

Braid View Medical Practice

Ballymena Health & Care Centre
86 Cushendall Road
Ballymena
BT43 6HB



PRACTICE TELEPHONE NUMBER
DALRIADA URGENT CARE

02825 313010
02825 663500

Our Practice Charter

Your doctor and staff will always do their best for you. To provide the finest care for ALL patients, follow these simple guidelines.

- Cancel appointments that you cannot attend, or no longer needed as someone else is always waiting.
- Please think twice before requesting a Doctor to your home as a visit is not always necessary.
- Do not expect a prescription every time you visit the surgery as good advice may be the best treatment.
- Please request repeat prescriptions in good time to avoid delays.
- Please treat your Doctor and all staff as you would expect to be treated by them, with politeness and respect.
- The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.
- **Zero Tolerance.** Verbally Abusive or violent patients will not be tolerated by the practice under any circumstances. Such behaviour may result in the patient being removed from the practice list. Behaviour may also be reported to the PSNI and Northern HSC Board.

All personal Health Information (held under the Data Protection Act) is STRICTLY CONFIDENTIAL. Information is not passed on without your consent, unless it is within the confines of the NHS, or by legal requirement, or it is of public interest.

The practice is computerised and registered under the Data Protection Act 1998.

Suggestions, comments and complaints.

We endeavour to give you the best service where possible at all times, if you wish to make a suggestion, comment, complaint about the practice, please contact the practice manager Tracy Neeson or Sharon Mawhinney.

Complaints are dealt with in line with our complaints procedure, approved by the Northern HSC Trust.

Patients' Rights and Responsibilities.

All Patients have NHS rights outlined in the Patients' Charter. In return we ask patients to treat staff with courtesy.

PATIENTS' CHARTER

Every citizen has the following established NHS rights:

- To receive health care on the basis of clinical need, regardless of the ability to pay
- To be registered with a GP
- To receive emergency medical care at any time, through a GP, emergency ambulance or hospital accident and emergency departments
- To be referred to a consultant, who is acceptable to the patient, when a GP thinks it is necessary, and to be referred for a second opinion if the patient and GP agree that this is desirable
- To be given a clear explanation of any proposed treatment, including risks and alternatives, before deciding to agree to the treatment
- To have access to health records and to know that those working for the NHS are under a legal duty to keep their contents confidential
- To choose whether or not to take part in medical research or medical student training
- To be guaranteed admission for treatment by a specific date, no later than two years from the day when a consultant places the patient on a waiting list
- To have any complaint about the NHS services investigated and to receive a full and prompt written reply from the Chief Executive or General Manager
- A Copy of the Complaints Procedure is available on request. Please contact the Practice Manager.

Patient and Client Council,
County Hall, 182 Galgorm Road, Ballymena, BT42 1QB
Telephone - [0800 917 0222](tel:08009170222)

About the practice.

We are a large training, urban practice encompassing surrounding rural areas. The practice list size is approximately 12000 patients.

Meet the team

GP Partners

Dr Tony Carroll	MB Bch BAO MRCGP DRCOG
Dr Mark Hall	MB Bch BAO MRCGP DRCOG DCH
Dr Shobhna Khanna	MB Bch BAO MRCGP DRCOG DCH DFFP
Dr Susan Sproule	MB Bch BAO MRCGP DRCOG
Dr Julie Stevenson	MB Bch BAO MRCGP DCH

Salaried Gps

Dr Judith Hall	MB Bch BAO MRCGP DRCOG DFFP
Dr Denise Beattie	MB Bch BAO MRCGP

Practice Manager

Mrs Sharon Mawhinney
Mrs Tracy Neeson

Treatment room Nurses

Ms Corena Dempster
Mrs Nuala Doherty
Mrs Roberta McFetridge

Practice Nurses

Mrs Karen Gillan
Mrs Cherry-Anne Stewart
Ms Helen Logan
Mrs Ann Parkhill

Health Care Assistant

Mrs Samantha-Jayne Simpson

Pharmacists

Mrs Emma Kelly
Mrs Aislinn Carey
Mrs Heather Totten

Also our large and dedicated team of receptionists who have been trained in Care Navigation to guide you to the most appropriate care.

Practice Opening Hours

Our reception is open each weekday from 8:30 am to 5.30 pm (emergencies only from 12.30pm each Wednesday). Our receptionists will assist you in making appointments, ordering prescriptions and all other general enquires 028 25 31 3010.

Appointments

TELEPHONE TRIAGE



The practice currently operates a telephone triage service. Patients are placed on a GP list for call back the same day. Once the list is full the patient will only be added if the call is deemed urgent.

Face to face appointments generated from the telephone triage happen throughout the day with any emergency call-backs.

You may request a doctor of your choice but may need to call back if they have no availability left.

The receptionist will ask you briefly what is wrong and this information will be passed to the doctor to ensure cases are dealt with according to their clinical priority.

