

# Practice Leaflet

2-6 Bryson Street, Belfast BT5 4ES  
Telephone No: 02890 458722  
Email: [Reception.Z00018@gp.hscni.net](mailto:Reception.Z00018@gp.hscni.net)



## Opening Hours:

The premises and telephone lines are open Monday to Friday from 8.45am-6pm

Surgery doors close from 12.30-1.30pm, phone lines remain open at this time

When the surgery is closed, cover is provided by the Out of Hours service at Knockbreda on 02890 796220

Our Surgery offers ease of access for everyone, including those with disabilities

You can be assured that anything you discuss with any member of staff will remain confidential.

## LOCATION

We are located at 2-6 Bryson Street, Belfast BT5 4ES  
We are on the corner of Bryson Street and Newtownards Road (beside the chapel)



## GP PARTNERS & STAFF

Dr Myles McConville, MB Bch MRCGP  
Dr Sarah Quinn, MB BCh MRCGP  
Dr Victoria Mulholland, MB BCH MRCGP

Dr Dessie Green, MB Bch MRCGP  
Dr Ronan Hughes, MB BCh MRCGP  
Dr Owen Roddy, MB BCH MRCGP

Advanced Nurse Practitioner: Jenni  
Nursing staff: Tori & Anu

Patient Administration Team: Alison, Kathryn, Laura, Leona, Hannah, Abbey & Mollie  
Practice Based Pharmacists – Hayley Coates & Stephen McBrien  
Business Manager: Rebekah McGrath

## TEST RESULTS

Results of blood tests taken and other investigations performed are available by phoning the practice between 10am-12pm and 3pm-5pm.

## ZERO TOLERANCE

We operate a zero tolerance policy against all forms of abuse and/or violence including verbally abusive behaviour. Failure to adhere to this policy may result in being removed from the practice list.



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## HOW TO REGISTER

Patients who fall within a 6 mile radius and who wish to join the practice, can do so by completing a registration form which is available at reception or online:

[www.bridgesfamilypractice.co.uk/website/Z0NN18/files/Nlnewform.pdf](http://www.bridgesfamilypractice.co.uk/website/Z0NN18/files/Nlnewform.pdf)

You must return the completed form with Proof of address, Photographic ID and an Encounter report from last GP (a health summary).

When you register you may also be asked to fill out a medical questionnaire as it can take considerable time to receive medical records.

## SUGGESTIONS OR COMPLAINTS

If you have any suggestions on how we could improve our services, or are unhappy with any aspect of our service; please let us know by contacting the Practice Manager by phone or in writing.

## PRESCRIPTIONS

Repeat prescriptions can be ordered at reception, by post, telephone and email: Reception.Z00018@gp.hscni.net

There are a large number of repeat prescriptions requested every day, each having to be individually approved by the doctor. Please try to order your medication up to one week in advance of when it is required. We do however provide a service where your prescription is available for collection 48 hours after placing your order.

If you are having any problems obtaining prescribed medication please inform our staff who will be happy to help.

## MEDICATION REVIEWS

Patients on repeat medication will be asked to see a Doctor, Nurse Practitioner or Practice Nurse at least once a year to review their regular medications. If this is requested, please ensure that you contact us promptly to avoid unnecessary prescription delays.

## CLINICS & SERVICES

The practice provides all General Medical Services along with specialised clinics including: Asthma, COPD, Diabetes, Hypertension, Minor Surgery, Influenza vaccination, Family Planning, Well Woman, Antenatal & Baby Clinics.

The surgery also conducts near patient testing and INR monitoring for those requiring this specific service.

If you require a Home Visit please speak with our Administration team (Home visits are for 'Housebound' patients only but also at the discretion of the GP).

## PATIENTS OVER 75

If you are over 75 years of age and have not been seen by a GP in the past 3 years we recommend that you book an appointment for a general health check.



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## PATIENTS RIGHTS & RESPONSIBILITIES

We ask our patients to:

- Be courteous to GPs and practice staff at all times
- Be punctual for appointments and cancel any appointment you are unable to attend
- Be patient if the Dr/Nurse is running late

Patients can expect:

- To be treated with dignity and respect
- To be treated with a professional standard of care
- That your confidential information is kept safe and secure

All patients can express a preference for a particular GP, the Practice will do their best to accommodate all requests.

## CONFIDENTIALITY

The practice adheres to Data Protection legislation. Identifiable information about you may be shared with others in the following circumstances:

- To provide further medical treatment e.g. from District Nurses/Hospitals
- When we have a duty to others e.g. child protection

Anonymised/Pseudonymised patient information may be shared with the Health and Social Care Board (HSCB) when requested for statistical analysis/strategic planning.

Reception and administrative staff require access to your medical records in order to do their jobs; they are bound by the same rules of confidentiality as the clinical staff.

## TEACHING PRACTICE

We are proud to be a teaching practice for undergraduate medical students from Queen's University Belfast. At periods during the year a medical student may be attached to a Doctor during Consultations. Patients will be informed when a student is going to be present, with permission being obtained prior to the appointment.



## DISABILITY ACCESS

We have various measures in place to help ensure our surgery is accessible to disabled patients including ramped access, automatic doors, wheelchair friendly toilet facilities, ground floor consulting rooms and visual as well as audio call systems. If there is anything further we can do to improve the accessibility of our premises we would welcome your feedback.

## SPPG (HSCB)

12-22 Linenhall Street, Belfast  
BT2 8BS  
Tel: 0300 555 0115

