

THE GABLES MEDICAL CENTRE



**45 WAVENEY ROAD
BALLYMENA
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WELCOME TO THE GABLES MEDICAL CENTRE

This leaflet is designed to provide our patients with useful information regarding how to access and use the services we provide.

THE DOCTORS

DR STEPHEN G RUSSELL MRCGP DRCOG DCH DMH FP (Cert) D OccMed
Queens University Belfast 1985

DR K CLAIRE SIMMS MRCGP DRCOG DCH DMH FP (Cert)
Queens University Belfast 1986

DR NICOLA C CLARK MB BCh BAO MRCGP DCH dFSRH DRCOG
Queens University Belfast 2009

Dr Russell was appointed as a single-handed general practitioner in March 1990, succeeding his predecessor Dr Dan Kennedy from the old Clonavon Practice. He set up surgery premises in an end-of-terrace house known as 'The Gables' and hence 'The Gables Medical Centre' officially opened on 1st April 1990. Dr Russell's interests include maternity care and occupational medicine.

Dr Simms became a partner of the practice in April 1997, having previously worked as a GP in Kells and Connor Medical Centre. She works part-time and has a special interest in orthopaedic medicine.

Dr Clark joined the practice as a salaried GP in May 2017, working part-time hours opposite Dr Simms. She has a special interest in women's health and contraceptive implants.

THE STAFF

The practice nurse - Mrs Pauline Nugent - is available 21 hours per week. She plays an important role in implementing the practice health promotion policy and runs asthma/ COPD, diabetic, coronary prevention and cervical smear clinics.

The treatment room nurse Mrs Elaine Lowry covers treatment room duties Tuesday to Friday. She also assists GPs with antenatal and childhood vaccination clinics.

The practice manager - Mrs Elaine McKay - is responsible for the management and administration of the practice and all non-clinical aspects of your healthcare. If you have any queries or complaints she will be happy to discuss these with you.

The reception staff team consists of Mrs Mandy Long, Mrs Ruth Gibson, Mrs Kim Houston and Mrs Moira Adair. The administrative/reception staff assist in the efficient day-to-day running of the practice and support of all services provided. They are bound by the same code of confidentiality as medical staff. When you contact the surgery for whatever reason, you may be asked for a few details. The receptionists are trained to make these enquiries, so that we

can help you in the most appropriate way - please co-operate with them, bearing in mind that their job is a demanding one.

PRIMARY CARE TEAM - ATTACHED STAFF

There are also a number of healthcare professionals you may come into contact with who, though not based at The Gables, are attached to the practice:

Health Visitor

Community Nursing Team

District Midwives

Dietician - a clinic is run quarterly. Please ask for an appointment to see the dietician.

PRACTICE PREMISES AND ACCESS

There is on-street parking and the building is monitored by CCTV. The reception area has an audio loop system. To facilitate wheelchair users and patients with mobility problems, an automated door entry system has been installed. The Consulting Rooms on the first floor are accessed by a lift for disabled patients. We also have an electronic kiosk in the reception area which you can use to check-in for booked appointments with the Doctors or Nurses.

PRACTICE AREA

The practice has an approved boundary and accepts patients within a 6 mile radius from the medical centre. Please inform us immediately of any change of address. Patients moving outside the practice area will be removed by BSO and should register with a local practice as soon as possible.

SURGERY TIMES

The Gables Medical Centre Reception Desk and phone lines open at 8.30am Monday to Friday and remain open until 6.00pm each day except Wednesday, our half day (close 1.00 pm). The Gables Medical Centre operates an appointments system. Patients should ring 028 2565 3237 to make an appointment.

Alternatively, patients can also make appointments via our website and EMIS Access at <https://access.e-mis.co.uk/default.asp?cdb=1143>.

PLEASE NOTE you need to obtain an “access ID” from the surgery to allow you to do this.

Surgery appointment times are:

9.00 – 11.00 am Monday – Friday

3.00 – 5.00 pm Monday, Tuesday, Thursday, Friday

HOME VISITS

If you can possibly attend the surgery, please do so. Home visits are for those patients who are housebound or too ill to attend surgeries. Patients who have problems travelling to or accessing surgery premises should make prior arrangements with the practice either to receive assistance on arrival or organise a home visit. Requests for home visits should be made by 10.30am as this allows the doctors to plan their calls efficiently. Please co-operate with the receptionist as fully as possible in giving all the necessary information. If you feel a patient needs to be seen urgently, please make this clear.

