



Kensington Group Practice

DONEGALL ROAD AND FINAGHY
Medical Centre

Kensington Medical Centre
15a Donegall Road
Belfast BT12 5JJ
Tel: 028 90325679
Fax: 028 90244267

Finaghy Health Centre
13-25 Finaghy Rd. South
Belfast
BT10 0BX
Tel: 028 90325679

www.kensingtonmedicalcentre.co.uk

NOTIFICATION OF IMPORTANT CHANGES AT FINAGHY HEALTH CENTRE FOR PATIENTS OF KENSINGTON GROUP PRACTICE

Dr Nicky Frew



Dr Nicky Frew will be leaving our practice at the end of September 2017 to take up a new role in North Wales.

Her expertise and compassion have been pivotal to our practice, and we feel she will very much be missed by both our patients, staff and fellow GPs.

We wish her every success in her future endeavours.

What does this mean for us going forward?

We are currently actively recruiting for a new GP, or GPs to join our practice. In order to provide continuity of care, we will be joined by a number of different Doctors; we trust you will make them feel welcome.

The difficulties facing general practice in Northern Ireland, and indeed other regions of the UK, in terms of recruiting GPs, have been well documented in the media. This is a complex issue with many factors at play. As before when we have made operational adjustments, this is in the interests of maximizing the care we can provide to you and your family.

During this time, it is necessary to carefully consider our clinical resources and make some operational changes to ensure our clinical resources are used most effectively and more importantly, safely.

FROM 2ND OCTOBER 2017, THERE WILL BE NO GP APPOINTMENTS AVAILABLE AFTER 1PM, AND THERE WILL BE NO RECEPTIONIST ON SITE.

ALL APPOINTMENTS WITH THE GP AT FINAGHY WILL BE BOOKABLE APPOINTMENTS; IT IS NOT POSSIBLE TO PROVIDE OUR OPEN SURGERY ON MONDAYS AND THURSDAYS AT THIS TIME.

OPEN SURGERY CONTINUES TO BE AVAILABLE EVERY WEEKDAY MORNING AT OUR MAIN SITE AT DONEGALL ROAD.

FINAGHY PATIENTS ARE WELCOME TO ATTEND OUR DONEGALL ROAD PRACTICE, WHERE ADDITIONAL APPOINTMENTS WILL BE AVAILABLE IN THE AFTERNOON.

TREATMENT ROOM WILL CONTINUE TO OFFER SELECTED PROCEDURES IN THE AFTERNOON, AND PATIENTS CAN CHECK IN USING THE SELF-CHECK IN MACHINE.

Why is this necessary?

We have to consider the GP resources available to us at present, and these steps are to ensure we can maintain adequate GP cover at both our sites at the times these sites at the times they are open, and maximize the benefit that these Doctors can provide to you.

Questions and answers

Can I attend GP appointments at Donegall Road, if I have previously only attended Finaghy in the main?

- Of course, as a registered patient of the practice you can see your GP at either site. The Donegall Road site offers private parking, and enjoys good transport links; the two closest train stations are City Hospital and Botanic, both of which are on the Belfast to Lisburn line; and we are also convenient to bus services.

How can I order my prescriptions?

- Up until 1pm, usual arrangements apply.
- After 1pm you can still order your prescriptions online, by dropping your written request into the secure box, or by phoning 02890 325679; however these requests will not be processed until the following morning.
- **We would strongly encourage our patients to consider using the online service, for your convenience. It is now possible to order both repeat, and non-repeat prescriptions. Please contact reception if you wish to register for this service.**

When can I collect my prescriptions at Finaghy?

- We would always encourage our patients to order their prescriptions in good time; these can be collected up until 1pm each day.

I collect my prescription on my way home from work from Finaghy Health Centre. How will I collect my prescription now?

- Many of our local pharmacies regularly attend the surgery to collect prescriptions on behalf of their patients, who will subsequently collect their prescription from the pharmacy at their convenience, and this may also saves a double trip. Please speak to your local pharmacy to see if they can facilitate you, and let us know which your preferred pharmacy is. Your prescriptions will then be automatically sent to them.

What if I need an urgent prescription?

- We do of course appreciate that prescriptions may be needed urgently from time to time. These would then need to be processed at our Donegall Road site. Please contact 02890

325679 for assistance in this regard. If there is supporting documentation associated with this urgent request, for example a hospital letter, you will need to bring this down to the Donegall Road site, where it will be processed as promptly as is practicable.

What about the treatment room?

Treatment room services, provided by the Belfast Trust, will continue to be available in the afternoon, but the types of appointments would be limited to those which would not require GP intervention, as a GP would not be on site.

Patients attending the treatment room should book in using the self-check in kiosk. If there are difficulties, please contact reception on 02890 325679, and they will be able to check you in, so the treatment room are aware you are on site.

Appointments in the afternoon can be booked for the following procedures:

- Ear Syringing (patient has to have been seen by GP and used oil for 5 days prior)
- Blood pressure measurements
- urinalysis
- chlamydia swabs
- wound swabs
- Minor wounds and dressings
- Leg ulcer dressings / Doppler for leg ulcer dressings / compression bandaging
- Smears / High vaginal swabs (Wednesdays only)
- B12 injections
- Depo Provera administration
- Helicobacter breath tests
- Suture / clip removal
- Liquid nitrogen treatments for warts and veruccae (Thursdays only)

Other treatments and procedures can continue to be booked in the mornings as before.

What about house calls for Finaghy Patients?

- As there would be no doctors at the Finaghy site in the afternoon, if you believe a house call for one of our Finaghy patients would be necessary, please contact before 10am, so this can be facilitated.

What about appointments with Sister Boucher in Finaghy (Asthma/COPD clinics, Diabetic Clinics and Baby Vaccine clinics)

- Sister Boucher will deliver the Asthma, COPD and Diabetic Clinics from the Donegall Road site, as had been the case historically. It is important for a GP to be on site while she does these, so clinical queries or changes can be promptly dealt with. There will be a wider choice of days you will be able to attend than previously.
- Baby vaccine clinics would be delivered by Sister Boucher in the morning rather than the afternoons as had previously been the case, or by Dr Gunning in the morning.

Is this going to be permanent arrangement?

- We would hope not; should we recruit a new GP Partner, this will increase the total number of sessions our GPs can carry out, and if we have enough sessions to adequately resource both sites, full service may be restored at some point in the future.
- **We will continue to keep the situation under close review.**

Can the Irwin practice help me with my query, or hand me out my prescription after 1pm?

- *Unfortunately, no they cannot. Whilst sharing the same building with us, they are a separate GP surgery, with a separate computer system; hence they have no access to our information; protecting your personal information is very important to us, hence it is only available to our own staff or those working for us. Like ourselves, they are a busy surgery, and time spent dealing with queries they are not in a position to resolve, takes time away from their own patients.*

At all times during the afternoon assistance continues to be available by contacting us on 02890 325679; all our incoming phonecalls are dealt with at our main site which continues to operate from 8.30am to 6pm.

We thank you for your understanding, patience, and cooperation at this time.