

WELCOME TO



CONNSWATER FAMILY PRACTICE

THE ARCHES CENTRE
Westminster Avenue,
Belfast BT4 1NS



Telephone Number: 028 9056 3394/90

Website: drscottmercerlarge.co.uk

Welcome to Connswater Family Practice

THE GENERAL PRACTITIONERS

Dr Keith Scott	MB BCh DCH DRCOG MRCGP Diploma Palliative Medicine	Reg Belfast 1980
Dr Colin Mercer	MB BCh DCH DRCOG MRCGP	Reg Belfast 1989
Dr Emmylou Large	MB BCh BAO MRCGP DRCOG	Reg Belfast 2003

The doctors practise together as a non-limited partnership.
The practice is a GMS contractor and holds a company contract.

PRACTICE STAFF

The Practice Manager

The practice is organised and managed by Mrs Linda McDowell. She would be happy to speak to you regarding any complaints you may have about the personnel or administration of the practice.

Reception Staff

We are assisted by five excellent receptionists/practice administrators who help us to provide the services which you need. Do not expect them to give medical advice, as they will always refer you to a doctor for this. It is a legal requirement that confidentiality of patients' records is maintained, at the highest level, by all staff.

Practice Nurse

Sister Nicola Russell, the Practice Nurse, is responsible for many of the health promotion services offered by the practice. She will be happy to discuss any of these with you and advise you accordingly. After screening she will refer you to a doctor if necessary.

OTHER STAFF SERVICES

District Nurses	Podiatrists
Treatment Room Nurses	Speech Therapists
Community Midwives	Community Psychiatric Nurses
Physiotherapists	Social Workers
Occupational Therapists	Community Dieticians
Counsellors	

TEACHING

The practice is a recognised teaching practice involved in the training of General Practitioners and medical students. We know that you will welcome them and we shall always be sensitive to your need for confidentiality. When booking an appointment you may be asked if you would consult with one of our registrars, who are excellent doctors appointed by the practice. We are confident they will give our patients modern, effective and caring treatment. Some teaching sessions may involve the use of video in the consultation - specific consent will always be sought prior to this.

PRACTICE OPENING HOURS

The practice is open Monday to Friday	8.30am - 1.00pm 1.30 - 6.00pm
The practice is closed	1.00 - 1.30pm

SURGERY TIMES

Dr K Scott (Full time)

Monday	9.00 - 11.30am	
Tuesday	9.00 - 11.30am	3.20 - 6.00pm
Wednesday	9.00 - 11.30am	3.20 - 6.00pm
Thursday	9.00 - 11.30am	
Friday		2.00 - 3.30pm / 3.20 - 6.00pm

Dr C Mercer (Full time)

Monday	9.00 - 11.30am	3.20 - 6.00pm
Tuesday	9.00 - 11.30am	
Wednesday	9.00 - 11.30am	2.00 - 4.00pm (Baby Clinic)
Thursday	9.00 - 11.30am	2.00 - 4.00pm (Antenatal Clinic 2.00 - 3.00pm) every week
Friday	9.00 - 11.30am	2.00 - 3.30pm / 3.20 - 6.00pm

Dr E Large (Part time)

Monday	9.00 - 11.30am	2.00 - 4.00pm
Wednesday	9.00 - 11.30am	
Thursday		3.20 - 6.00pm
Friday	9.00 - 11.30am	

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

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

APPOINTMENTS

An appointment system is operated by the practice for the doctors and the practice nurse.

Appointments are made either by calling at the health centre or by telephoning our receptionists. The telephone number is **028 9056 3394**.

The practice offers appointments where necessary within 24-48 hours of your request.

Consultations will be arranged with the doctor of your choice unless your appointment is urgent, in which case you may be asked to see the first available doctor.

PLEASE RING TO CANCEL YOUR APPOINTMENT IF YOU ARE UNABLE TO ATTEND.

HOME VISITS

Please try to attend the surgery if possible. You will be visited at home on request if your illness or disability is such that you are unable to attend the surgery. If you are unsure as to whether to request a home visit, you can speak to one of the doctors. **Please try to make your home visit requests before 10.00am.** The receptionist may ask for details of your illness to help the doctors decide on the urgency of the home visit.

