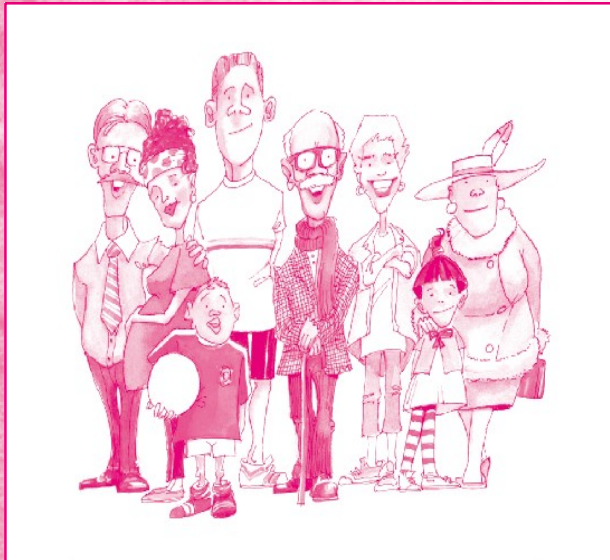


# THE GABLES MEDICAL CENTRE



**45 WAVENEY ROAD  
BALLYMENA  
BT43 5BA**

**TEL NO: (028) 2565 3237**

**FAX NO: (028) 2564 0754**

**WEB ADDRESS: [www.thegablesmedicalcentre.co.uk](http://www.thegablesmedicalcentre.co.uk)**

**EMAIL: [Stephen.russell@gablesmedicalcentre.gp.n-i.nhs.uk](mailto:Stephen.russell@gablesmedicalcentre.gp.n-i.nhs.uk)**

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 1<sup>st</sup> 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. These include the Health Visitor, Community Nursing Team and District Midwives. Patient referred to Dietetic Service will be seen at the Ballymena Health and Care Centre.

## PRACTICE PREMISES AND ACCESS

There is on-street parking and 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 10 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. Patients may request to see a particular Doctor but will be advised if it is possible to have an earlier appointment with another Doctor.

Alternatively, patients can also make appointments via our website and EMIS Access at <https://patient.emisaccess.co.uk/Account/Login>

**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 (i.e. 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 028 25663500. We would stress that this service is for emergencies only.

## ORDERING PRESCRIPTIONS

**Repeat prescriptions** may be ordered by telephone, online, by calling in person or by posting in requests together with an SAE. Prescriptions ordered by 11.00am will be ready for collection after 4pm at the surgery or the next day at the patient's designated pharmacy. When ordering repeat medications, please have the proper name and strength of their medication to hand. **Acute prescription** requests will be dealt with on the same day and patients will be advised when ready for collection.

## 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:

- Health Promotion Clinics – conducted on an appointment basis by our practice nurse. Patients who have not attended the practice or had a health promotion check carried out in the last 3 years may request an appointment by contacting reception. Patients aged 75 years will be accommodated with suitable appointments or can request a visit in their home – this will be at the discretion of the GP.
- We also run asthma, diabetes and coronary prevention clinics as part of our health promotion programme.
- 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. Visit the Practice Website for a Travel Vaccination Questionnaire to complete.
- 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.

## 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.

## 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.

## 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.

## E-MAIL AND TEXT MESSAGING

Please update the practice with your email address and mobile number.

## RIGHTS AND RESPONSIBILITIES OF PATIENTS

- Patients of the practice will be treated with courtesy and respect
- Any complaints will be dealt with promptly and professionally
- Confidentiality will be maintained at all times
- Urgent problems will be seen on the same day by whichever doctor is available
- You will be offered an appointment with the doctor of your choice wherever possible
- You will be seen as near your appointment time as possible and given an explanation if waiting times are running late.

Patients also have responsibilities to:

- Treat practice staff with equal courtesy and respect
- Attend your appointment time promptly and cancel in advance if you cannot attend
- Only request urgent appointments and home visits when medically necessary
- Please do not use the out of hours services except in an emergency
- 

## ZERO TOLERANCE AND VIOLENT PATIENTS

We support the NHS stance on zero tolerance and have our own zero tolerance policy. If a patient uses abusive language or threatening and violent behaviour towards any member of staff or another patient, we have the right to remove them from the practice list. Future medical treatment will then be provided under supervision by a practitioner contracted by the Board and located at the Dalriada Urgent Care facility.

## CARERS INFORMATION

If you are or have a carer please inform us of the details so we can update your records. For further information and advice contact Carers NI on 028 90439843 or log on to the website – [www.carers.gov.uk](http://www.carers.gov.uk)

## INTERPRETING SERVICE

A service is provided for non-English speaking patients. We can use The Big Word telephone interpreting service or for more complex problems an interpreter can be booked with advance notice for face-to-face consultations.

## USEFUL TELEPHONE NUMBERS

Gables Medical Centre .....	028 25653237
Dalriada Urgent Care (out of hours service) .....	028 25663500
Antrim Area Hospital .....	028 94424000
Causeway Hospital .....	028 70327032
Royal Group of Hospitals .....	028 90240503
Belfast City Hospital .....	028 90329241
Mater Hospital .....	028 90741211
Musgrave Park Hospital .....	028 90669501
Holywell Hospital .....	028 94465211
The Samaritans .....	028 25650000
Citizens Advice Bureau .....	028 25644398
Parents Advice Centre .....	028 25650102
Addiction Centre .....	028 25653576
Police (Ballymena) .....	101

Health and Social Care Board

182 Galgorm Road

Ballymena

BT42 1QB

Telephone Number ..... 0300 5550115

## MAP - PRACTICE AREA 10 MILES

