

New patients welcome.

To become a regular patient with the practice you need to register. If you wish to register please:

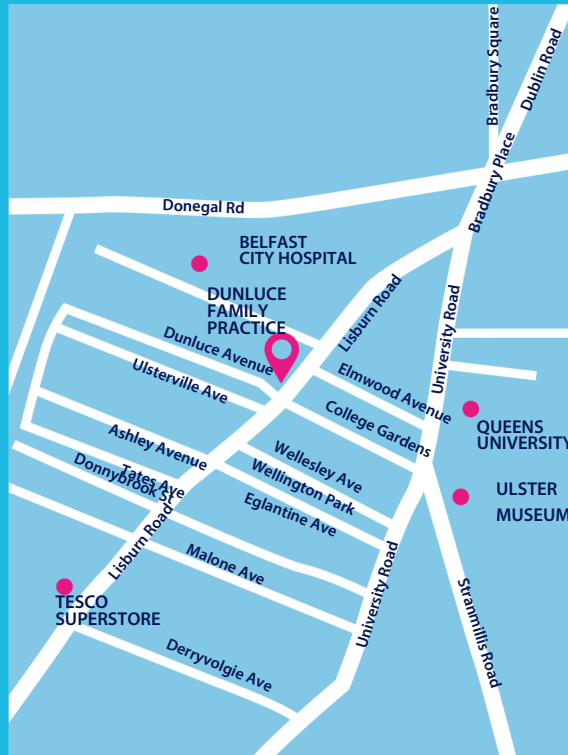
- 1. Check that you live within our Practice area**
(please see website - www.dunlucefamilypactice.com).
- 2. Complete a 'New Patient Registration Form'**
(available from reception).
- 3. Return the form with proof of address and photographic ID.** Patients from outside the UK must provide relevant paperwork (ask at reception for specific details).
- 4. Make a registration appointment at reception.**

Additional Information

Zero Tolerance Policy Verbal abuse or physical aggression towards any member of staff will not be tolerated and the offender will be removed from the practice list in accordance with current guidelines.

Your Information All information given will be held securely and in the strictest confidence. A receptionist may ask for brief details of illness to enable the doctors to prioritise each case. Please see website for Privacy Policy.

Comments or Concerns Patients with a comment or complaint should contact the Practice Manager, Mrs Clare McFall.



Dunluce Family Practice

1 Dunluce Avenue
Belfast
BT9 7HR
www.dunlucefamilypactice.com

Key numbers

Appointments: 028 90 204218
Repeat Prescriptions (24hrs): 028 90 2204336
Results (2pm -4pm): 028 90 204218

Your local health authority:

Health & Social Care NI
Strategic Planning and
Performance Group (SPPG)
12-22 Linen Hall Street, Belfast
TEL: 028 95 363926



DUNLUCE
FAMILY PRACTICE

We are a patient centred medical practice in South Belfast; committed to providing patients with high quality care in a welcoming environment.

We provide both General Medical Services and a range of enhanced services. We have a number of qualified doctors in training. The practice is also closely associated with the Department of General Practice in Queen's University Belfast and our doctors are regularly involved in teaching.



Our Services

Opening Times

Monday	8:30am – 6pm
Tuesday	8:30am – 1pm*
Wednesday	8:30am – 6pm
Thursday	8:30am – 6pm
Friday	8:30am – 6pm
Saturday	Closed
Sunday	Closed
Out of Hours Service 028 90 796 220 (6pm – 8.30am weekdays, weekends & bank holidays) * Emergency Cover - 1-6pm	

Appointments with a Doctor

You can arrange an appointment with one of the GPs in the practice by phoning at any time of the working day, or you can attend in person to make an appointment.

You may choose a face to face consultation or a telephone consultation according to your preference and appointments may be made up to a week in advance.

If urgent it is possible to obtain same day appointments, subject to availability.

Text messaging

We are using text messaging increasingly to allow better access to other services for example immunisations, smear tests and repeat blood tests. This allows patients to book their own appointments by replying to messages from us on a smart phone.

Please ensure you keep us up to date with any changes with respect to phone numbers and addresses.

Book an appointment by calling **028 90 204218**

On arrival for an appointment, please check-in with the receptionist or the automated check in board.

Home Visits

If someone is too ill to come to the surgery, a home visit can be requested.

Please telephone the surgery before 10.30am giving the patient's name, address, telephone number where they can be contacted and a brief description of their symptoms.

Home visits are reserved for those who are housebound or too ill to go out. The doctor will phone you to discuss your request and the most seriously ill patients will be visited first. Transport difficulties are not an appropriate reason for a home visit.

Repeat Prescriptions

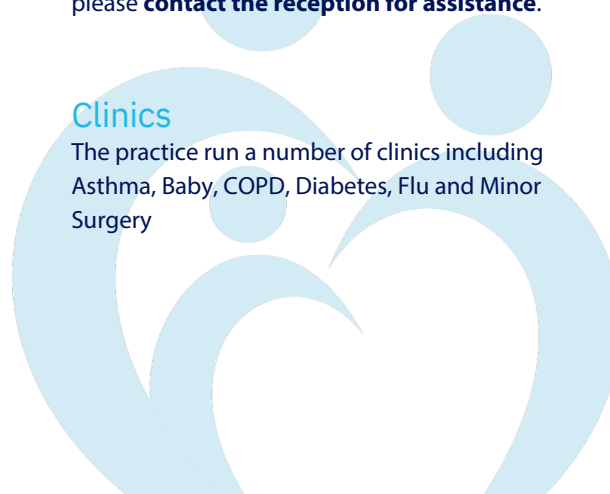
Repeat Prescriptions may be ordered on our website (www.dunlucefamilypactice.com) or by calling 028 90 2204336 The prescription should be ready for collection in 48 hours from 1.30pm or may be issued by post if a patient provides a stamped addressed envelope.

Online Services

It is possible to request a repeat prescription on our website. If you wish to register for this service please **contact the reception for assistance.**

Clinics

The practice run a number of clinics including Asthma, Baby, COPD, Diabetes, Flu and Minor Surgery



Our Team

Doctors (GPs)	Provide General Medical Services through clinics, appointments, home visits, prescribing and other means. Dr Darragh Lewis MB BCH BAO MRCP MRCGP DipMH Dr Jenny Cummings MB BCH BAO MRCGP DRCOG Dr Robin Patterson MB BCH BAO MRCGP Dr Kieran McGlade MD MSc FRCGP DRCOG
Practice Manager	Responsible for the smooth running and organisation of the practice. Mrs Clare McFall
Practice Pharmacists	Provide medication reviews, chronic disease clinics and repeat prescriptions.
Treatment Room Nurses	Carry out duties such as dressings, removal of sutures, blood pressure, weight checks, blood tests and immunisations.
Receptionists	Answer queries, take requests for repeat prescriptions and arrange appointments.
District Nurses	Assess and provide nursing care in the community such as taking bloods, giving injections and other services for the disabled and patients who are housebound
Health Visitors	Offer advice on childcare and development and run the Baby Clinic.