WEEKEND AND NIGHT COVER

The Eastern Health & Social Service Board is responsible for the provision of this service.

These calls should be emergencies only.

When the health centre is closed, there is a doctor on call at all times. This service is based in the Knockbreda Centre (opposite Forestside). The emergency call number is Belfast **028 9079 6220**. A doctor will assess the call and offer advice, arrange a consultation at the centre, or make a home visit if necessary.

REPEAT PRESCRIPTIONS

Our practice has computerised all repeat prescriptions. Requests should be made in one of the following ways:

- (1) Telephone your request to the practice answer-phone (028 9056 3259) stating clearly your name, address and repeat prescription order. This line is available 24 hours per day, 7 days per week.
- (2) Leave your request at our reception desk, stating clearly which items you require.
- (3) Post your request to the practice (please enclose an SAE for the return of your prescription).

Prescriptions will be ready for collection the next day after 2.00pm.

For 24 hour information click to: www.drsscottmercerlarge.co.uk

HOW TO REGISTER WITH THE PRACTICE

If you wish to register with the practice you should bring your signed medical card to reception. If you do not have a medical card the receptionist will provide the appropriate registration form.

As a patient you now register with the practice and no longer with an individual doctor. However, you still retain the choice, where appropriate, to request to see an individual doctor.

A patient between the ages of 17 and 75 has the right, on request, to a consultation every three years.

A patient over the age of 75 has the right, on request, to a consultation every year. You are entitled to a home visit where clinically appropriate.

HEALTH PROMOTION CLINICS

Well Baby Clinic

Dr C Mercer and Mrs Jackie Fox (Health Visitor)

Wednesday 2.00 - 3.30pm

This clinic provides vaccinations and developmental assessment.

Asthma Clinic

Dr K Scott

Tuesday 3.20 - 4.00pm (by appointment)

Antenatal Clinic

Dr C Mercer, a Midwife and Mrs Jackie Fox (Health Visitor)

Every Thursday 2.00 - 3.00pm

Patients can also be seen by the doctors during normal surgery hours.

Cervical Smear Clinic

Practice Nurse, Sister Nicola Russell or the doctor of your choice

At any time (by appointment).

Practice Nurse Clinics

Practice Nurse, Sister Nicola Russell

Tuesday and Thursday 9.00am - 3.30pm (by appointment)

Wednesday 9.30am - 12.30pm (by appointment)

Blood Pressure, Cholesterol, Vaccination, Diet Management, Patient Health Checks, Diabetes, Heart Disease Management, Warfarin Monitoring, Smoking Cessation, Chronic Obstructive Pulmonary Disease (COPD), Stroke, Asthma and Hypothyroidism.

Stay in touch with our website: www.drsscottmercerlarge.co.uk

SERVICES AVAILABLE UNDER THE CONTRACT

Chronic Disease Management

The practice offers regular review appointments for patients with medical conditions such as Diabetes, Heart Disease, Stroke, Hypertension, COPD, Asthma and Epilepsy.

Medication Reviews

The practice specifically reviews patients who are on WARFARIN and other medication requiring close monitoring, eg SALAZOPYRIN or METHOTREXATE.

Minor Surgery

A limited range of minor surgical procedures is performed during normal surgery hours, principally by Dr Scott.

Family Planning

Family planning and advice is available during normal surgery hours. The practice does not fit coils.

Cervical Cytology

We recommend that women between 25-65 years have a cervical smear every three-five years. This can be done by appointment with either the doctor of your choice or the Practice Nurse.

Flu Vaccination

An influenza vaccination is particularly helpful for patients over 65, carers and those with asthma, diabetes, heart, lung, liver or kidney disease, neurological disease, immunosuppressed, those with special needs and residents of nursing and rest homes. Please contact the reception staff in September for details of the vaccination dates.

Non-NHS Examinations

The doctors are happy to carry out medical examinations eg insurance and driving licence. Please telephone the surgery for an appointment. Please ask at reception for the charges for these services.

