

General Medical Services

More information on General Medical Services within this area is available from:

**Health & Social Care
Western Office (Primary care)
Gransha Park House, Gransha Park
Clooney Road
Londonderry BT47 6FN
Tel: 028 95361010**

Revised: June 2017

PRACTICE LEAFLET

Cityview Medical

Waterside Health Centre

127 Spencer Road

Londonderry

BT47 6AH

Tel: 028 71314930

www.cityviewmedical.co.uk

USEFUL TELEPHONE NUMBERS

Riverfront Medical:	71314910
Glendermott Medical:	71314950
Altnagelvin Area Hospital:	71345171
Family Planning Clinic:	71321758
Grangewood Hospital:	71860261
Western Urgent Care Out of Hours:	71865195
Podiatry:	71865100
Physiotherapy:	71321761
Speech and Language:	71321708

CHANGE IN ADDRESS / TELEPHONE NUMBER

Please notify the surgery if you change your address or telephone number, this allows us to contact you

COMPLAINTS

Cityview Medical is committed to providing high quality services. However, if you have a complaint about our services, tell us about it. We need to know if our performance is not up to standard or if you are unhappy, so that we can learn and improve the quality of services we provide. We will take your complaint seriously and treat it in confidence.

You should be aware that should you make a complaint, the practice may need to provide information about the patient and the treatment they received to insurers or legal advisers.

PATIENTS RIGHTS AND RESPONSIBILITIES

- ❖ You have the right to receive accurate and easily understood information about your health care, health care professionals and health care facilities. If you have a physical or mental disability, or just don't understand something, assistance will be provided or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.
- ❖ You have the right to care providers that is sufficient to provide you with access to appropriate high quality health care.
- ❖ You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.
- ❖ You have the right to considerate, respectful and non-discriminatory care from your doctors and other health care providers.
- ❖ **And in return we expect you to:**
- ❖ Be thoughtful of other patients and all staff.
- ❖ Be considerate and respectful and show reasonable courtesy to those who are helping you.
- ❖ Cancel appointments in good time if unable to attend.
- ❖ Share your concerns and provide suggestions that help provide quality care.

HEALTH AND SAFETY

- ❖ Cityview Medical wishes to remind you that whilst you are on the premises you must be aware of your actions and how they affect the safety of others.
- ❖ Fire exits are clearly marked - should you discover a fire please alert us by activating one of the fire alarms situated around the building.
- ❖ Remove yourself from the situation and alert a member of staff.
- ❖ Please keep walkways clear from bags or other items and ensure children are monitored at all times.
- ❖ If you discover any risks to yourself or others please do not hesitate to contact the Practice Manager.

PATIENT SATISFACTION SURVEY

- ❖ Cityview Medical wishes to ensure that we are providing the highest quality of service to our patients.
- ❖ In order to assess our performance and meet the changing needs of our patients we carry out regular patient satisfaction surveys.
- ❖ These surveys are confidential and you are not required to give your name. Please do help us to help you by completing these surveys and returning them to reception.

OTHER STAFF COMPLAINTS

- ❖ If you have a suggestion or complaint, please contact our Practice Manager Lisa Stewart, or any of the partners. We hope that most problems can be sorted out easily and quickly, often at the time they arise. Patient & Client Council offer free support to help you with this- 08009170222.

NON NHS SERVICES

There are services provided that are not covered by the NHS, these include:

- ❖ **Pre-Employment Medical**
- ❖ **HGV, PSV Medical Examinations**
- ❖ **Private Healthcare Claim Forms**
- ❖ **Passport Forms**
- ❖ **Fitness to undertake sports, travel etc.**
- ❖ **Private Certificates etc.**

A fee is chargeable for non-NHS services and a list of these charges is available at reception. This list is not exhaustive.

ACCESS FOR DISABLED

- ❖ There is wheelchair access to all the surgeries and treatment room.
- ❖ There are designated spaces in the health center car park for disabled drivers.

