

## PRIORY SURGERY

### Information for Patients

#### Address and other Contact Details

The practice is located across the following two sites:

Priory Surgery	Springhill Surgery
26 High Street	4a Killeen Avenue
Hollywood	Bangor
BT18 9AD	BT19 1NB

The contact telephone number for both sites is 028 90394545

The practice website address is [www.priorysurgery.co.uk](http://www.priorysurgery.co.uk)

#### Practice Area

The practice area incorporates Hollywood, Helen's Bay, Crawfordsburn, parts of Bangor and Conlig. Fuller details can be obtained by contacting the Practice Manager. If you move outside the practice area you should seek to register with a doctor in your new area.

#### Practice GPs

The following doctors provide medical care across the two sites:

**Dr James Lavery** (Male) MB BCh BAO DRCOG  
**Dr Richard Lawson** (Male) MB BCh BAO MRCGP DRCOG  
**Dr Tony Miller** (Male) MB BCh BAO MRCGP DRCOG  
**Dr Angela Macari** (Female) MB BCh BAO MRCGP DRCOG  
**Dr Jacqueline Glenfield** (Female) MB BCh BAO MRCGP  
**Dr Rachel Ross** (Female) MB BCh  
**Dr Noelle Gleeson** (Female) MB BCh  
**Dr Edward Cody** (Male) MB ChB  
**Dr Rachel Kerr** (Female) MB ChB  
**Dr Emma Downey** (Female) MB BCh  
**Dr Rachel Bailie** (Female) MB ChB, DFRSH

#### Practice Staff

Mr Mark Ruck is the Practice Manager and is responsible for the day-to-day management and administration of the practice. He also acts as the practice Complaints Officer and will be happy to discuss any complaints or concerns with you.

**Receptionists** - the reception staff are here to help you with making appointments, ordering repeat medication, obtaining test results and deal with any other routine queries you may have.

**Practice Nurses** - provide a range of clinics and Treatment Room appointments. They are supported by Healthcare Assistants who can undertake a range of routine tasks.

**Pharmacists** - our practice Pharmacists are able to provide advice on taking medication and any possible side-effects and support the doctors in monitoring and reviewing patients with complex needs or who are taking regular medication.

### **How to register as a patient**

You should complete a practice “Application to Register” Form together with an HS200 Form (if you are moving from another practice in Great Britain or Northern Ireland) or if you have never had a UK Medical Card you will need to complete an HSCR1 form. In both instances patients must present photographic ID and proof of address from the approved list of accepted documents at the time of application.

Both forms are available to download from our website or can be obtained at either surgery. The HSCR1 form is also available in other languages.

You have the right to express a preference to register with a particular preference, however patients are free to request an appointment with any of the practitioners.

### **Disabled Access Arrangements**

There is full access to all consulting and treatment rooms and toilets. If you encounter any difficulty in accessing or using our facilities please inform the Practice Manager.

### **Services**

We provide the following range of services within the practice including:

- Asthma/COPD reviews
- Non-Insulin dependent diabetic reviews
- Baby clinics and childhood immunisations
- Cervical cytology
- Minor Surgery
- Family planning & Well Woman appointments

In addition the Practice offers travel immunisations which are available on the NHS only. Patients requiring anti-malarial medication will be issued with a private prescription for which a fee is payable. Patients are urged to contact us at least 8 weeks before travel to obtain appropriate information.

Some services are not available on the NHS, e.g. private medicals, travel cancellation forms, reports for solicitors etc. A fee is payable and a list of charges is displayed at reception.

### **Opening hours and how to access services**

The Practice opening hours are from 8.30am - 5.30pm Monday to Friday with telephone access available until 6.00pm each day. The surgery is closed for lunch between 12.45 - 1.45pm daily however, patients with an urgent medical need can contact the practice during this time by telephone.

The Practice offers a range of appointments throughout the week, between 8.30am and 5.00pm and appointments can be made by telephoning the surgery on 028 90394545 or by calling in person at either surgery. Whenever a request is made for an urgent appointment the receptionist will ask you for some information to help you decide if your request could be dealt with in a telephone consultation or by a pharmacist. If you wish to see a particular doctor you will generally have to wait for a longer time. There may be times when you wish to speak to the Doctor by telephone. The receptionist will take your telephone number and have the doctor ring you back. Please ensure that we have an up-to-date contact telephone number for you and that you will be available to take the call, as the Doctor will be unable to try you again if the call is missed.

Whenever you have a blood test taken, please check with the nurse when you should ring in order to obtain your result. Test results can be obtained by ringing the surgery any day between 2.00pm and 4.00pm.

### **Home visits**

Home visits are solely for those patients who are too ill or infirm to attend the surgery. If you feel you require a home visit please ring us before 10.30am if possible. The receptionist will ask you for your telephone number and some information about your condition and a doctor will phone you in the first instance to agree the most appropriate course of action.

### **Consultations available for patients over 75 years or who haven't attended in three years**

Patients aged over 75 who haven't been seen at the surgery within the previous 12 months are encouraged to arrange a routine appointment with a GP for a health check. Similarly patients between the ages of 16 - 75 who haven't been seen at the Practice within the last 3 years are invited to attend for routine review.

### **Out of Hours Arrangements**

The doctors in this practice are members of the North Down & Ards Doctors On Call Service that provides emergency cover when the surgery is closed. To contact the doctor on call please telephone **028 9182 2344** or use the usual surgery number - **028 9039 4545** and a recorded message will give you the telephone number to ring. **This is an emergency service only and should not be used for minor or self-limiting problems or for repeat prescriptions.**

### **Repeat Prescriptions**

Repeat prescriptions can be requested in the following ways:

- Ordering online via our Practice website (registration is required before you can use this method)
- Calling into one of the surgeries and placing your request in the box provided
- Telephoning our repeat prescription line - 028 90394545 (option 3).
- Posting your repeat request form to us with a self-addressed envelope or
- Faxing details to us at 028 90423643

Please allow 48 hours for the prescription to reach your chosen collection point.

### **How to make a complaint**

We make every effort to give the best service possible to everyone who attends our practice.

However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Practice Manager and they will deal with your concerns appropriately. Further written information is available on the complaints procedure from reception or alternatively elsewhere on this website.

### **Patient Rights and Responsibilities**

Patients have the right to expect and receive the highest quality of service that the practice can provide. Patients also have the right to be treated with courtesy and respect at all times. In the event of a patient being dissatisfied with the service we provide the practice expects the patient to act responsibly and reasonably to resolve the matter. Patients are also expected to act responsibly by cancelling appointments that they

cannot attend, by complying with medical advice given, by following prescribed treatment plans and by treating all practice staff including doctors, nurses and administrative staff with respect and courtesy. Abusive, violent or aggressive behaviour will not be tolerated and you may be asked to leave the practice.

#### **Patient Confidentiality and data protection**

Your medical records are held on computer and the Practice is registered under the Data Protection Act. It is a practice and legal requirement that all staff maintain patient confidentiality and if you have any questions or concerns about this please speak to the Practice Manager.

#### **Medical Records and General Data Protection Regulations**

A notice fully explaining the use of patient information can be seen on the notice board in the waiting area. The Practice Privacy Notices can be seen on the website. We recognise the GDPR recommendations and, if required, information on these can be obtained from the Practice Manager.

#### **OTHER HEALTH CARE SERVICES**

Details of primary care services in the area may be obtained from:

Health & Social Care Board  
Champion House  
12 - 22 Linenhall Street  
BELFAST  
BT2 8BS

TELEPHONE: 0300 555 0115