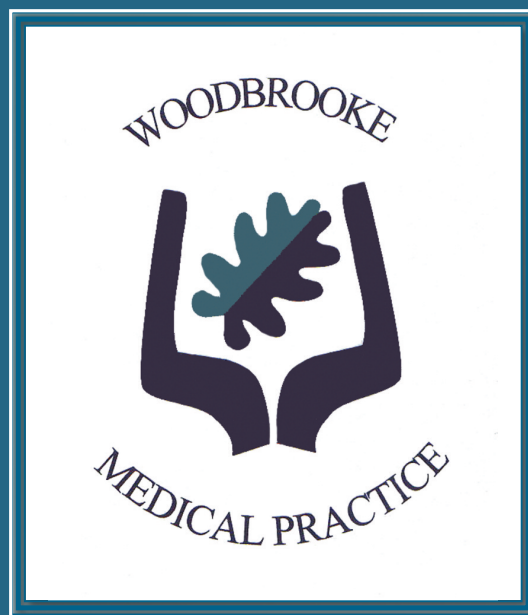


Woodbrooke

MEDICAL PRACTICE



**212 Stewartstown Road,
Dunmurry, Belfast BT17 0FB
Tel: 028 90 602931**

Welcome

Our aim is to provide patients with the best possible care. The practice is a business partnership providing medical care under a General Medical Services Contract with the Health & Social Care Board. This booklet is to help you get to know the services we offer and we hope you will find it useful.

Doctors

Principal GP's:

Dr N Devlin	MB, BCh, BAO, MRCGP, MRCP, DRCOG, DCH (Trinity 1995)
Dr N Craft	MB, BCh, BAO, MRCGP, DMH, DCH, DRCOG, DFSRH (Trinity 2002)
Dr C Boyle	MB, BCh, BAO (QUB 2004), MRCGP (2011)
Dr C McGivern	MB, BCh, BAO, DRCOG, MRCGP (QUB 2002)
Dr L Donaghey	MB, BCh, BAO, DRCOG, MRCGP (QUB 2007)

Salaried GP's:

Dr T Killeen & Dr S Buchanan

Clinical Staff

The Practice use locum doctors and temporary staff as needed to cover periods of absence and leave and to provide additional services. We also have two Practice based Pharmacists to help deliver care to our patients.

Practice Pharmacists: Julie McIntyre, Niamh Mulhern

Practice Staff

Practice Manager:	Joy Thompson
Practice Administrator:	Angela Jackson
Reception Supervisor:	Deborah Stott
Receptionists:	Lyndsay Baker, Michelle Cassidy, Shauna Duncan, Jennifer Glackin, Marie-Louise McAreavey, Stacey McCaul, Kerri Reid, Rosemary Smyth, Melissa Walls
Practice Nurses:	Joanne Burns, Deirdre Boyle, Karen McCann

Patient Access

Services at the practice are in high demand and we have systems in place to manage both patient requests and our workload. There are many aspects of care that are not visible to patients such as referrals, processing results and liaising with other healthcare professionals. Please appreciate and respect this and our staff while we manage your medical care.

Surgery Opening Hours

Monday	8.30am-6pm (Closed for lunch 1pm-2pm)
Tuesday	8.30am-6pm (Closed for lunch 1pm-2pm)
Wednesday	8.30am-1pm (GP on call 1-6pm)
Thursday	8.30am-6pm (Closed for lunch 1pm-2pm)
Friday	8.30am-6pm (Closed for lunch 1pm-2pm)

The practice is closed on statutory and public holidays; any other changes to opening hours will be advertised at the surgery and on our website.

When the surgery is closed the telephone system provides details of how to contact the GP on call (during lunchtimes, Wednesday afternoons and restricted opening hours). The system will provide the contact number for the GP Out of Hours Service during evenings, weekends, statutory and public holidays. These services should be reserved for genuine emergencies.

Appointments

The surgery offers a phone first service. Patients can book a telephone consultation and doctors allocate face-to-face appointments as required.

The reception team are trained in care navigation to inform and direct patients to the most appropriate care pathway and enable them to access the right care at the right time.

GP Appointments

Routine Appointments:

- We offer telephone consultations with a GP which can be booked using our online Patient Access Service or by telephoning reception.
- There are a limited number of telephone consultations available daily.
- Patient Access appointments will be released and available to book outside of working hours, a week in advance.
- At the end of your telephone consultation, the doctor may arrange a face to face appointment for you if required.
- If you are asked to attend the surgery please attend on time.