EMERGENCIES - OUT OF HOURS

In emergencies, if you require a doctor after hours (ie after 6.00pm week nights and at weekends), an out of hours service called Dalriada Urgent Care exists in this area. Trained staff will receive your calls and GPs are on hand to give advice or carry out home visits where necessary. The number to contact this service is 08705 329024. We would stress that this service is for emergencies only.

REPEAT PRESCRIPTIONS

Repeat prescriptions may be ordered by telephone, by calling in person or by posting in requests together with an SAE. Prescriptions ordered by 11.00am will be ready for collection by 12.30pm the next day. We ask patients for 24 hours' notice. Our preferred method for ordering repeat prescriptions is by ticking/completing the right hand side of the prescription which lists all regular medication. Local pharmacies run a taxi collection service whereby a carefully selected taxi firm picks up prescriptions (sealed in a plastic wallet) from the surgery and distributes them to nominated chemists for dispensing. If you collect your prescriptions in this way the community pharmacists will return to you the right hand side portion of the prescription along with the medication dispensed.

When ordering by telephone, we would ask patients to please have the proper name and strength of their medication to hand when ordering prescriptions as this avoids and confusion or mistakes!

TEST RESULTS/TELEPHONE ADVICE

All test results are seen and checked by the doctors before details are released. Patients are asked to ring the surgery between 2.00 and 4.00pm every day when test results are given out. Sometimes repeat tests will have to be organised or you may need to speak to a doctor for clarification of your results and the receptionist will arrange this for you. If you are simply ringing for advice, please try to ring a few minutes before or after surgery as it may be easier to catch the doctors then. But please remember, if surgery is busy or there is an emergency, you may have to wait.

SERVICES PROVIDED

The practice offers the following services:

- Well person clinics, open to everyone aged 16-74 years. It is conducted on an appointment basis by our practice nurse.
- All new patients will be invited to come along for a registration medical/general check-up by the nurse on joining the practice.
- Contraceptive services.
- Antenatal and postnatal care - a clinic is run on Tuesday 2.00 - 3.00pm, for expectant and postnatal mothers. Babies and children will also be seen then for child health surveillance.
- Child health surveillance - your child will be seen by the doctor and health visitor for developmental and health checks. At this clinic your child will also receive the appropriate immunisations.
- Vaccinations - both routine and for travel.
- Cervical smear screening - all female patients aged 25-64 will be invited to attend our practice nurse to have this test done every three years.
- Minor surgical procedures - certain procedures can be performed by the doctors under local anaesthetic where necessary. We also run the following health promotion clinics:

Asthma Clinic

Diabetes Clinic

Coronary Prevention Clinic

PRIVATE FEES

Patients should note that not all work carried out on their behalf by GPs is covered by the National Health Service. For example, PSV/HGV licence medicals, employment medicals, completion of passport forms etc are all private work and a current schedule of fees will be on display in reception.

PROTECTION AND USE OF PATIENT INFORMATION

We have a policy for the protection and use of patient information. It is necessary for us to ask and hold information regarding you, the patient, in order that you can receive proper care and attention. We are obliged to inform patients that there are occasions when we need to share this information eg hospital referral letters, to help us protect public health, or perhaps for medical research for the benefit of everyone. In such cases, details which identify you are removed as far as possible. When new patients register with the practice the Central Services Agency must be informed as they maintain a list of basic personal details of all patients

registered with a practitioner. Be assured that everyone working for the HPSS has a legal duty to keep information about you **confidential**. Anyone who receives information from us is also under a legal duty to keep it confidential. You have a right of access to your health records.

COMPLAINTS/SUGGESTIONS

We have our own complaints procedure in place at The Gables. Copies are available at the reception desk should you wish to find out more. If you wish to make a complaint or put forward a suggestion, please ask to speak to the practice manager or one of the doctors. You may prefer to put your complaint in writing. Whatever the case, we will try to deal with your complaint as quickly and efficiently as possible. We aim to maintain a successful doctor/patient relationship in this practice and will seek to provide the best service we can. We would ask that our patients treat doctors and staff with the same respect as they would wish for themselves.

VISIT OUR WEBSITE

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

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.

This scheme is available from reception.

6 miles (inner ring) - new boundary
10 miles (outer ring) - previous boundary