CITYVIEW MEDICAL

*DR N MCCALLION; BSc(Hons) MB BCh BAO DGM DCH DRCOG DFSRH FRCGP
DR PAULINE COSGROVE; MB BAO BCh DGM DRCOG DFSRH MRCGP
DR LES MCNEILL; MB BCh BAO DRCOG DCH MRCGP
DR STEPHEN CANAVAN; MB BCh BAO DRCOG MRCGP
DR CLAIRE SWEENEY; MB BCh BAO DCH DRCOG DFSRH MRCGP
DR CLAIRE COURTNEY; MB BCh BAO DRCOG DFSRH MRCGP*

OPENING HOURS MONDAY – FRIDAY 8.30AM – 6.00PM

The Waterside Health Centre accommodates all the General Practitioners in the Waterside in 3 practices. There is a spacious car park nearby and car parking in the surrounding streets. The Centre also accommodates an equipped Treatment Room with Nurses in attendance. We also have attached District Nurses and Health Visitors and close association with the local Social Services Office.

Cityview Medical offers family doctor services to registered patients within an 8-mile radius from the Health Centre, east of the River Foyle.

As we are involved in GP training, a seventh doctor is often available for consultation.

APPOINTMENTS

- ❖ The practice offers a range of appointment times to patients which include both morning and afternoon appointments on a daily basis.
- ❖ The practice offers 3 types of appointments. Same Day Appointments or Routine Appointments, which can be booked within 48hrs or up to two weeks in advance.
- ❖ Same Day Appointments are for acute problems or flare-ups of chronic conditions. These appointments are shorter than routine appointments and you will be asked what your symptoms are so that your appointment may be prioritised.
- ❖ You may make an appointment with the doctor of your choice but if you wish to be seen quickly then you may have to accept an alternative doctor.
- ❖ Please remember to make an appointment for each person to be seen i.e. **ONE PATIENT = ONE APPOINTMENT.**
- ❖ Please arrive on time for your appointment. Otherwise you may cause other patients to be kept waiting. The Doctor may also be unable to see you if you are late for your appointment.

- ❖ It is essential to report at reception on arrival to ensure the doctor knows you have arrived.
- ❖ If you are unable to keep an appointment, please let our receptionist know as soon as possible so that the appointment can be offered to someone else.
- ❖ Medical emergencies must take precedent over booked appointments. We have devised systems to minimise disruption to booked surgeries. Delays may occur if the Doctors have to respond to emergencies.

MISSED APPOINTMENTS

In an attempt to resolve the problem of patients failing to attend their appointments the practice has developed the following policy. If you fail to attend for 2 consecutive appointments without informing us we will write to you asking if there is any specific problems preventing you from letting us know.

If you fail to attend for a 3rd appointment you may be removed from the practice list and have to find an alternative GP practice.

HOME VISITS

- ❖ These are made only when the medical condition of the patient makes it impossible for them to come to the Health Centre.
- ❖ The Doctors generally start home visits at 10.15am. It is therefore important that requests for home visits be made before 10am.
- ❖ It should be noted that patients are not normally routinely visited on discharge from hospital.

TELEPHONE SYSTEM

- ❖ To contact the practice please ring **71 - 314930** and you will hear a recorded message.
- ❖ For Acute Prescriptions and Results please ring between the hours of 9.30am – 5.00pm only.

INTERPRETERS

- ❖ If English is not your first language and you require an interpreter for assistance during your appointment with the Doctor, please let the receptionist know when booking your appointment.

HOLIDAY VACCINATIONS

- ❖ If you are travelling abroad and need any vaccinations please contact the surgery 6-8 weeks prior to your trip.
- ❖ You will be asked to provide details of when and where you are traveling, duration of trip, type of accommodation and any previous holiday vaccinations.

- ❖ You will then be asked to make an appointment with our Nurse Practitioner to obtain the vaccines.

FREEDOM OF INFORMATION ACT

- ❖ The Freedom of Information Act requires all Public Authorities to publish certain information about their business.
- ❖ Most of the information we are required to publicise is contained within this Practice Leaflet.
- ❖ However, should you require the full information required by the act, this is available at no cost from the Practice Manager – Lisa Stewart.