Each call-back or face to face is for one patient / problem only. Please do not cause embarrassment by asking for more than one person to be seen whilst in surgery.

Unattended appointments are a loss to the practice and other patients. So please cancel your appointment if you can not attend.

Home Visits

Home visits should only be requested if the patient is too ill to attend the surgery. Please telephone before **10 am**, giving as much information as possible to enable the doctor to assess your request. Urgent cases will be attended to immediately. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Practice Area

The practice will accept new patients within a radius of 7.5 miles from Ballymena Health and Care Centre.

Direct access services (can be accessed without contact the GP practice)

<p>Minor Ailments Scheme in community pharmacy</p> <p>Bairds – 02825880244 Boots T/C – 02825649611 Boots H/V – 02825645994 Boots BHC – 02825641989 Ahoghill – 02825871378 Ballee – 02825631138 Ballykeel – 02825657025 Broughshane – 02825861206 Dunclug – 02825656944 Galgorm – 02825639707 Kells – 02825891877 Gordons Ballymena – 02825653980 Gordons Ballymoney – 02827663194 Dunloy – 02827657803 Portglenone – 02825821333 Daly’s @ Medical Practice – 02894472245 Daly’s Main Street – 02894472751</p>	<ul style="list-style-type: none"> • Acne • Diarrhoea – over 12 • Haemorrhoids • Groin area infection • Vaginal thrush • Oral thrush • Athletes foot • Ear Wax • Head Lice • Mouth Ulcers • Scabies • Threadworms • Verrucae
<p>Community pharmacy</p> <p>Boots Health Centre – 02825641989 Boots Tower Centre – 02825649611 Boots Harryville – 02825645994 Ahoghill – 02825871378 Ballee – 02825631138 Ballykeel – 02825657025 Broughshane – 02825861206 Dunclug – 02825656944 Galgorm – 02825639707 Kells – 02825891877 Gordons – 02825653980 Dunloy – 02827657803</p>	<ul style="list-style-type: none"> • Emergency contraception (morning after pill) • UTIs in women aged 16-64 (Ballee, Ballykeel, Galgorm, Boots BHC, Boots TC, Ahoghill, Broughshane & Kells) • Cold sores • Constipation • Dermatitis • Hayfever • Impetigo • Ringworm • Nappy rash

Portglenone – 02825821333 Daly's @ Medical Practice – 02894472245 Daly's Main Street – 02894472751	<ul style="list-style-type: none"> • Teething • Smoking cessation service
--	---

OT Ballymena Heath & Care Centre 028 2563 5678 option 1	<ul style="list-style-type: none"> • Mobility aids • Wheelchairs • Toileting aids • Bathroom aids
---	---

Private travel clinic Ballee Pharmacy 02825631138 www.fitfortravel.nhs.uk	<ul style="list-style-type: none"> • Travel related queries • Travel vaccinations
--	---

Podiatry Self-referral form: northerntrust.hscni.net/services/podiatry 028 2563 5672	<ul style="list-style-type: none"> • Ingrown toenails • Ulcers
--	--

Continence service 028 2563 5521	<ul style="list-style-type: none"> • Pelvic floor muscle exercises • Bladder re-training • Lifestyle changes • Dietary advice • Bowel management • Continence device provision
--	--

Speech & Language Therapy 028 9034 1571	<ul style="list-style-type: none"> • Swallowing problems • Communication difficulties
---	---

Social services – adult 028 2563 5678 Option 1	<ul style="list-style-type: none"> • Complex Social Issues • Domiciliary Care Packages • Carers Assessments
--	--

Contraceptive services 028 2826 6163	<ul style="list-style-type: none"> • Contraception – free counselling, assessment and dispensing of the full range of methods • Coil and implant insertion • Cervical screening/smear test • Emergency contraception (Morning after pill and coil) • Pregnancy testing
--	---

<p>Emergency dental clinics Saturdays/Sundays/Bank holidays 028 2566 6510 0800-1200</p>	<ul style="list-style-type: none"> ● Dental swelling ● Trauma to teeth ● Dental pain
<p>NI Primary Eye care Assessment & Referral Scheme (PEARS) local optician</p>	<ul style="list-style-type: none"> ● Red eye(s) ● Pain in the eyes or around the eye ● Sudden reduction in vision one or both eyes ● Recent flashes or floaters
<p>Phlebotomy Clinic 02894481754 10-12 – 2-4</p>	<ul style="list-style-type: none"> ● Hospital bloods
<p>MSK Physiotherapy self-referral Form found online</p>	<ul style="list-style-type: none"> ● Over 16 ● Muscle strains ● Joint sprains ● Back and neck pain
<p>Ear Microsuction Linsey McWhirter 07821262464</p>	<ul style="list-style-type: none"> ● Removal of ear wax
<p>Fetal Assessment Unit AAH 02894424345</p>	<ul style="list-style-type: none"> ● 24+ week pregnant ● Movement problem ● Vaginal discharge
<p>Early Pregnancy 02894424198</p>	<ul style="list-style-type: none"> ● Bleeding ● Movement problem
<p>Citizen Advice</p>	<ul style="list-style-type: none"> ● PIP Query

02896001333

Repeat Prescriptions

Requests for repeat prescriptions can be made at any time online (speak to a receptionist about setting this up, or on the dedicated answering service).

