

Patient Responsibility

At Bayview Medical Practice we aim to treat all patients with respect and kindness. We would ask that all patients and their families treat each one of us with the same consideration. The practice has a Zero Tolerance Policy and aggressive behaviour toward staff will not be tolerated from any patient. We will no longer be happy to treat any patient who behaves in this way. Help us to help you by informing the Practice of changes in your name and address or telephone numbers as soon as possible.

Patient Information

Patient information is confidential, held on a Practice based computer system. All staff is subject to confidentiality laws. No information is disclosed to outside parties without patients' prior consent. We are subject to the Data Protection and Freedom of Information Acts.

New patients wishing to register should contact reception for a new patient registration pack.

If you have not attended in some years and would like a check-up please contact reception for an appointment.

If you are a carer and would like help and advice please let your Doctor know during your consultation.

We are contracted to the:

**Health & Social Care Board, Western Office
15 Gransha Park, Derry
Tel: 0300 555 0115**

BAYVIEW MEDICAL PRACTICE

Practice Leaflet

3 Bayview Terrace
Derry
N Ireland
BT48 7EE
Tel 028 71 377027

Dr Joe McEvoy (Male) Full-time

MB Bch BAO MRCGP (1987, Belfast) DGM, DRCOG

Dr Simon O'Hagan (Male) Full-time

MB Bch BAO MRCGP (1998, Belfast) DRCOG MSC Clin Edn

Practice Nurse:

Patricia Ferris RCN, RM, BSC

Nurse Practitioner, Nurse Prescriber

Treatment Room Nurse

Oonagh McGowan RN Adult, Dip in App
Science (OH&H)

Practice Manager

Jayne Duffy BA (Hons), MBS

Deputy Practice Manager

Joanne McCay NVQ Level 4 Admin CIPD

Health Care Assistant

Majella Doherty NVQ level 3 Healthcare

Health Care Assistant/Receptionist

Siobhan McDermott NVQ level 3 Healthcare

Receptionists

Clare Doherty (Supervisor)

Una Orr

Anne Rowan

Jodie Spence

Aislinn Crilly

Health Visitor: Mairead Arkinson Mairead can be contacted by telephoning Great James Street Health Centre on: 028 71 365177

District Nurses: Margaret Doran

Margaret can be contacted through the surgery or by telephoning Shantallow Health Centre on: 028 71 351350

Community Midwifery Sisters: Grainne Collins RM

The midwife runs a weekly clinic every Wednesday morning by appointment only. They can be contacted directly by telephoning Great James St Health Centre on 71 365177.

Mission Statement

The Practice aims to provide health care of the highest standard to all of its patients.

House Calls

Patients who are too unwell to attend the surgery may request a house call. These requests should be made before 10.00 am. Only emergency calls will be arranged after that. Before a house call is made the doctor will ring the patient to assess the situation. Patients may be asked to come into the Surgery where better facilities exist for examination and treatment, and the patient will be seen sooner. Many concerns can be dealt with over the phone.

Disabled Access

Unfortunately due to the style of our building we have limited disabled access at present. Our policy is for patients with mobility problems to be visited at home if needed.

Practice Area

The Practice area covers all of BT48 and parts of BT47 although unusual circumstances may be taken into consideration.

Surgery Timetable

	Mon	Tues	Wed	Thurs	Fri
Dr McEvoy	OFF	9.15-11.35 2.30 – 4.45	09.15- 11.35 2.30 – 4.45	09.15- 11.35 2.45 – 4.25	9.15-11.35 2.30 – 4.45
Dr Simon O'Hagan	9.15-11.35 2.30 – 4.45	9.15-11.35 2.30 – 4.45	OFF	9.15-11.35 2.30 – 4.45	9.15-11.35 2.30 – 4.45
NEW GP					
Patricia Practice Nurse	OFF	OFF	9.00-11.50 1.35-4.50	9.00-11.50 1.30-4.30	9:00-12.10
Oonagh Treatment Room Nurse	9.20-12.10	9.20-12.10	OFF	OFF	9.40-12.10
Majella Health Care Assistant	OFF	9.40-12.00	11.40- 12.20	9.40-12.00 2.30-4.45	9.40-12.00
Siobhan Health Care Assistant	9.00-11.40	2.00-4.15			

Training Practice

The Practice is a training Practice. This involves senior medical students/young GPs being attached to the Practice. Patients will be advised if they are seeing a GP under this scheme.

All patients will have the right to choose whether or not they see these practitioners. Consultations may be video recorded for training purposes; however this will not take place without the written consent of the patient.

Repeat Prescriptions can be ordered by telephone from 9.30am- 4.30pm. by email to (repeat.prescriptions@bayview.gp.n-i.nhs.uk), via the chemist with your re-order form or you can avail of our new online service (please sign up at reception for this). Allow 48 hours for repeat prescriptions.

Acute Prescriptions

Acute prescriptions requested before 3pm will be ready for collection at 5.00pm the same day.

