



## Welcome To Scotch Quarter Practice

Scotch Quarter Practice is located in Carrickfergus Health Centre and covers an area within a three mile radius of the practice premises. There are sketch maps showing our location and practice area on the rear cover of this booklet.

### The Partners

Dr Olive M Buckley OBE, MB, ChB, DRCOG, DFM, MRCGP  
Registered 1986 (Sheffield)

Dr Claire M Zubier MB, BCh, BAO, DRCOG, DCH, MRCGP  
Registered 1993 (Belfast)

Dr Gareth V Baird MB, BCh, BAO, DRCOG, MRCGP, BSc(Hons)  
Registered 1997 (Belfast)

Dr Kevin McConkey MB, BCh, BAO, DRCOG, DGM, MRCGP  
Registered 1986 (Belfast)

### Practice Manager

Ms Linda Hylands MPA, Pg Dip, HND

### Practice Nurses

Senior Nurse - Mrs Sharon McMurtry RGN RM

Staff Nurse – Ms Eliza Bliss RGN RM

### Practice Staff

Mrs Karen Adair –  
Office Manager

Mrs Caroline McAteer  
IT Lead

Mrs Kate Ferran  
Miss Paula McMaster  
Mrs Janice Strowger

Ms Gillian Law  
Mrs Tanya Pierce  
Mrs Wendeen Wallace

Mrs Aleya McCalmont  
Mrs Gail Shannon  
Mrs Paula Watters

## Other Staff

Staff employed by the Northern Health & Social Services Trust provide community nursing services to the Practice's patients, including Treatment Room services, District Nursing services, Health Visiting and Midwifery services.

## Practice Status

Scotch Quarter Practice is an unlimited partnership and operates on a group basis. It provides General Medical Services to its practice population under the terms of a contract entered into with the Health & Social Care Board.

The Practice does not currently undertake the teaching or training of medical students or other persons intending to become health care professionals. Any change will be published in future editions of this booklet.

## Practice Opening Hours

Monday to Friday 8.30am to 12.30pm & 1.30 to 5.30pm  
(Closed for lunch 12.30 - 1.30pm)

During lunch-time the practice provides an emergency service only.

The Practice periodically closes for one afternoon in the month (usually a Wednesday) so that the entire practice team can attend training & educational sessions. During such closures emergency medical cover continues to be provided for our patients. Full details of the relevant contact information are displayed in the Practice's reception area, and contained in a telephone answering messages which operates for the duration of the closure.

## Out of Hours services - evenings, weekends & public holidays

Outside surgery opening times patients requiring emergency medical care should telephone Dalriada Urgent Care on 02825 663500. Please use the Out of Hours Service responsibly and consider whether the problem can wait for the practice to reopen.

Except in cases of emergency, please reserve consultations for normal surgery hours. Inappropriate use of the Out of Hours service may mean that seriously ill people will experience a delay in receiving the emergency medical help needed.

## Casualties

There is NO casualty service offered at the Health Centre. Patients with injuries requiring suturing or suspected fractures should go directly to the Emergency Department at Antrim Hospital.

## New Patients

The practice welcomes registrations from people living in the practice area. Anyone wishing to register for inclusion on the practice's list should call at reception with their Northern Ireland Medical Card, or Infant Registration Card (Form HSC/R1), for completion.

Persons ordinarily resident in Northern Ireland who have misplaced their valid Northern Ireland Medical Cards, or persons who have come to Northern Ireland directly from residing in England, Scotland or Wales can obtain a registration application form (Form HS 200) from the reception desk. Persons coming to the practice from outside the UK are required to complete registration form HSC/R1 and provide a form of photographic ID (normally a Passport) and proof of address. Anyone not from within the E.U. will additionally need to provide sight of their Visa & Work Permit.

All patient registrations are held by the Practice rather than by any single individual GP. Under normal circumstances patients may be consulted by any one of the doctors on duty at the practice. Patients can, however, express a preference to receive routine healthcare services, or services in relation to any particular condition, from a specific GP.

Any such preference may be notified to us verbally or in writing. The Practice will comply with the request whenever possible, although the waiting times for a 'preferred clinician consultation' are likely to be greater than would otherwise be the case.