They should be ready for collection from your chosen chemist in 72 hours. Alternatively these may be collected at the reception desk after **2 pm**.

SERVICES

General Medical Services	Minor Surgery
Child Health & vaccinations	Coronary Heart Disease
Cervical smears	Asthma /COPD
Contraceptive services	Diabetes
Ante natal / Post natal care	Hypertension
Travel vaccinations	Smoking cessation
Adult vaccinations	Flu / pneumo /Covid vaccinations
IUCD review /Fittings	INR monitoring
Hormone Replacement Therapy	Counselling Service

How Can I Register With the Practice?

When registering you shall be asked to bring an up to date Medical Card Photographic ID. If you do not have a medical card we can provide a registration form that you must complete fully.

We may need to request a copy of your passport, work permit or visa if you were not born in the United Kingdom.

If you fail to attend for a New Patient Medical we cannot proceed with your registration.

Disabled Access

There is access via the main entrance to the Health Centre with several parking spaces adjacent to the front door of the building.

A wheelchair is kept on site, and is available on request to ease access to and from surgeries.

Interpreter Service

If you wish to book an interpreter to assist during your consultation, please inform the receptionist at the time of making your appointment. It is preferable that we make the request for this service at least 48 hours before the appointment; however every effort will be made to meet your request at short notice, in the case of an emergency.

Please note this is a free service provided by the Health & Social Care Board.

Chaperone

A patient attending for any type of intimate examination has the right to have a chaperone present. This can be a personal friend or close family member, however, if the patient prefers, the practice can organise a qualified nurse to be present.

Although this service is available it is not compulsory to avail of it.

If you know at the time of booking an appointment that you wish a qualified nurse to act as chaperone please inform the receptionist so that the necessary arrangements can be made.

Useful Telephone Numbers

Hospitals

Antrim Area – 94 424000

Causeway – 70 32 7032

Royal Victoria – 90 240 503

Royal Victoria Sick Children – 90 240 503

Belfast City – 90 329 241

Musgrave Park – 90 90 2000

Holywell – 94 465 211

Other

Business Service organisation (BSO) – 90 324 431

Citizens advice Bureau – 25 644 398

Women's Aid Ballymena – 25 632 136

Lifeline – 0808 808 8000

NSPCC – 0808 800 5000

Parents Advice Centre - 0808 8010 722

Useful Links



What happens if I need a sick line?

If you require a sick line you must certify yourself for the first 7 days, you do not need a sick line from the Doctor.

(forms available at reception or by clicking the following link;

<http://www.hmrc.gov.uk/forms/sc2.pdf>).



TRAVEL INFORMATION

<http://www.fitfortravel.nhs.uk/destinations.aspx>



Access to your Medical Records and Confidentiality

It is a legal requirement that the confidentiality of patients' records is maintained at the highest level by all staff.

The Data Protection Act 1998 and the Access to Health records act 1990 gives patients the right to apply for access to their health records.

A health record contains information supplied by the patient, parent and by others involved in an individual's healthcare. Our practice records are written.

An application for access to health records held by our practice must be made in writing. We must have sufficient information to enable us to identify the patient and locate their records.



Practice Protocol for management of DNAs – Did Not Attend.

- Letter will be sent to patient each time they DNA an appointment.
- On 3rd occasion letter will be sent advising patients that they are now being removed from our list.
- Practice will inform BSO (Business service organisation) that patient is being removed from our list.

- Each time an appointment is not cancelled or is not attended this prevents other patients from being seen. The practice feels that if a patient has DNA on 3 occasions without reasonable explanations that it is no longer appropriate to have them on the list as this impacts on the service that the practice can offer other patients.

Accident and Emergency Department

The nearest A+E Departments are Antrim Area Hospital and Causeway Hospital. A+ E departments are for Emergencies only that cannot wait until your GP surgery opens again. Please do not attend these departments if it is not an "EMERGENCY".

Phone First

From Monday to Friday, between 8am – 6pm, excluding bank holidays, if you have an urgent problem (excluding serious illness or injury) and are considering travelling to Antrim Area or Causeway Hospital emergency departments or the Mid Ulster Hospital minor injuries unit, please Phone First on:

0300 123 1 123

DALRIADA URGENT CARE

This service provides urgent out of hours GP care between 6pm and 8:30am. They also cover at weekends and bank holidays. Between 5.30 and 6pm they run a telephone answering service for the practice.

02825 663500.

Please remember this is an urgent only service. It should not be used for anything which can wait until normal surgery hours