



Kensington Group Practice

DONEGALL ROAD AND FINAGHY
Medical Centre

Summer Newsletter

1ST JULY 2022

Please note we will be closed on Tuesday 12th July, 2022.

If you have an urgent problem that cannot wait until we reopen at 8.30am the following day, you can contact GP Out of hours.

The GP Out Of Hours Service provides care for people in Belfast when their normal GP surgery is closed. It is not intended to replace normal GP services, but deals with urgent problems that cannot wait until your own GP is available. You should therefore only use this service if you are suddenly ill and you cannot wait until your GP's surgery is open.

South and East Belfast - 02890 796220

North and West Belfast - 02890 744447

Lisburn area - 02892 602204

Call 999 in an emergency. Chest pains and/or shortness of breath constitute an emergency.



What is Care Navigation?

Simply put, care navigation gives people options to access the care and information which best meets their health and social care needs. This helps them to be seen by the right person, at the right place and at the right time. Care navigation creates an opportunity for a person-centred conversation.

This signposting could be made by any member of our clinical or administrative team, as appropriate, and in many instances you can also self-refer. We have included links to some of the places we would commonly refer below, for your information and convenience.



Before you find yourself in a situation where medical treatment, help or advice is needed urgently, it helps to be prepared and to know what is classed as an emergency, the types of services on offer and which one is best suited to your needs.

Visit: <https://www.nidirect.gov.uk/articles/emergency-healthcare>



A Minor Injuries Unit can treat injuries that are not critical or life-threatening. You may wish to consider attending a Minor Injuries Unit if it is suitable for the type of injury that you have.

Visit: <https://www.nidirect.gov.uk/articles/minor-injuries-units>

[Northern Ireland Primary Eyecare Assessment and Referral Service \(NI PEARS\)](#) is a service provided by most optometry practices across Northern Ireland for patients who develop a sudden eye problem.

This is for patients who develop a sudden eye condition such as: Red eye(s); Pain and/or discomfort in the eyes, or around the eye area; Sudden reduction in vision in one or both eyes; Recent onset or sudden increase of flashes and/or floaters in one or both eyes; Suspected foreign body in the eye.

Visit: <http://www.hscboard.hscni.net/eyes/>

All diabetics should have their feet checked at least once a year. If you have not had your feet checked recently, please visit

<https://kensingtongp.uk/Belfast-trust-podiatry> for Belfast area, or <https://kensingtongp.uk/SE-trust-podiatry> for Lisburn area; this gives information how to self-refer. For more information on diabetes, including about foot checks, please visit

<https://kensingtongp.uk/diabetesvideos>

If you are newly pregnant, you can self-refer for Maternity and Ante-natal services.

Please visit <https://kensingtongp.uk/Belfast-Maternity> for Belfast area, or <https://kensingtongp.uk/Lisburn-Maternity> for the Lisburn area. This gives information how to self-refer.

More information about all stages of pregnancy can be found here: <https://www.ni-maternity.com/>



The NHS England features, amongst other things, two very useful links.



<https://www.nhs.uk/conditions/> is a guide to conditions, symptoms and treatments, including what to do, and when to get help.

<https://www.nhs.uk/medicines/> lets you find out how your medicine works, how and when to take it, possible side effects and answers to common queries.



You can self-refer for tailored support to help stop smoking, in association with Cancer Focus NI, by following this link -

<https://kensingtongp.uk/help-to-stop-smoking>

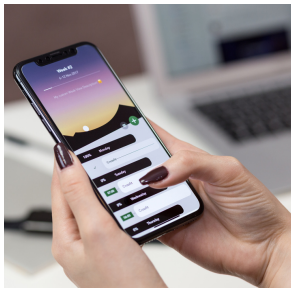
Helplines NI is a project to gather a wide range of helplines, from public, voluntary and community organisations, to help with a wide range of issues affecting our communities. This project is supported by the Public Health Agency.

