

Our Team

Dr WS. Killiner MB BCh, MRCP, MRCGP, DRCOG, DCH Queen's University Belfast, 1995. Male.

Dr L. Gunning MB BCh MRCGP DRCOG DCH DME, Queen's University Belfast, 1997. Female.

Dr G. L. Conway MB BCh MRCGP, Queen's University Belfast, 1997. Male.

Dr E. Lambon MB BCh BAO MRCGP, Queen's University Belfast, 2011. Female.

Dr J. McKelvey MBChB MRCGP DRCOG DGM DFFP DipDiab Edinburgh 2003. Female.

Dr C. Aitken MB BCh BAO Queen's University Belfast 2016. Male.

The Doctors are supported by our team of receptionists and administrators.

At our Donegall Road site, **Victoria Hutchinson and Liz Wenden** are our nurses, and they fulfill a range of roles; **Mrs Megan Reel** is our healthcare assistant.

At our Finaghy site, our nursing services are delivered through the **Finaghy Treatment room team**. This service is provided by the Belfast Trust.

Mr Alan Erwin MPSNI BPharm DipCommPharm, Cardiff 1999 is our Practice Manager and Practice Pharmacist.

Mr Maurice Murphy MPharm, Queen's University Belfast is our Practice Based Pharmacist.

Mr Gavin Gallagher MPSNI MPharm, Queen's University Belfast, Mr Mark Hutchinson MPSNI MPharm, Liverpool JMU, Ms Ruth McClements MPSNI MPharm, Ulster University Coleraine, are our Federation Practice Based Pharmacists.

Our Practice Area. Full details can be found on our website, but it covers a three mile radius, as the crow flies, from both our Donegall Road and Finaghy sites. Regrettably

we cannot register patients from outside this area, as we cannot fully deliver our duty of care to you if you do not live reasonably close to the surgery; for example if you needed a home visit. It is generally in your best interests to register with a surgery in close proximity to your home, especially if you have complex medical needs.

How to register as a patient. If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address so it would help if you could provide proof by way of a recent utility bill. Please bring your medical card and photographic identification to reception. We are unable to permanently register patients from outside the UK who are planning to stay less than six months.

You will need to complete a registration form and a health questionnaire which will provide useful information; our new patients are offered a new patient appointment with our nurse or pharmacist to assess your needs. Care is available from the point of registration.

Disabled access arrangements. All our consulting rooms and reception areas are at ground level and fully accessible. Our staff will be pleased to assist if you have any difficulties.

Services available

- Vaccinations
- Family planning
- Child development clinic
- Asthma and COPD clinic
- Cervical smears
- Maternity care

Our opening hours and accessing our services.

Currently all GP appointments are delivered face-to-face, with telephone consultations being by exception only. All GP appointments are by prior arrangement, and at Donegall Road site. There is no "open surgery" arrangement. Appointments for routine matters can be booked in advance, either online or by phone. We also welcome appointment requests from those over 75 who haven't been seen for any other reason for over 3

years, so we can review any potentially unmet need. Appointments are also released "on-the-day" for urgent matters. Please contact us early in the day if you require one of these. At present Donegall Road is open from 8.30am to 6pm, closed for lunch from 1pm to 1.45pm (an emergency number, 07340 175761, is available if you have an urgent need that cannot wait until we fully reopen). At this time, services and staff remain consolidated to our main site, in Donegall Road. This is to ensure stability and continuity of the practice, should unforeseen absence due to Covid-19 or other factors occur. All correspondence should be dropped into our main site, and not Finaghy. Finaghy treatment room, however, continues to attend to our patients on appointment basis only – this is not a drop in service, and no receptionist is on duty in Finaghy.

Please note appointment slots are finite; there are only so many contacts a GP can safely manage in one session, and give each patient the attention they deserve. You may be signposted to other providers (eg. pharmacy, optician, A&E – this list is not exhaustive) if they are best placed to help with your query. A list of other supports available to you can be found at <https://www.kensingtonmedicalcentre.co.uk/services-2>

If you need to collect your text results, please contact us after 11am.

