firm bed and maintain good posture when walking.
- Painkillers and rest is usually all that is all required.

Cystitis

- Very common in women.
- Causes a burning sensation on passing urine.
- Drink plenty of fluids.
- If your symptoms last more than 24 hours consult your doctor.

Burns

- Immediately apply large quantities of cold water.
- If skin is unbroken but blistered apply loose dressing.
- If burn is large or skin broken contact the nurse.

Sunburn

- Sunburn is bad for your skin.
- Children are especially susceptible.
- Cool the skin with calamine lotion.
- Paracetamol and an antihistamine will reduce the reaction.
- Use a good sunscreen with an appropriate SPF (sun protection factor).

Help Yourself To Health

- Be a non-smoker.
- Be a reasonable weight.
- Take regular exercise.
- Eat a high fibre, low fat diet.
- Take alcohol in moderation.
- Avoid excessive exposure to the sun.

USEFUL TELEPHONE NUMBERS

Eastern Health & Social Services Board	
12 - 22 Linenhall Street, Belfast BT2 8BS	Tel: (028) 9032 1313
	www.ehssb.n-i.nhs.uk
Alcoholics Anonymous	(028) 9127 1630
Ards Hospital	(028) 9181 2661
Ambulance Services	999
Ballygowan Branch Surgery	(028) 9752 1333
Belfast City Hospital	(028) 9032 9241
Belvoir Park Hospital	(028) 9069 9069
Cardiac Services (Ulster Hospital)	0800 479 4466
Chiropodist	(028) 9151 0241
Citizens Advice Bureau, Newtownards	(028) 9181 9257
DSS James Street, Newtownards	(028) 9181 8518
Domestic Violence 24hr Helpline	0800 917 1414
Lisbane Medical Centre	(028) 9754 1466
Fax	(028) 9754 3227
Lisbane Pharmacy	(028) 9754 2220
Mater Hospital	(028) 9074 1211
Musgrave Hospital	(028) 9090 2000
NDA. DOC (Doctors on call)	(028) 9182 2344
PSNI Comber	(028) 9187 2207
Royal Victoria Hospital	(028) 9024 0503
Ulster Hospital	(028) 9048 4511
Woman's Aid (North Down)	(028) 9146 3608



HELEN STINSON
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 Killyleagh
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To encourage **our patients** to become **your clients** or **customers**, advertise your business now through our practice booklets and website. Simply call **0800 612 1516** for more information.

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FBS

PRACTICE GEOGRAPHIC COVERAGE