It can take several months before we receive a new patient's previous medical records. Therefore patients (over five years of age) joining the practice will be asked to complete a 'new patient questionnaire' form and will be offered an appointment with either a GP or Practice Nurse for a routine health check.

## Name/Address/Telephone Changes

It is important to inform us of any change of name, address or telephone number in order that we have the most correct details should we need to contact you. We are particularly wishing to update all patient contacts with a mobile phone number and/or email address. If providing a mobile number, please confirm your permission to be contacted by SMS or email.

## Disabled People

Patients can gain access from the car park via ramps leading to the Health Centre's main entrance. All practice services are provided at ground floor level and accessible toilets are located in the main foyer. Wheelchairs, for use whilst visiting the practice, can be provided on request.

The Health Centre car park has designated parking spaces for disabled persons. These are clearly marked and we ask that only holders of valid Blue Badge permits occupy the spaces available. Car drivers are reminded that they should not park in any area with a 'dropped curb'. These areas are intended to provide wheelchair users with access points to the ramps and walkways leading to the main entrance and should not be obstructed.

## Patient removal from the Practice List

There are several reasons why a patient may be removed from our Practice List. In any such case it is our policy that:-

- a) the patient will be informed in writing and provided with an explanation of the reason for removal unless in extreme circumstances;
- b) the Practice will remain responsible for the patient's medical care for a maximum of seven days after the date of removal from the List.

## Inappropriate Behaviour Including Social Media posts

The Practice operates a policy of zero tolerance towards patients who abuse our staff either verbally or physically. Any person exhibiting such behaviour will be asked to leave the premises and may be removed from the Practice List.

We regularly monitor social media activity and any patients found posting derogatory comments about either the practice or individual members of staff may result in immediate removal from our list.

## DNA Policy

We operate a strict DNA policy in the practice and patients who regularly do not attend for booked appointments will be written to and continual non-attendance will result in removal from our list.

## On Arrival at the Health Centre

Please be punctual when attending for an appointment. On arrival at the surgery, to save queuing, you can use the 'self check-in' terminal in our reception area to book in for your appointment. Alternatively, please report to the receptionist on duty at the front desk, who will check you in and direct you to the waiting area. When it is your turn to see the doctor or nurse our patient call system will display your name and indicate which room to go to. Should you have any queries please ask the receptionist on duty at the desk.

## Routine Appointments

The doctor will see you in the surgery by appointment. This system is intended to reduce the time you have to wait and your co-operation is essential to make the system work. Appointments can only be made with the receptionist, either by calling at the surgery or by telephoning on 028 9331 5835

The doctors consult on Monday to Friday between the hours of 8.30 – 11.10am; 1.40 - 3.00pm & 4.00 - 5.20pm. The actual surgery times vary with each doctor. The doctors try to keep to time, but some patients' problems will inevitably take more time than others.

If you are unable to keep an appointment please let us know as soon as possible so that it may be offered to someone else. Please also refer to our DNA policy on non-attendance at booked appointments.

## Urgent Appointments

Patients with requests for urgent clinical treatment will be dealt with in accordance with the level of clinical need. Please contact the reception to make arrangements to attend the surgery and we will endeavour to see patients as quickly as possible. However, please be prepared to wait during busy periods.

## Home Visits

We only visit homes in an emergency or if you are unfit to travel due to illness. Telephone requests for home visits should, where possible, be made by 10.30am (Monday - Friday). Please telephone 028 9331 5955 and be prepared to give our staff some idea of your symptoms to help us plan our visits. It is estimated that, on average, the GPs can see at least five patients in the surgery in the same amount of time that it takes to undertake a single home visit. Therefore if you can get to the surgery please do so. If you are feeling poorly when you arrive we will do our utmost to see you as quickly as possible.

## Sick Children

We are aware of how worrying it can be to have a sick child. If you are concerned about your child we will always see them the same day at the surgery. We do ask that you bring your child to the surgery rather than requesting a home visit. A child will come to no harm being brought to the Health Centre and can usually be seen sooner. Your co-operation in this matter is greatly appreciated.