Generic Prescribing

The Practice has adopted the policy of generic prescribing. In some cases the medicine you receive on prescription will remain as before, but it is possible that there will be a change or alteration in the size and shape of the tablets/capsules. The doctors would like to reassure all patients that the generic substitution has the same biological properties, efficacy, safety and quality as branded medicines. If there are any difficulties with your prescription, please let us know.

Appointments

The Practice operates a computer appointment system. Patients can make appointments more than two days in advance if required. It is essential that patients attend for their appointment neither too early nor too late. This will help the system run smoothly and reduce waiting times for all. Due to the nature of consultations they may overrun their allotted time and appointments may run late and we would ask for your understanding. If any major delays are anticipated, i.e. urgent home visits, staff will let you know.

Missed Appointments

Patients should be aware of the importance of contacting the surgery to cancel an appointment in the event of their no longer being able to attend. Wasted appointments waste money patients pay into the NHS and waste resources at the surgery. Patients might not feel it is so difficult to obtain appointments with specific doctors if these appointments were released back into the system in good time. **Please note: failure to attend appointments may result in removal from our practice list.**

Emergency Appointments

Emergency Appointments are available every day with an un-named Doctor and are **5minutes** long. An emergency is the on-set, or exacerbation, of symptoms in the last 24 hours necessitating immediate medical treatment. Please advise receptionists accordingly. Medical emergencies will be seen by a Doctor as soon as possible on the day. Emergencies include, but are not limited to, the following: Acute asthma attack; Acute mental health problem; Serious injury; Serious infection; Emergency contraception.

**IN THE CASE OF AN URGENT MEDICAL EMERGENCY
SUCH AS SUSPECTED HEART ATTACK OR STROKE
YOU MUST TELEPHONE 999 IMMEDIATELY**

Urgent Advice

For urgent advice it is possible to speak to the doctor on call by leaving a contact telephone number and details of the problem with reception. The doctor will get back to you on the same day.

48 Hour Access (Doctors)

48 Hour Access appointments are available each day. They are released 48 hours (2 working days) in advance. However it may not be with the doctor of your choice.

Surgery Times

The Practice is open from 8.30am – 5.30pm Monday to Friday and available via telephone until 6pm. Appointments usually run from 9.15 – 12.00 and 2.30- 4.45. Each doctor may have slightly different consultation times. Please see timetable.

Special Clinics are by appointment only

Well Woman (Cervical Cytology – Patricia (Wed am)

Asthma Clinic – Patricia (Wed pm)

Baby Clinic – Patricia (Thurs am)

Minor Surgery – Dr McEvoy (3rd Tuesday each month)

COPD & Stop Smoking Clinic – Patricia (Thurs pm)

Diabetic Clinic – Dr McEvoy (3rd Wed pm each Month)

Diabetic Clinic – Patricia (3rd Thurs pm each month)

Coagulation Monitoring – GP / Majella

The Practice Nurses, Patricia & Oonagh, provide an additional service to the doctors by carrying out the following:

Holiday Vaccinations	Cervical Smears
Removal of Sutures	Ear Syringe
Dressings	
Health Promotion Clinics:	
Weight Management, Smoking Cessation	

As well as assisting the Practice nurses, Majella & Siobhan, our Healthcare Assistants are responsible for:

New Patient Registration Checks	Blood Pressure Checks
Blood Tests	ECG

Medical Certificates/Sick Notes

Regardless of what you may have heard from your employer, sick lines signed by a doctor are not required for the first week of illness; by law they must accept a Self Certificate (SC-1) form which is available from our receptionist. If you are ill for longer, you will require this form for the first week, then you may need a sick line. Please make an appointment for this.

Complaints or Comments on the Service Provided

The Doctors and staff of Bayview Medical Practice are very proud of our professional relationship with our patients over the years. Occasionally however, there may be problems, and we aim to settle these as quickly as possible. If you are aggrieved by any aspect of the Practice please contact the Practice Manager, Jayne Duffy initially.

Alternately you can contact Health and Social care Board, Complaints Office, 12-22 Linenhall Street, Belfast, BT2 8BS Tel: 028 95 363893

Email: complaints.hscb@hscni.net

or Northern Ireland Ombudsman, Freepost BEL 1478, Belfast BT1 6BR.

Tel: 0800 343 424 Email: ombudsman@ni.ombudsman.org.uk

The Patient & Client council offer support for complainants you can contact them via email info.pcc@hscni.net or Freephone 0800 917 0222.

Weekend, Night and Bank Holiday Cover

Western Urgent Care operates when the surgery is closed. This service is for emergencies only. This Out-Of-Hours service operates from Altnagelvin Hospital. Patients may be asked to come to the hospital for treatment if a house call is not considered appropriate.

The emergency number is: 028 71 865195

Results

Results are given out daily between 9am – 5pm. It is the responsibility of the patient to contact the surgery for results.

General Advice

A member of the clinical team is available from 9.00 – 6.00, Monday to Friday for general advice. Details will be requested, your telephone number taken and either; advice offered, a prescription left or a return call made as clinically appropriate