Emergency Appointments:

- Requests for emergency (same day) appointments, where possible, should be made before 10am.
- The reception team will ask you for information to allow medical staff to triage your request (assess the urgency).
- These requests will be passed to the GP who will determine how we can best help you.
- When we have reached capacity you may be asked to call back the next working day. Meanwhile you can check for cancellations using our on-line service.
- Acute medical emergencies (e.g. chest pain / sudden collapse) will be prioritised.

Cancellations / Delays

If you have booked a telephone consultation please keep your phone on, with you and the volume up. The call will be from a withheld number. You will be contacted at your appointment time (or 15 minutes either side of this). You will be called once – if you miss your call you will need to book another appointment.

Please cancel online or let us know if you are unable to make your appointment so we can offer it to another patient.

Home Visits

Only the doctor can judge if a home visit is needed. Other than in the case of an emergency, requests for home visits should be made before 10am. Please do not ask the doctor to make a visit if you are able to come to the surgery.

Tests

The treatment room is operated by South Eastern HSC Trust and is open:

Monday	9am-5.30pm (Closed for lunch 12.30pm-2pm)
Tuesday	9am-5.30pm (Closed for lunch 12.30pm-2pm)
Wednesday	9am-12.30pm
Thursday	9am-5.30pm (Closed for lunch 12.30pm-2pm)
Friday	9am-5.30pm (Closed for lunch 12.30pm-2pm)

Patients wishing to see the treatment room nurse, should first report to reception. Treatments or tests will only be carried out when authorised by a GP/nurse in advance.

Test and blood samples are collected daily for processing by Belfast Trust Labs. Results of tests and investigations are available by telephoning the surgery. For reasons of confidentiality, results cannot be given to anyone other than the patient, unless their permission has been given to the surgery in advance.

Cervical Screening / Smear Tests

This service is offered to all female patients aged 25 to 64 years. Women aged 25 to 49 years are called every 3 years and women aged 50 to 64 every 5 years; or more frequently if required. If you are eligible, you will be contacted by the regional screening service and receive a final reminder from the practice. You can arrange your smear test at the practice or with your local Family Planning Service.

Patients will be contacted to inform them of the result of their smear, and advised when they should make their next appointment. Cervical screening is strongly recommended. If however you do not wish to have a smear test, you should inform us, so that your records can be updated.

Prescriptions

Prescription Ordering

- Order your prescription in good time and only order what you need
- Orders received outside hours will be processed the next working day
- For all medication requests you will need to provide your name, address, date of birth and a list of all the medication you require
- Medication requests from hospital discharge / outpatient letters will be processed within normal timescales
- Where possible, please nominate a pharmacy to collect your prescriptions for you; this will save you a trip to the surgery
- The practice has a strict policy on the prescribing of addictive drugs

Repeat prescriptions

Requests for repeat prescriptions (regular medication) can be ordered by:

- **E-mail** your repeat requests to: Reception.Z00222@gp.hscni.net
- **On-line** using the Patient Access Service (contact reception for details)
- **24 hour Repeat Prescription Line:** 028 90 606949

Acute prescriptions

Acute prescriptions are medication under review or that you have not had recently / before. If the GP / Pharmacist needs to discuss your request, a routine appointment may be required.

Prescription Collections

Prescriptions can be collected 2 working days from ordering. Requests received outside hours (inc. bank holidays and weekends) will be processed the next working day.

Prescriptions requests from hospital / discharge letters will be available for collection within 24 hours from receipt of the letter.

To collect a prescription you can:

Nominate a pharmacy

- To collect your repeat prescriptions
- Tell your pharmacy each time you order medication
- They will collect your prescriptions for you
- Collect your medication from the chemist 72 hours after ordering
- Please do not contact the practice to check the progress of your request during this time

Collect in Person

- Collect from the practice 2 working days after your order
- Please do not contact the practice to check the progress of your request

Send a Representative

- Send a representative (16+ years) to collect your prescriptions. We may ask them for their name and relationship to you, or ask them to sign for prescriptions on your behalf.

Please Note:

- Do not come early to collect your prescription
- Prescriptions for Controlled Drugs must be signed by the person collecting to confirm receipt
- Prescriptions will not be handed out to children under 16 years

Clinics

The surgery operates a range of chronic disease, health screening and health promotion clinics. These clinics are run by both practice and South Eastern Trust staff as well as other, specialist providers. They are designed to educate and support patients in managing their conditions and screen for common health problems.