Visit: <https://www.helplinesni.com/>



Health and Social Care (HSC) in NI in partnership with ORCHA (Organisation for Review of Care and Health Apps) has developed a library of high quality, convenient Apps which provide useful support and information on how to manage stress and improve wellbeing, sleep management, staying fit and nutrition. The Apps Library can be accessed via smart phone or PC.

Visit: <https://apps4healthcareni.hscni.net/>



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust have developed a very useful set of self-help guides for a wide range of mental health issues. These are helpfully available in a range of formats, including a leaflet to read, an audio version, and as a British Sign Language video.

Visit: <https://web.ntw.nhs.uk/selfhelp/>



The Pharmacy First scheme provides free treatment and confidential advice for certain conditions, at your local pharmacy. Conditions covered for free treatment are; Acne, Athlete's foot, Diarrhoea, Ear wax, Groin area infection, Haemorrhoids, Head lice, Mouth ulcers, Oral thrush, Scabies, Threadworms, Vaginal thrush and Verrucae. Speak to your community pharmacist for more information.



A medication safety campaign titled Know, Check, Ask (KCA) has been developed. This will increase awareness of, and educate the public about, the importance of using medication safely, and support people to be more involved in decisions about their medication.

Visit: <https://kensingtongp.uk/know-check-ask>





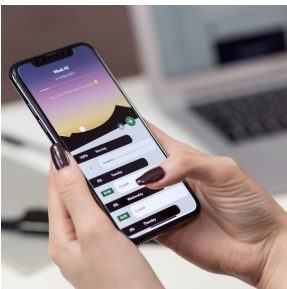
The aim of the Continence Service is to provide individualised care programmes for patients with bladder and bowel dysfunction, and where possible, to totally alleviate incontinence. You can self-refer for this service. For Belfast Trust area - South and East Belfast - call 02890 565565, and for North and West Belfast - call 0845 6066596 - then ask to speak to Continence Services. For our Lisburn patients, call 02892 635748.



Physiotherapy self referral, available for adults over 16 who need support and advice to manage symptoms related to muscle strains/joint sprains/back and neck pain - for patients who live in South Eastern Trust (ie. Lisburn) areas only - please complete the form at <https://setrust.hscni.net/physio-form/> to self-refer.



Bryson Care provides asylum seekers with information and support for claiming asylum in Northern Ireland. They support asylum seekers by initiating their Home Office asylum application and accessing additional support services, such as The Red Cross. They also provide advice and guidance in other asylum-related areas. Visit: <https://www.brysonintercultural.org/refugees-asylum-seekers/asylum-seekers/asylum-advice-service/> or phone 028 9244 8447.



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Occupational Therapists provide services to people whose ability to function in daily life has been disrupted by physical or learning disability or injury, developmental problems, the ageing process or mental or emotional illness, helping achieve an independent, productive and satisfying life-style, incorporating a range of activities and interventions. To self refer: Belfast Trust area - South and East Belfast - call 02890 565565; for North and West Belfast - 0845 6066596; for Lisburn - 02892 665141 then ask to speak to Occupational Therapy.

This group works with local community and voluntary services and cancer support services to link people with a cancer diagnosis to much needed support close to home. Although many services exist, sometimes it's difficult to know what's available or how to access information about issues like diet and exercise, emotional support, help with housing, finance and transport, to name a few. For further information, and to self-refer, visit:

<https://belfasttrust.hscni.net/service/connected-community-care-for-cancer/>



Why am I still being asked to wear a facemask in the surgery?



Whilst the legal requirement to wear a face covering no longer applies, the government suggests that you continue to wear a face covering in crowded and enclosed spaces where you may come into contact with people you do not normally meet.

Face coverings and face masks will continue to be required in health and care settings - such as GP surgeries and hospitals - to comply with infection prevention and control measures.