As a Training Practice, your records may be inspected to ensure that high standards are maintained. Records may also be inspected by the Western Health and Social Services Board. Inspection of records may be required as part of probity process.

VIDEOTAPING OF CONSULTATIONS

- ❖ As mentioned above the practice is involved in teaching Doctors and Nurses. Recording consultations on video is one of the ways we can assess the progress of those we teach. You may be asked to allow your consultation to be recorded. The recording will be used for assessment only. You are totally free to refuse to be recorded or to stop recording at any stage.

NHS ZERO TOLERANCE POLICY

- ❖ Cityview Medical will not tolerate any acts of direct or indirect aggression toward our staff or our Doctors or any other patient either in person within the Health Centre or during a home visit or on the telephone.
- ❖ This includes verbal or non-verbal abuse, physical outbursts or any other behaviour that we feel is unacceptable.
- ❖ Cityview Medical will take appropriate action against individuals who perpetrate these acts; this may include removal from our list or the involvement of the police / court services.

EQUAL ACCESS TO SERVICES FOR ALL

- ❖ Cityview Medical do not discriminate in any form in services provided to prospective or existing patients on the grounds of, Race, Gender, Social Class, Age, Religion, Sexual Orientation, Appearance, Disability or Medical Condition.
- ❖ We are also an Equal Opportunities Employer and ensure that our staff or prospective staff are not discriminated against by ourselves or by those who use our services.

RESULTS

- ❖ Test results will be given out between 9.30pm – 5.00pm, Monday to Friday.
- ❖ Result will be given out normally only to the **patient or the patient's representative, if a previous arrangement has been made**, following confirmation of name, address, and date of birth.
- ❖ Please note that due to confidentiality young adults aged 16 and over should ring in for their own test results unless a previous arrangement has been made.
- ❖ If you need to discuss your test results further you should make an appointment with your GP.

MATERNITY SERVICES

- ❖ The practice provides antenatal and postnatal care during normal surgery hours. A leaflet detailing our ante-natal services is available from reception.

The Waterside Health Centre has been accredited as Baby Friendly for having adopted best practice standards in support of Breast Feeding. Please enquire at Main Reception if you require a room to breast-feed.

CONTRACEPTIVE SERVICES

- ❖ We offer a range of contraceptive services including emergency contraception.

CHRONIC DISEASE CLINICS

- ❖ Asthma Clinic
- ❖ Diabetic Clinic
- ❖ COPD Clinic

Smoking Cessation Advice is provided either in leaflet form available at reception or by appointment with the Doctor.

HEALTH PROMOTION SERVICES

- ❖ Health Promotion forms part of every consultation at the practice.
- ❖ Leaflets are also available from reception and in waiting areas.

MINOR SURGICAL PROCEDURES

- ❖ Some of these are carried out in the Treatment Room after consultation with the Doctor.

WEBSITE

- ❖ You can access a wealth of information about the practice by visiting www.cityviewmedical.co.uk

CERVICAL SMEARS

- ❖ The practice has a policy of routinely repeating cervical smears every five or three years. Women will receive a letter of invitation from the regional cytology department or they can ask at the Surgery for further information.
- ❖ Our Practice Nurse provides sessions for smears, which you may choose to attend. Alternatively, you may wish to make an appointment with your Doctor.

WELL BABY CLINICS

- ❖ These are held on Friday mornings 9am – 11am, by appointment only, for vaccination and development checks. Their purpose is to ensure the normal growth and development of children and to vaccinate them.
- ❖ As babies attending are not ill it is unfair to bring a sick child.
- ❖ If you miss an appointment and need to reschedule, please do not hesitate to ring the surgery.

NEW REGISTRATIONS

- ❖ New patients wishing to register with the practice must fulfill the following criteria:
 - Permanent address 8 miles east of the Health Centre on the East Bank of the River Foyle.
 - Have entitlement to NHS Care.
- ❖ New patients **MUST** be able to provide photographic ID and a current utility bill or proof of address in order to register with the practice.
- ❖ You will be expected to attend a registration appointment with the practice nurse in order to register. The receptionist will answer any questions you may have and if English is not your first language arrange for an interpreter.
- ❖ If you fail to attend this appointment without cancelling you will **NOT** be offered an appointment in the future.