It is always wise to keep a supply of children's paracetamol (Calpol or Disprol) at home. Paracetamol reduces a child's temperature, so should be given as directed whenever a child has a temperature. In most minor illnesses in childhood this is the only treatment required. If you are worried about the child, or if the child fails to improve in two to three days, it is worth bringing them to the surgery for a check.

## Emergencies

For emergencies Monday to Friday between 8.30am and 5.30pm please telephone the practice on 028 9331 5834. Emergency requests will be given immediate attention by the receptionist and the doctor will be informed. The Health & Social Care Board is responsible for the commissioning of Out of Hours Services for the Practice's patients. For emergencies out of surgery hours please contact Dalriada Urgent Care on 02825 663500.

## Telephone Advice

If you wish to speak to the doctor by telephone please ring during the Practice's opening hours. Please be aware that a member of the reception staff will take a message and pass it onto the on-call GP. This is to prevent interruptions during surgery consultations which are upsetting for both patients and doctors. For this reason, members of reception staff has been asked not to disturb consultations with non-urgent telephone calls. Please tell the receptionist the nature of your call, if at all possible.

## Services Provided

Our aim is to provide an enhanced quality of care that meets specified standards. Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

In addition to the provision of routine G.P. and Nurse appointments, the Practice operates a number of specialist clinics for the management of specific health needs in various clinical areas, including:

### Child Vaccinations

The practice's child vaccination clinics are currently held on Wednesday mornings between 9.30am and 12.30pm.

Childhood vaccinations are now given at 2, 3 & 4 months of age to protect small babies from Diphtheria, Tetanus, Whooping Cough, Polio, Hib. Meningitis C and Pneumococcal infection. At 12 months of age babies receive a further Hib & Meningitis C injection. This is followed, at 15 months of age, by a Measles, Mumps and Rubella (MMR) vaccination plus a second dose of the vaccination to protect against Pneumococcal infection.

Between 3 years four months and five years of age children receive their 'pre-school' booster immunisations against MMR, Diphtheria, Tetanus, Whooping Cough, and Polio.

Parents will be informed automatically of the need to bring their child to the surgery for any vaccination due under the Northern Ireland regional programme. It is advisable that parents ensure their child has received all the recommended vaccinations before starting school.

### Adult Vaccinations

From the age of 15 years everyone should ensure they have had a tetanus and polio booster in the last 10 years. If in doubt please check with one of the nurses at the Practice.

Influenza & Pneumococcal vaccinations are available from 1<sup>st</sup> September each year for the elderly, infirm and those in certain risk categories specified by the Department of Health.

Travel Vaccinations: A full range of advice and immunisations is available. Please make an appointment **at least** two months in advance of your departure date. We may, however, have appointments available for late bookings, depending on the holiday destination involved. Please note that this may involve a cost to the patient for administration costs.

## Child Health Screening

The health visitors and doctors provide child health screening and developmental checks for the under five year olds. The clinics are normally held on Tuesday mornings and on Wednesday afternoons by appointment.

## Cervical Smears

It is very important for all women under 65 to have a regular cervical smear test. There are many early stages of cervical cancer and, if picked up early, this is totally curable by simple treatment and no major operation is necessary. This check is carried out by the practice nurse (or doctor) by appointment.

## Minor Surgery

The service covers procedures such as joint injections, the removal of cysts, warts and lumps, etc. Only some of the doctors in the practice offer this service and an initial consultation is normally required before the procedure is booked. An appointment can be made by contacting our reception on 028 9331 5835.

## Antenatal Clinic

This clinic is run by the district midwife who is employed by the Northern H&SC Trust. The purpose of the clinic is to monitor your health through pregnancy and to monitor the development of your unborn baby. Weekly clinics are held on Thursdays between 8.45 - 10.15am. Appointments are available from reception on 028 9331 5835.

## Sexual Health Services

The Practice provides a wide range of sexual health services such as contraception (including emergency contraception) the fitting of IUCDs (coils) and the screening for sexually transmitted diseases. We also run a specific young persons clinic providing services to the under 25 year old age group.

An appointment for any of these services can be arranged in person at our reception desk or by telephoning the practice on 028 9331 5835.