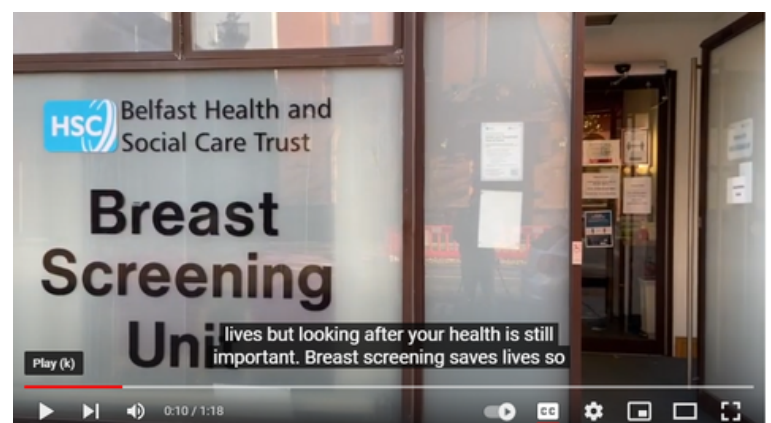
Under health and safety legislation, we still have an overriding legal duty to protect all patients and staff within our building.

We also need to proactively reduce the risk of Covid to staff, as absence due to Covid has the potential to impact upon how we can deliver care to our patients.

Therefore, in line with other healthcare settings, we kindly ask all our patients to continue to wear a mask when coming to surgery, unless exempt or have reasonable excuse; and whilst a pragmatic approach will be taken, the practice will take a dim view of abusive behaviour about this matter.

Also, good hand hygiene, and keeping distance from others, remains important.

Over the next few months, invitations to patients eligible for Breast Screening will be sent out. We would encourage patients to take up this offer. Please click on the picture to the right, which will explain about how this service will be running, with Covid-infection risk mitigations in place. More information: <https://www.publichealth.hscni.net/directorate-public-health/service-development-and-screening/breast-screening>



Belfast Trust New Patient Waiting Times – UPDATE AT APRIL 2022

Please note that waiting times are estimates and may be further impacted by pressures associated with COVID-19, and capacity available. Changes in referral clinical urgency or subspecialty referrals may have an impact on the estimated waiting times.

| Speciality | Suspect Cancer/Red Flag Outpatient Appointment (days) | URGENT Consultant-Led Outpatient Appointment (weeks) | ROUTINE Consultant-Led Outpatient Appointment (weeks) |
|--------------------------|--|---|--|
| Allergy | N/A | 71 | 388 |
| Audiology | N/A | N/A | 20 <i>(Audiologist-appointment)</i> |
| Breast | 14 days | 9 | 20 |
| Breast reconstruction | N/A | 9 | 118 |
| Cardiac Surgery | N/A | 13 | 15 |
| Cardiology | N/A | 51 | 168 |
| Colorectal Surgery | 14 days | 94 | 165 |
| Dental Conservation | N/A | 9 | 14 |
| Dental Oral Medicine | 14 days | 11 | 49 |
| Dental Oral Surgery | 14 days | 9 | 12 |
| Dental Orthodontics | N/A | 12 | 79 |
| Dental Periodontics | N/A | 14 | 132 |
| Dental Prosthetics | N/A | 9 | 45 |
| Dental Special Care | N/A | 129 | 168 |
| Dermatology | 19 days | 114 | 241 |
| Diabetic/Endocrine | 42 days | 49 | 108 |
| Endocrine Surgery | 14 days | 9 | 10 |
| ENT | 14 days | 9 | 185 |
| Gastroenterology | 14 days | 79 | 148 |
| General Medicine | N/A | 73 | 162 |
| Genetics | N/A | 13 | 20 |
| Geriatric Medicine | 21 days | 15 | 89 |
| Gynaecology | 20 days | 97 | 130 |
| Haematology | 14 days | 9 | 9 |
| Hepatology | 14 days | 142 | 203 |
| Immunology | N/A | 9 | 18 |
| Infectious Diseases | N/A | 9 | 145 |
| Lipid | N/A | 9 | 11 |
| Nephrology | N/A | 9 | 19 |
| Neurology | 14 days | 157 | 321 |
| Neurophysiology | N/A | 75 | 170 |
| Neurosurgery | 14 days | 38 | 121 |
| Ophthalmology – General | 46 days | 113 | 288 |
| Ophthalmology – Cataract | N/A | 40 | 160 |
| Ophthalmology – Diabetic | N/A | 9 | 46 |
| Ophthalmology – Glaucoma | N/A | 15 | 20 |