COMMENTS AND SUGGESTIONS

The practice operates a complaints procedure which meets the criteria agreed for all health and personal social services. The practice complaints leaflet is available from reception. This explains how you may make a complaint. We are happy to accept and consider constructive suggestions from our patients on the provision of services. The receptionists will be happy to accept these in writing.

DISABLED ACCESS

The health centre is 'wheelchair friendly' and has parking facilities (10 spaces) for the disabled. There is suitable access for all disabled patients. There are automatic doors, sensory floors, wheelchair evacuation points in case of fire and a 'hearing loop' system for those with a hearing aid.

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

PATIENTS' RIGHTS AND RESPONSIBILITIES

A patient has the right to:

- be treated courteously and with respect for your privacy, dignity and religious and cultural beliefs
- receive care and treatment on the basis of need
- be given clear information about any treatment or care proposed
- give or withhold your consent to medical or other care and treatment
- choose whether or not you wish to take part in research or student training
- see any reports made for insurance or employment purposes and information held about you on computer
- a health check on joining the practice for the first time

A patient has the responsibility to:

- treat the practice staff courteously and with respect
- keep appointments made or notify the practice as soon as possible if you are unable to attend
- whenever possible go to the surgery rather than ask for a home visit
- not expect a prescription at every visit; many illnesses are short term and do not require medication
- order your repeat prescription at least 24 hours before it is needed

The practice operates a zero-tolerance policy. The abuse of a doctor, member of staff or another patient will not be tolerated and may lead to you being removed from the practice list.

PERSONAL HEALTH INFORMATION

The practice may use personal health information as a part of their continual audit process. Any information will be used in the strictest confidence. All information used is anonymous and no patient names are used.

Only people with direct responsibility for patient care, eg receptionist, district nurses etc (as per list on inside front cover) have access to patient information. Any information will be used in the strictest confidence. A patient's notes will not be released to insurance companies, solicitors etc except with signed and informed consent of the patient.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The practice follows the Data Protection Act 1998 and the Freedom of Information Act 2000. These advise us of our responsibilities in relation to the data we hold and the rights of patients in relation to accessing that data.

For further information please access the relevant website.

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

SELF TREATMENT OF COMMON 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 can last five to six days but the cough can persist for several more days.

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. This applies especially to children.
- Take plenty of cool drinks.
- Take regular paracetamol or aspirin (*do not use aspirin with anyone under 16*).
- Sponge down with a tepid flannel - leave the patient damp and repeat when dry.

Vomiting And Diarrhoea

- Prevent dehydration - drink plenty of fluids.
- If vomiting is a problem take small sips of fluid every few minutes.
- No milk or solids should be given for 24 hours.
- Symptoms usually settle after 24-48 hours.
- If symptoms persist, or if vomiting is very frequent, contact your doctor.

Back Pain

- This usually begins as a strain caused by poor lifting technique.
- Rest your back on a firm bed and maintain good posture when sitting or walking.
- Painkillers and rest is usually all that is required.
- If the back pain is severe or lasts for more than a few days, contact or consult your doctor.

Cystitis

- This is very common in women.
- It causes a burning sensation and the need to pass urine more frequently.
- Drink plenty of fluids.
- If your symptoms are severe or last for more than 24 hours, contact or consult your doctor.

Burns

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

Sunburn

- Sunburn is bad for your skin.
- Children are especially susceptible.
- Cool the skin with cool water and apply calamine lotion if necessary.
- Paracetamol and an antihistamine can reduce the reaction.

Chickenpox

- The rash appears as small red patches with itchy blisters.
- The rash will dry up and crust over in four to five days.
- The patient is infectious until the last crusts have dropped off.
- Calamine lotion and cool baths will help the itch.
- Antihistamines 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.

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.

PRIMARY CARE SERVICES

Details of Primary Care Services and services not provided by the practice may be obtained from Eastern Health & Social Services Board at

12-22 Linenhall Street

Belfast

BT2 8BS

Telephone Number: 028 9032 1313

For 24 hour information click to: www.drscottmercerlarge.co.uk

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SMOKING

If you would like to give up smoking please make an appointment with our practice nurse at her smoking cessation clinic.