## Asthma

The Asthma clinic is run by Dr McConkey and one of the Practice Nurses. If you are called to this clinic it is because you have been identified as needing a review. If you are on repeat medication this needs to be reviewed at regular intervals. At your appointment the clinician may also discuss inhaler technique and compliance. Please do not make a routine appointment with your GP regarding these issues but contact reception to make an appointment at one of the special Asthma clinics.

## Heart Disease

Dr Baird and one of the Practice Nurses run adhoc clinics for patients with Heart conditions. If you are called to these clinics it is because you have been identified as needing a review. If you are on repeat medication this needs to be reviewed at regular intervals. To make an appointment at this clinic please contact reception. Patients already attending this clinic will be automatically called for regular review.

## Hypertension

The Practice regularly monitors patients diagnosed with Hypertension including their medication. You may be invited to attend either the Practice Nurse or GP if you are on repeat medication that needs to be reviewed at regular intervals, along with your blood pressure. Please contact reception if you wish to make an appointment regarding your Hypertension.

## Diabetes

Dr Zubier and Nurse Sharon McMurtry run annual Diabetic Reviews. If you are called to this clinic it is because you have been identified as needing a review. If you are on repeat medication this needs to be reviewed at regular intervals. Please do not make a routine appointment with your GP for the monitoring of Diabetes. To make an appointment at this clinic please contact reception. Patients already attending this clinic will be automatically called for regular review.

## Epilepsy

The practice's Epilepsy register is managed by Dr Buckley. If you are called for an Epilepsy review it is because you are on repeat medication this needs to be monitored at regular intervals. Please do not make a routine appointment with your GP for the monitoring of Epilepsy.

## Other Clinics

From time to time the Practice will focus on the treatment of certain disease areas, such as Chronic Obstructive Pulmonary Disease, Hypothyroidism, Stroke, Cancer, Chronic Kidney Disease, Dementia and Mental Health. If you are called to a clinic it is because you have been identified as needing a review. If you are on repeat medication this needs to be reviewed at regular intervals. These clinics have been set up to meet quality standards in disease management and it is important that you acknowledge any contact regarding attendance.

## Other Services

The Practice seeks to promote a healthy lifestyle. Help and advice are available within the Practice on issues such as weight management and giving up smoking. Where appropriate we are also able to make use of services offered by outside agencies. Please contact reception if you would like an appointment with one of the Practice Nurses to discuss the services available.

Smoking is bad for your health. If you smoke we would strongly advise you to stop as quickly as possible and recommend that make an appointment to see the one of the Practice Nurses in the near future.

## Interpreter Services

The Northern Trust provides a Regional Interpreting Service for all Health & Social Care Organisations throughout Northern Ireland. The primary aim of the service is to significantly improve access to Health and Social Services for members of the black and minority ethnic communities in Northern Ireland who do not speak English either as a first or competent second language.

Any patient who wishes to have an Interpreter present during a consultation should advise the Practice at the time of making the appointment. Providing we receive sufficient notice the Practice will gladly to make the necessary arrangements with the Regional Interpreting Service.

## Test Results

To obtain Test Results please contact the practice on 028 9331 5955 between 1.30 and 3.30pm, Monday to Friday inclusive. All results have to be checked by the doctor. If it is normal, the receptionist will give you the result but if there is a problem she will arrange for you to speak to the doctor. Information will not be given to another person under any circumstances unless we have your express permission to do so in writing.

**\*\*\* If you have had blood tests please ensure that you telephone the surgery for your results if you have not been contacted within 14 days.**

## Repeat Prescriptions

These can be requested by telephoning the surgery on 028 9331 5837 between 9.00am and 12.30pm Monday to Friday inclusive. Alternatively you may use the prescription collection and delivery service operated by the following pharmacies in the Carrickfergus area:

- ❖ Lloyd's Pharmacy, Carrickfergus Health Centre
- ❖ Medicare Pharmacy (Sunnylands, Victoria or High Street)
- ❖ Boots Pharmacy, High Street

When using any of these pharmacies, please use the prescription order form that is issued with your repeat prescription. Please give at least 48 hours' notice when requesting a repeat prescription, and remember to include the following details: name, address, date of birth, name of medication. This information is outlined on the repeat order form issued with prescriptions. Repeat prescriptions can be collected after 4.30pm the following day. Alternatively, they can be picked up at one of the above pharmacies 48 hours after completing the re-order form at the pharmacy. Only those items due for renewal will be issued upon request.

