

**CASTLEREAGH  
MEDICAL CENTRE**

**21 BALLYGOWAN ROAD  
BELFAST BT5 7LH**

**TELEPHONE:**

**028 9079 8308**

**FAX:**

**028 9070 6939**

**REPEAT PRESCRIPTIONS TELEPHONE:**

**028 9079 5466**



# Welcome to

## CASTLEREAGH MEDICAL CENTRE

### THE DOCTORS

**Dr Deirdre Savage**  
(qualified 1986 QUB)

MB BCh BAO MRCP

**Dr Andrew Leitch**  
(qualified 1996 QUB)

MB BCh BAO BMedSci DRCOG MRCP

**Dr Gillian McBride**  
(qualified 2003 QUB)

MB BCh BAO DCH DRCOG DFSRH MRCP

The practice is a training practice with a Practice Registrar - a fully trained doctor who is receiving additional training in General Practice. Video surgeries form part of the continuing training of the Registrar and you may be asked if you will consent to have your consultation videoed.

### PRACTICE AREA

The practice serves patients within a 10-mile radius of the practice.

### SERVICES PROVIDED

Each doctor provides a full range of medical services including maternity and family planning services, child health surveillance and minor surgery.

[www.castlereaghmedicalcentre.co.uk](http://www.castlereaghmedicalcentre.co.uk)



11 Kings Square, Belfast  
Tel: (028) 9040 1077

967 Upper Newtownards Road, Dundonald  
Tel: (028) 9048 7668

34 - 36 Gilnahirk Road, Belfast  
Tel: (028) 9040 1469

51 Comber Road, Dundonald  
Tel: (028) 9048 3196



Minor Ailments  
Service

  
dundee pharmacy  
digital xpress photo centre

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

If **YOU** are reading this,  
then so could patients  
looking for your kind  
of service.



**To place an advertising feature  
in our practice booklets  
and book a daily reminder  
of your service on our  
appointment cards and website  
simply phone Jenny Mellenchip  
now on 0800 612 1516.**

## THE PRACTICE TEAM

### **The Practice Nursing Team**

Our practice nurse, Sophia Polatol, is available by appointment every day. She runs many of our Health Promotion Clinics including our asthma and diabetic clinics and also carries out cervical screening. We also have a treatment room nurse, Karan Martin, who works Monday and Friday mornings and provides general nursing clinics.

### **The Practice Manager and the Administration Team**

Our practice manager, Diane Magrath, and the administration team are here to help and guide you. They are bound by a code of strict confidentiality and have been trained to take essential details sympathetically. This allows them to inform the doctors of important information about patients' queries.

### **The Health Visitor**

Our health visitor, Judith Anderson, holds a Health Visiting Clinic on Thursday mornings at the practice. Judith visits mothers from when a child is 11 days old until they are five years old. She advises on subjects such as feeding and immunisation, but will be happy to discuss any health topic with patients.

### **The Midwife**

Our midwives, Carrie and Ann, provide an antenatal clinic in the practice on Thursday mornings. Carrie and Ann are available to give help and advice to expectant mothers.

### **The District Nurses**

The district nurses provide home nursing care and services for patients who are unable to attend the practice. Please do not request the services of our district nurses if you are able to attend the practice. District nurses are not employed by the practice but can be organised if required.

## PRACTICE OPENING HOURS

### The Practice Opens Daily from:

Monday	8.30am - 6.00pm
Tuesday	8.30am - 1.00pm
Wednesday	8.30am - 6.00pm
Thursday	8.30am - 6.00pm
Friday	8.30am - 6.00pm

### Appointment Times - with Medical Staff:

Monday	9.00 - 11.10am	3.00 - 5.00pm
Tuesday	9.00am - 12.20pm	
Wednesday	9.00 - 11.10am	3.00 - 5.00pm
Thursday	9.00 - 11.10am	1.30 - 5.00pm
Friday	9.00am - 12.20pm	3.00 - 5.00pm

### With Nurse:

Monday	8.30 - 11.00am	2.30 - 5.00pm
Tuesday	9.00 - 11.00am	
Wednesday	9.00 - 11.00am	2.30 - 5.30pm
Thursday	9.00 - 11.00am	2.30 - 5.30pm
Friday	9.00am - 12.50pm	

## HOW DO I REGISTER WITH THE PRACTICE?

### New Patients

New patients joining the practice will be offered an appointment for a health check by one of the health care team as part of our programme of health promotion. We are happy to accept patients of all ages.

## HOW DO I CHANGE MY DETAILS?

It is important to inform us of any change of name, address or telephone number, so we can notify the Business Services Organisation (BSO). If you leave the area you will need to register with another doctor. You do this by completing the relevant section of your medical card and taking the whole card to the new surgery of your choice. You will then be sent a new medical card by the BSO.