If you need to order prescriptions, please do so via our online portal if you can, www.patientaccess.com. This greatly helps relieve pressures on our telephone lines at the busiest time of the day. Read on for other means to order your prescription.

Home visits. Home visits are reserved for those who are too ill, or infirm to attend the surgery in person. To maximize availability to those who genuinely need them, they should not be requested if it is simply inconvenient to travel here. If you do require a visit, please telephone the surgery before 10am to arrange, except in cases of emergency.

Your Doctor. You have a right to attend the doctor of your choice, and request treatment from them within reason; but it may not always be possible to meet this request; depending on availability, or medical need, it may be appropriate to speak to another doctor sooner. We will do our best to facilitate wherever possible, but we appreciate your patience and

flexibility. If you are managing a long-term condition, you may find it useful to try to deal with the same doctor each time if you can, but please be reassured any of our doctors will be able to assist you.

Evenings, weekends and Bank Holidays.

If you need URGENT medical attention when the surgery is closed, please contact the Out of Hours Doctor service on If you need to contact this service, call one of these numbers:

9079 6220 (in South and East Belfast)

9074 4447 (in North and West Belfast)

we respectfully ask that this service be reserved for genuine emergencies which cannot wait until our surgery opens again.

Obtaining Repeat Prescriptions.

Prescriptions can be ordered in a number of ways, and we would ask, that wherever possible, in the interests of safety and accuracy requests are made by;

- Using our online services, Patient Access – this is the preferred option.
- Voicemail box on our telephone system
- Via <https://www.kensingtonmedicalcentre.co.uk/request-repeat-prescription-form>
- Written requests left into the surgery – Donegall Road site only – Red box in foyer – no need to approach the desk
- Your pharmacy, who may be able to facilitate a written request being left into the surgery.
- By post; we can return the prescription to you by post if a stamped addressed envelope is provided.
- By speaking to our staff, if none of the above are suitable for you, after 11am.

Please be assured that if the above options are not possible, we will endeavour to assist. Reception staff can advise you about accessing our online services.

We will ask you to nominate a local pharmacy for your script to be sent to. Future scripts will then be sent directly to them, saving you time and inconvenience.

We would aim to have prescriptions ready for collection from the surgery within 24 *working* hours; if a pharmacy is collecting your prescription, please ensure you allow them some extra time to collect and process your prescription.

We are a Queens University teaching practice

We are involved in training medical and pharmacy students, important work to help secure the pipeline of future doctors and pharmacists. From time to time you may observe them within the practice. We will

seek your consent if they would be sitting in and you would prefer they do not sit in on your consultation, this will be respected.

How to make a complaint

We welcome all feedback, both what has gone well, but we are keen to understand where you feel we can improve.

Our aim is to resolve any problems quickly in a positive and constructive fashion. Normally this is handled by our Practice Manager and Pharmacist, Mr. Alan Erwin. Our complaints procedure is available on our Practice Website, under "Practice Policies".

GPs and staff are also entitled to raise concerns about patients if they feel that the patient is being unreasonable or their conduct is causing difficulties for the practice. If you are the subject of a complaint, we hope, that any concern or misunderstanding can be resolved by discussion with the Practice Manager or GP.

The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, we strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. Also, coercive, manipulative or deceitful behaviour will not be tolerated. In extreme cases we may summon the police to remove offenders from the practice premises.

Access to patient information.

We respect your right to privacy and keep all your health information confidential and secure, and handle your information according to the principles of GDPR. Full details of our privacy policies are available on our website, under "Practice Policies" and on display at the surgery. It is important that the up-to-date records are kept about your health and treatment in order to provide the best possible care. We have a fully computerised medical record system which means information about your healthcare is held on a secure server. You have the right to know what information we hold about you. Please ask the receptionist if you wish to see or obtain a copy of your record.

Details of our local health board

Strategic Planning and Performance Group (DOH)
12-22 Linenhall Street, Belfast BT2 8BS
Tel: 0300 555 0115



Kensington Medical Practice
15A DONEGALL ROAD BELFAST

Welcome to your surgery



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BELFAST
BT12 5JJ
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www.kensingtonmedicalcentre.co.uk