Please do not ask the Doctor to issue repeat prescriptions during your surgery consultation. Please either order your prescription at the front desk, by telephone or using the online facility.

### Patients not seen within last three years

Patients aged between 16 and 75 years who have not been seen by a doctor in the surgery within the last three years may ask for a consultation with one of the GPs. The doctors would welcome the opportunity to see any such patient so please telephone 028 9331 5835 to make an appointment.

### Patients aged 75 and over

Patients aged 75 years and over who have not been seen by one of the GPs within the last twelve months may ask for a consultation. The doctors would welcome the opportunity to see any such patient so please telephone 028 9331 5835 to make an appointment.

### Other Specialist Services

Services are also available from the dietician, podiatrist, physiotherapist, social worker, clinical psychologist, community psychiatric nurse and speech therapist staff who are employed by the Northern H&SC Trust. X-ray services are available by appointment at the radiology department at Whiteabbey or at the ED in Antrim Hospital.

### Treatment Room Services

The Treatment Room is run by the Northern Health & Social Care Trust. It is open from 8.45am to 12.30pm and 1.30 to 5.00pm, Monday to Friday. It operates an 'appointments only' system and patients should contact the practice reception desk (or telephone 028 9331 5835) to make an appointment.

## Services Not Covered By the NHS

Patients should be aware that a number of services are not provided within the NHS and will attract a charge. Examples of these are private medical certificates, insurance reports and examinations, fitness to drive reports & forms, passport forms, and private medical care forms. A full list of charges is displayed in our reception area and on our website.

**\*\*\* Please note** – This Practice, due to increasing demands and in line with other GP Practices, do not provide written, supporting information for any kind of benefit or housing claims.

## Practice Patient Survey

You may occasionally be asked to take part in a survey of patients registered with the practice to obtain a sample of views on the services we provide. We appreciate the patient participation in these surveys and view the information collected as extremely valuable. The feedback received lets us highlight possible areas for improvement and to formulate plans for future practice development.

## Medical Records

Your medical records are completely confidential and information from them will not be given to anyone without your permission. It is strict policy of the Practice that all staff comply with the rules of confidentiality set out in the Freedom of Information Act 2000. Details of the information we hold are available on request for a small charge.

We make extensive use of computers to keep administrative and clinical information about our patients. The practice is registered under the Data Protection Act 1988 and also operates under the new GDPR regulations which came into effect on 25<sup>th</sup> May 2018.

Subject to legal limitations you have the right to see your own health records and any such request should be made in writing and addressed to the Practice Manager. Under the new GDPR Regulations patients are entitled to a copy of these records free of charge. Depending on the circumstances you may be asked to pay an administrative charge.

## Comments & Suggestions

We are continually trying to improve the quality of our services and want you to experience the best care we can provide. If you want to make a comment, or have a suggestion for improvement, please inform one of the staff at reception or ask to speak with the Practice Manager. We value your opinions and will act on them whenever possible.

## Practice Complaints Procedure

If you are unhappy with the standard of care or treatment you have received we would encourage you to tell the person you're dealing with at the time so that, if possible, your problem can be sorted out straight away.

If your concerns cannot be sort out in this way you have the right to ask for your complaint to be investigated under the Practice's in-house complaints procedure. This procedure has been revised so as to meet the new national criteria introduced in April 2009. There is a leaflet which gives full details of the in-house procedure available from the reception desk. Details of the procedure are also publicised in a notice displayed in the Practice's waiting area.

If you wish to complain you should try to do so as soon as possible. Usually this should be within 6 months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event.

Your complaint will be taken seriously and will be treated in confidence. We will do our best to try and resolve matters to your satisfaction.

The use of Social Media to complain about either our services or individual members of staff will not be tolerated under any circumstances and may lead to offending patients being removed from the Practice list.