## HOW DO I MAKE AN APPOINTMENT?

The doctor will see you in the surgery by appointment; this system is intended to reduce the time you have to wait.

Appointments can be made with the receptionist either by calling at the surgery or by telephoning 9079 8308.

You can also register at reception for our on-line internet appointment booking facility. Please speak to one of the receptionists.

The doctors hold morning and afternoon surgeries. The actual surgery times vary, so do ask the reception staff when you telephone.

Please bear in mind that, whilst the doctors try to keep to time, some patients' problems will inevitably take more time than others.

### On Arrival at the Practice

On arrival at the practice, please report to our reception area. The receptionist on duty will check you in and direct you to the appropriate waiting area. The doctor/practice nurse will then call you. Should you have any queries, please ask the receptionist on duty at the desk.

### Please be Punctual

If you are unable to keep an appointment, please let us know as soon as possible to allow it to be offered to someone else.

## HOW DO I OBTAIN AN URGENT APPOINTMENT?

Patients with urgent problems should ring the practice and leave a detailed message with the receptionist (if possible) who will pass the details to the doctor. You will then be given an appointment that day or the next day with the GP or healthcare professional.

## HOW DO I OBTAIN TELEPHONE ADVICE?

If you wish to speak to the doctor, please ring and leave a detailed message with the receptionist (if possible) who will pass this to the doctor. The practice offers at telephone surgery for patients between 11.45am - 12.15pm each day.

## HOW DO I OBTAIN HOME VISITS?

We only visit homes in an emergency or if you are unfit to travel due to illness. If you can get to the practice, please do so. PLEASE TELEPHONE REQUESTS BY 10.00AM (Monday - Friday) and be prepared to give our staff some idea of your symptoms to help us plan our visits.

## HOW DO I OBTAIN TEST RESULTS?

Telephone 9079 8308

Any time after 11.00am

All results have to be checked by the doctor. If it is normal, the receptionist will give you the result in order to save you time, but if there is a problem she will arrange for you to speak to the doctor/practice nurse. Information will not be given to another person unless we have your permission.

## HOW DO I OBTAIN A REPEAT PRESCRIPTION?

These can be obtained by telephoning 028 9079 5466 and following the answering machine message (24 hours a day), by posting a note through the letterbox in the entrance hall or the one on the front gate or online by registering to use the internet appointment prescription booking facility. Please speak to one of the receptionists.

Repeat prescriptions can be collected 48 hours after request or, if ordered on a Friday or over the weekend, on Monday after 5.00pm or Tuesday Morning before 1.00pm.

## OUT OF HOURS

For emergencies after 6.00pm and weekends and bank holidays, patients requiring urgent medical attention should contact the Out of Hours Centre on 028 9079 6220.

## DISABLED ACCESS

The practice provides access for the disabled and new door opening and closing facilities on the front two doors. A portable loop induction for patients with hearing aids is available on request.

## VIOLENT PATIENTS

We have a zero tolerance policy towards violent, threatening and abusive behaviour.

Staff of the practice have a right to work in an environment free from such behaviour and at no time will this type of behaviour be tolerated. If you do not respect the rights of practice staff we may inform the police and arrange for you to be removed from our practice list.

## SUGGESTIONS/COMPLAINTS

We constantly strive to offer the best possible care and service to all our patients. Should you have any suggestions or feel dissatisfied with any aspect of our service, please ask to speak to the practice manager, Diane Magrath. Our aim is to give you the highest possible standard of service and we will try to deal swiftly with any problems that may occur.

## YOUR PERSONAL INFORMATION

The practice is registered with the Data Protection Registrar and follows the Data Protection Act 1998 and the Freedom of Information Act 2000. These advise the practice on our responsibilities relating to the data we hold and the rights of patients and interested parties in relation to accessing the data.

The information provided by you to the practice will only be provided to other Departments/Agencies for Health and Social Services planning and for the purpose of preventing or detecting fraud. It will not be passed on to anyone else.

## ADDITIONAL SERVICES

If there are any other services that you feel should be provided by GPs that are not currently delivered - please contact the:

GP Unit  
Health and Social Care Board  
Champion House  
12-22 Linenhall Street  
Belfast  
BT2 8BS

Telephone Number: 028 9032 1313  
who will be happy to help you.



**Generate more business with a Pay - Monthly website from OPG**

We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

**from £20 per month**

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out more simply call 0800 612 1408 or email us at [payasyougo@opg.co.uk](mailto:payasyougo@opg.co.uk)**

**OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS**

**Why your business needs a website**  
WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!



**PRACTICE BOOKLETS** ARE SPECIALLY PREPARED BY  
**Neighbourhood Direct Ltd** A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020  
Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

*The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.*