You will be offered a telephone or face-to-face review if you suffer from, or are at risk of developing, a chronic disease; or in connection with public health initiatives. Specialist clinics and appointments at the practice include:

- | | |
|-----------------|-------------------------|
| ● Asthma | ● Diabetes |
| ● COPD | ● Minor Operations |
| ● INR | ● Antenatal & Postnatal |
| ● Travel Health | ● Child Vaccinations |

New Patient Registration

To register with the practice you must provide proof of address within the practice area, complete a practice registration form and a form to prove your entitlement to NHS services. Forms are available on the practice website and there is a link to translations in other languages. Additional documentation may be required if you are not currently registered for NHS care in Northern Ireland, including photographic ID.

On joining, new patients may be contacted by a clinician for a health screening assessment to discuss any medical conditions and medication. This ensures we have a basic history while waiting for your previous GP notes to arrive.

Regrettably we cannot register patients who live outside our practice area. The map at the end of this booklet shows the practice boundary. If you move outside this area you will need to register with a GP close to your new address.

Carers

Please notify the surgery if you have a carer or if you are the nominated carer for a friend or relative, so that we can ensure you have access to carers support services. As a carer you should book an annual health check, as your health is as important as the health of the person you look after.

Training

The Practice is recognised for the purposes of training doctors specialising in General Practice and is involved in the education of medical students from Queen's University, Ulster University and from the NI Medical & Dental Training Agency.

You may be offered an appointment with a doctor in training, or asked for consent to allow a medical student to observe your consultation. In the case of medical students, you will be informed that a student is with the GP and your permission obtained before your consultation begins.

The surgery is also involved in the teaching and training of student nurses and other healthcare professionals and during their time attached to the practice they may accompany doctors and nurses during surgeries, home visits and clinics.

Primary Healthcare Team

Health Visitors and District Nurses are employed by South Eastern HSC Trust and are attached to the Practice. Their roles are detailed below.

Health Visitor

Tel: 028 90 602705

Your Health Visitor is a registered nurse or midwife with specialist training and can visit you at your home and provide advice on all aspects of caring for a new baby. The Health Visitor will also help you to understand the emotional and physical development of your growing child.

District Nurse

Tel: 028 92 501325

The role of the district nurse is to provide nursing care, advice and health promotion to those patients who are housebound. Referral to the service is via a GP or hospital. The district nursing team in partnership with the practice and patients or their relatives, will identify nursing needs and arrange appropriate care plans.

Freedom of Information

Under the provisions of this Act any member of the public may request information from GP surgeries (as well as other public sector organisations). You can make a request for information in writing to the Practice Manager. Information may be provided free of charge, however, a fee will be charged for production costs.

Access to Medical Records

To request your medical records you will be asked to provide your name, address, date of birth and the dates you wish to obtain records for. These are processed electronically and you will need to attend the surgery with photographic ID to collect a secure password to open them. Requests take up to 28 days to process. A fee may be charged for duplicate requests. We have a consent process for any third party requests and to meet our obligations under GDPR, records will be sent directly to the patient.

Complaints/Comments/Suggestion

It is important that you have confidence in the care you receive from us. We welcome patient feedback. The surgery operates a complaints procedure and copies are available from reception. Should you have any queries or complaints about our services, we would encourage you to raise these as soon as possible to allow us to resolve them for you.

To ensure the services we provide meet the needs of our patients you may be asked to complete a patient survey, the results of which may be monitored by the Strategic Planning & Performance Group, Dept of Health.

Confidentiality

All information regarding you and your health record is confidential and the practice must comply with GDPR legislation. Your medical information is recorded electronically and the surgery may use unidentifiable information for the purposes of audit and research to monitor and improve the services we provide.

In some circumstances, the surgery may require to share identifiable information with others outside the practice, for example:

- To provide further medical treatment (e.g. hospitals)
- To help access other services (e.g. referrals to social services)
- To exercise our duty of care to you as a patient, or others (e.g. child protection).

Patient Rights

Patients have the right to be registered with a GP Practice and to receive appropriate general medical care. Patients may request an appointment with a specific doctor. For any general medical services which the surgery is not contracted to provide; it is the responsibility of the Department of Health to ensure appropriate provision for our patients, either at the practice, or another location.

Zero Tolerance

The Practice does not tolerate inappropriate or threatening behaviour towards our staff, other patients/visitors or our healthcare colleagues. Such behaviour from a patient will be investigated and may result in their removal from our patient list.