## 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. A copy of this Scheme is available from reception on request.

## Help Yourself to Health

Here are six ways you can really help yourself to live a healthier lifestyle:

- Be a non-smoker.
- Be a reasonable weight.
- Take regular exercise.
- Eat a high fibre low fat diet.
- Take alcohol only in moderation.
- Avoid excessive exposure to the sun.

## Self Treatment of Illnesses and Accidents

### Colds, Coughs and Stuffy Noses

These are usually caused by viruses and, even in this day and age, there is no cure. Antibiotics can only kill bacteria which are completely different organisms. Paracetamol will relieve the headache, sore throat and aching muscles as well as bringing down the fever. The illness will last five to six days but the cough may persist for several more days. If you are coughing dirty sputum you should see the doctor.

### Fever (Raised Temperature)

A fever is natural with most illnesses and simple measures to lower the temperature will make you feel much more comfortable. Keep the room cool. Don't wrap the patient up, even if the person says they feel cold. Leave the body exposed to allow the excess heat to escape from the body, especially children. Take plenty of cool drinks. Take regular paracetamol (as directed). Sponge down with tepid flannel - leave the patient damp and repeat when dry.

### Vomiting and Diarrhoea

Prevent dehydration - drink plenty of fluids. Dioralyte and Rehidrat are available at your chemist and are very useful for young children. If vomiting is a problem take small sips of fluid every few minutes. No milk or solids should be given for 24 hours. Symptoms should settle in 24-36 hours. If symptoms persist or if there is very frequent vomiting, see your doctor.

### Chickenpox

A rash appears as small red patches with itchy blisters. These will dry up and crust over in four to five days. A child is infectious until the last crusts have dropped off. Calamine lotion and cool baths will help the itch. Phenergan medicine from the chemist can also help.

## Head Lice

Head lice are found in clean hair as often as dirty hair and spread by head-to-head contact. A medicated head lotion can be obtained from the chemist. Treat all members of the family and notify the schools involved.

## Burns

Immediately apply large quantities of cold water. If the skin is unbroken but blistered apply a loose dressing. If the burn is large or if the skin is broken contact the nurse.

## Threadworms

Small white worms are seen in the motion. Suspect if there is scratching around the anus especially at night. These are spread by eggs under the nails being placed into the mouth.

Medicine is available from the chemist. All family members should be treated.

## Back Pain

Back pain usually begins as a strain caused by poor lifting technique. Always bend your knees and keep back straight. Rest your back on a firm bed and maintain good posture when walking. Painkillers and rest is usually all that is required.

## Cystitis

Very common in women, it causes a burning sensation on passing urine. Drink plenty of fluids. If your symptoms last more than 24 hours consult your doctor.

## Sunburn

Sunburn is bad for your skin and there are known links between sun exposure and skin cancer. Overexposure to the sun should therefore be avoided. Children are especially susceptible. If you experience sunburn, cool the skin with cool water and apply calamine lotion. Paracetamol and an antihistamine will reduce the reaction.

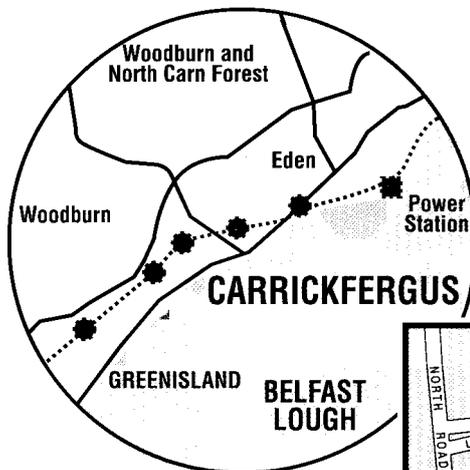
## Further Information

Details of primary medical services provided in the East Antrim area may be obtained from:

Health & Social Care Board (Northern Office)  
Directorate of Integrated Care  
County Hall  
182 Galgorm Road  
Ballymena  
County Antrim  
BT42 1QB

Telephone: 028 2531 1140  
Fax: 028 2531 1031  
Web: <http://www.hscboard.hscni.net>

## Practice Area Map



### Practice Area

*Our practice covers an area within a three-mile radius of Carrickfergus as shown by the line on the circular map.*