WHY GIVE UP ?

A large number of people die each year in this country from smoking-related diseases.

Every cigarette you smoke can shorten your life by an average of five and a half minutes.

Babies of smokers are, on average, 200 grammes lighter than those of non-smokers.

Smokers smell!

HOW TO GIVE UP

Stopping smoking is all about motivation. Without the real desire to give up you'll be unable to succeed. You must want to give up rather than feel you should give up.

Set a date a week or so in the future when you intend to stop.

Tell all your friends, relations and work colleagues that you're giving up on that day and ask for their support and encouragement. If at all possible, find someone to give up with you.

When the big day comes, plan it carefully with plenty to keep you occupied. Avoid situations where the desire to smoke will be strongest such as whilst drinking.

Finally, carefully put the money you would have spent on cigarettes on one side, each day, to save up for some special treat as a reward.

If you've tried everything and failed but are still keen to give up, seek help from your doctor.

PREVENTING A RELAPSE

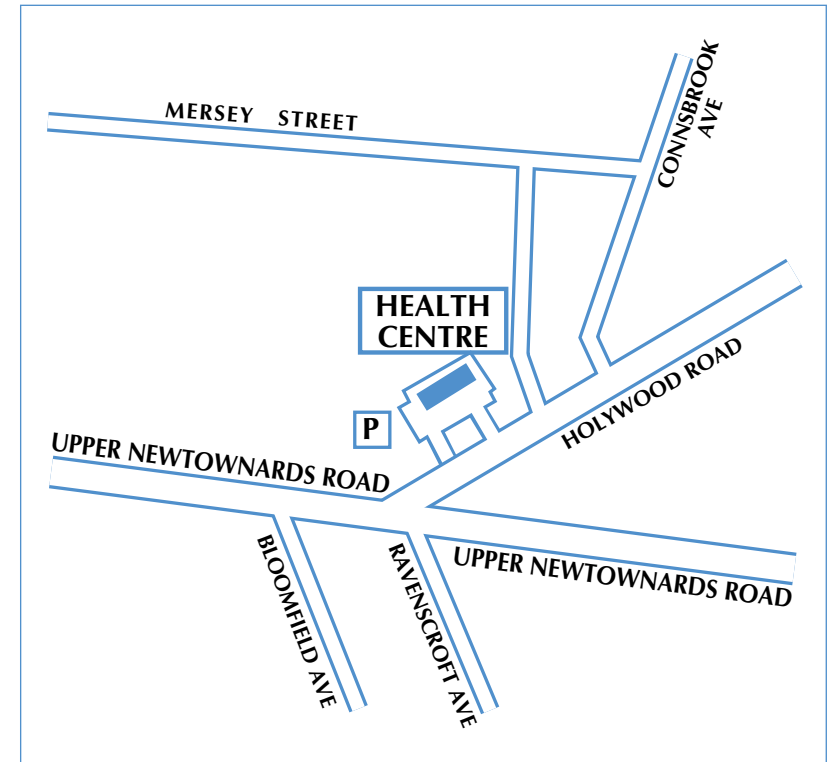
Whenever you feel the need for a cigarette, go back to the procedure which helped you give up in the first place.

Avoid complacency and remember that you're a non-smoker!

Think how unpleasant smokers smell now that you've given up. Do you want to smell like them?

PRACTICE AREA

The practice serves East Belfast patients within a ten mile radius of the health centre.



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USEFUL TELEPHONE NUMBERS

HOSPITALS

Ards Hospital	028 9181 2661
Belfast City Hospital.....	028 9032 9241
Belvoir Park Hospital.....	028 9049 1942
Knockbraken Health Care Park	028 9040 1333
Lagan Valley Hospital.....	028 9266 5141
Mater Infirmorum	028 9074 1211
Musgrave Park Hospital	028 9066 9501
Royal Victoria Hospital	028 9024 1513
Ulster Hospital.....	028 9048 4511
SEBDOC (Out of Hours Centre)	028 9079 6220