Private Medical Examinations and Reports

In addition to our contracted services, which take priority; the surgery may also provide private medical examinations, reports and certificates, and reports for insurance companies. This work is undertaken on a private basis and a fee is payable, in advance, by the patient or organisation requesting the information to cover our costs.

Access

The Health Centre is a one storey building with ramp access to the main entrance. There are disabled toilet facilities within the building.

The practice accommodates patients with hearing loss via a Loop System at reception. Sign language interpreters can be booked to assist you in communicating with the practice.

A Text Relay service is also available. To use this service dial 18002 + the practice number 02890602931. An operator will answer the call and contact the practice with your message.

Interpreters

The Strategic Planning & Performance Group, Dept of Health provide an interpreting service for patients for whom English is not a first language. Interpreters are arranged by the practice, once an appointment has been made. If you require this service, please ask at reception giving as much notice as possible. You may be offered a telephone interpreting service or a face to face interpreter.

General Health Advice

Many illness are self-limiting and can be treated at home with support from your local chemist / other healthcare professionals, without the need to speak to a doctor. Patients aged 75+ who have not attended in the last 3 years may make an appointment for a routine consultation.

Useful Telephone Numbers and Contacts

GP Out of Hours 028 92 602204

Hospitals

Royal Victoria Hospital	028 90 240503
Belfast City Hospital	028 90 329241
Mater Hospital	028 90 741211
Musgrave Park Hospital	028 90 902000
Lagan Valley Hospital	028 92 665141

Chemists

Laurelglen Pharmacy	028 90 619999
Dairyfarm Pharmacy	028 90 626235

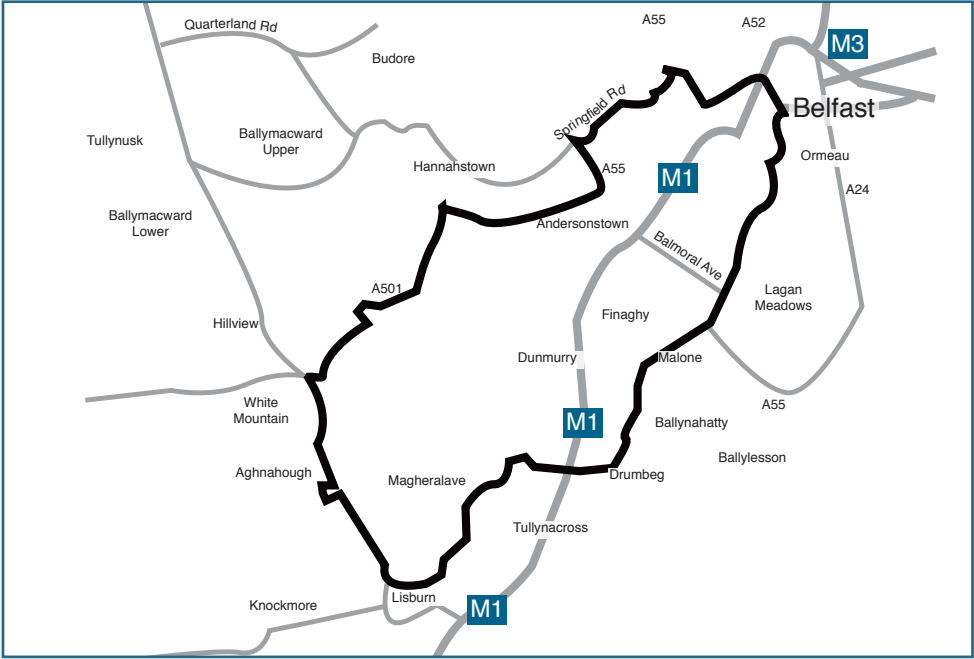
Other Organisations

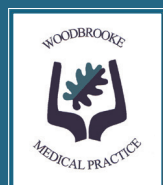
Colin Counselling	028 90 604347
Lifeline	0808 808 8000
Patient Client Council	0800 917 0222
Strategic Planning & Performance Group	0300 555 0115
Department of Healths	
12-22 Linenhall Street	
Belfast, BT2 8BS	

Location

The surgery is located on the main Stewartstown Road beside the Dairyfarm Shopping Centre. We are situated between the Dunmurry Lane roundabout and Twinbrook housing estate and are central to the Colin area.

Practice Area Map





Dec. 2025