| Speciality | Suspect Cancer/Red Flag Outpatient Appointment (days) | URGENT Consultant-Led Outpatient Appointment (weeks) | ROUTINE Consultant-Led Outpatient Appointment (weeks) |
|-------------------------------|---|--|---|
| Ophthalmology – Macular | N/A | Less than 9 weeks | 9 |
| Osteoporosis | N/A | 16 | 39 |
| Paed Allergy | N/A | 16 | 199 |
| Paed Cardiology | N/A | 13 | 61 |
| Paed Dermatology | 14 days | 15 | 133 |
| Paed Endocrine | N/A | 9 | 166 |
| Paed ENT | 14 days | 14 | 115 |
| Paed Feeding Clinic | N/A | 9 | 9 |
| Paed Gastroenterology | N/A | 9 | 36 |
| Paed Immunology | N/A | 9 | 29 |
| Paed Medical | 14 days | 13 | 113 |
| Paed Metabolic | N/A | 9 | 9 |
| Paed Nephrology | 14 days | 9 | 43 |
| Paed Neurodisability | N/A | 9 | 9 |
| Paed Neurology | 14 days | 15 | 56 |
| Paed Neurosurgery | N/A | 10 | 10 |
| Paed Orthopaedic (RBHSC ONLY) | N/A | 16 | 119 |
| Paed Plastics | 14 days | 9 | 92 |
| Paed Respiratory | N/A | 9 | 9 |
| Paed Surgery | 14 days | 10 | 151 |
| Paed Urology | N/A | 10 | 174 |
| Pain Clinic | N/A | 11 | 29 |
| Paed Plastics | 14 days | 9 | 92 |
| Paed Respiratory | N/A | 9 | 9 |
| Paed Surgery | 14 days | 10 | 151 |
| Paed Urology | N/A | 10 | 174 |
| Pain Clinic | N/A | 11 | 29 |
| Regional Fertility | N/A | N/A | 67 |
| Respiratory | 28 days | 16 | 155 |
| Rheumatology | N/A | 350 | 381 |
| Specialist Medicine | N/A | 45 | 198 |
| Thoracic Surgery | 14 days | 9 | 20 |
| Upper GI Surgery | 20 days | 63 | 135 |
| Urology | 40 days | 34 | 206 |
| Vascular | 14 days | 16 | 259 |

| Specialty | Body Area | URGENT Appointment (weeks) | ROUTINE Appointment (Weeks) |
|--------------|---------------------------|----------------------------|-----------------------------|
| Orthopaedics | Back | 15 | 93 |
| | Shoulder | 10 | 247 |
| | Foot | 9 | 178 |
| | Upper Limb / Hand / Elbow | 9 | 237 |
| | Hip | 12 | 135 |
| | Knee | 9 | 134 |
| | Paeds | 9 | 93 |
| | Scoliosis | 9 | 67 |

Imaging Waiting Times

| Specialty area | SUSPECT CANCER/RED FLAG Appointment (days) | URGENT Appointment (weeks) | ROUTINE Appointment (weeks) |
|-------------------------------|--|----------------------------|-----------------------------|
| MRI | 24 days | 28 | 43 |
| Neuro MRI | 15 days | 81 | 115 |
| GA MRI adult | N/A | 138 | 198 |
| GA MRI paediatrics | N/A | 9 | 71 |
| CT Colonoscopy | 14 days | 9 | 9 |
| CT cardiac | N/A | 9 | 24 |
| CT general | 15 days | 24 | 31 |
| Non obstetric ultrasound | 8 days | 9 | 21 |
| MSK ultrasound with injection | N/A | 9 | 15 |

Notes:

- Longest waiting times indicated;
- Where waiting times are indicated as 9 weeks, they are less than or equal to 9 weeks.