THE PRACTICE RESERVES THE RIGHT TO REFUSE AN APPLICATION TO JOIN OUR PRACTICE LIST.

NEW AND TEMPORARY PATIENTS – ADDICTIVE MEDICATIONS

The practice policy is NOT to prescribe certain drugs unless you provide evidence from your previous GP. This is in the interest of prescribing safely.

UNDER NO CIRCUMSTANCES WILL THE PRACTICE REPLACE LOST OR STOLEN SCRIPTS FOR MEDICATION

EMPLOYED BY THE PRACTICE ARE:

Practice Manager	Mrs. Lisa Stewart
I.T. Manager	Mrs. Leisa Moran
Reception Manager	Mrs Karen McGuinness
Admin Officers	Miss Laura Neely Mrs Ciara Houston

Practice Nurse Nurse Practitioner Catriona Harkin

6 Reception/Clerical Staff

Treatment Room Nurses led by Sr. Gunn

Attached to the practice are:

Health Visitors

Ms. Cheryl McElhinney
Noleen Patton

District Nurses

Mr Peter Hughes

RECORDS AND CONFIDENTIALITY

- ❖ All information collected about you is treated confidentially. It is only passed on to a third party with your consent for a particular purpose or on a “need to know basis” to someone involved with your treatment or care. It can also be released under court order or rarely where public protection is necessary.
- ❖ You are entitled to see your manual and computer records subject to Data Protection Regulations by contacting Lisa Stewart Practice Manager, who will provide you with a written procedure. A fee will be charged.
- ❖ As part of the practice’s contribution to research we supply completely anonymous information to certain reputable third party organisations. No individual is ever identified from this and we all stand to benefit.

REVIEW APPOINTMENTS FOR PATIENTS OVER 75 YRS OF AGE

If you are over 75 years old and have not been seen by a Doctor in the practice in the last 3 years please make an appointment for a review.

CHAPERONES

If you would like a chaperone present during your consultation, please inform the receptionist when booking your appointment or when checking in.

PRESCRIPTIONS

- ❖ Repeat prescriptions can be ordered online by registering on our website www.cityviewmedical.co.uk, by submitting your order in writing at reception, by posting your order into the practice or through a representative.
- ❖ Prescriptions will be available 48 hours after your order has been received. In urgent cases they may be ready for 5.30pm the same day. Patients are reminded that they should come for checks ups when advised if they are on repeat medications.
- ❖ Patients requesting prescriptions for acute situations should realise that the doctor may decline, or feel that the patient should be examined; otherwise, these prescriptions will be ready at 5pm that day.
- ❖ Hospital letters should be delivered promptly to the surgery so that prescriptions can be prepared. These prescriptions will be ready 24 hours later. Hospital wards are expected to provide a month's supply of medication needed on discharge. Patients should wait for these to be provided.

OUT OF HOURS

- ❖ When the practice is closed i.e. between 6pm & 8.30am during the week, weekends and bank holidays the responsibility for your care is with Western Urgent Care.
- ❖ Their contact number is 02871 865195. You may also access this telephone number by calling the practice telephone number where a recorded message will repeat the number.
- ❖ **Please be aware that this service is for urgent conditions, which cannot wait until your own doctor's surgery is open.**

ALL TELEPHONE CALLS TO THE OUT OF HOURS SERVICE ARE RECORDED.

STAFF TRAINING

- ❖ The practice will close 6 afternoons a year for Protected Learning Time for GP's & Practice Staff. During this time, Western Urgent Care will provide an emergency service. **Tel: 71865195**
- ❖ There will be other occasions when the practice will reduce its service to facilitate other staff training. You will be informed by poster.

TREATMENT ROOM

- ❖ The Health Centre Treatment Room is open between 9.00 – 5.15pm.

- ❖ You may be asked to attend at a particular time due to the nature of the test / treatment required.

CARERS

- ❖ If you are a carer and require any information or access to services, please make an appointment to see your GP