

# LAKESIDE MEDICAL PRACTICE

Erne Road, Enniskillen BT74 6NN

- Dr V Davidson
- Dr A White
- Dr G McGovern
- Dr J Meade



Appointments, General Queries - 028 6632 7192  
Repeat Prescriptions - 028 6634 2456 (9.00am - 12 noon, 2.00 - 4.00pm)

Fax - 028 6634 2457

[www.lakesidemedicalpractice.co.uk](http://www.lakesidemedicalpractice.co.uk)

# WELCOME TO OUR PRACTICE

Our aim is to provide our patients with the best possible care within the resources available to us and to deal with any problems as quickly and efficiently as possible. Patients will be treated with courtesy at all times and we will respect our patients' right to privacy and confidentiality.

This booklet is to help you get to know the services we offer, so please read it carefully. We hope you will find it helpful and informative, and we suggest that you keep it in a safe place for future reference.

## The Doctors

<b>Dr Vincent Davidson</b>	MB BCh BAO Dublin 1980 MICGP MFFLM RCP (London) LRCPI LRCSI D Obs D Child Health
<b>Dr Ann White</b>	MB BCh BAO MRCGP Dublin 1984
<b>Dr Geraldine McGovern</b>	MB BCh BAO Galway 1984 Dip Diabetes Management
<b>Dr James Meade</b>	MSc MB BCh BAO Dublin 1995 DCH DRCOG MRCGP

## Practice Management

<b>Practice Manager</b>	<b>Ms Wendy Somerville</b>
<b>Assistant Practice Manager</b>	<b>Mrs Evelyn Kelly</b>

The management team is involved in managing all of the business aspects of the practice such as making sure that the right systems are in place to provide a high quality of patient care, human resources, finance, patient safety, premises and equipment and information technology. They support the GPs and other medical professionals with delivering patient services and also help to develop extended services to enhance patient care.

## Reception and Administrative Staff

Our reception and administrative staff are all experienced members of the team who assist in the efficient day-to-day running of the practice and support the services we provide. When you contact the practice the receptionists may ask you for a few details. They have been trained to make these enquiries so that we can help you in the most appropriate way. It is a practice and legal requirement that confidentiality of patients' records is maintained at the highest level by all staff. Reception staff are here to help you but their job is very demanding and they are often very busy so please be patient.

## Practice Nurses

**Mrs Bernie Hall**

**Mrs Marian McGinnity**

Our practice nurses are highly specialised and are available to offer advice and promote good health. They aim to provide you with an efficient quality service in a caring and helpful manner. We currently offer the following nurse-led clinics:

- Asthma
- Chronic Kidney Disease
- COPD
- Coronary Heart Disease
- Diabetic
- Epilepsy
- Family Planning
- Hypertension
- Hypothyroidism
- Learning Disability
- Mental Health
- Near Patient Testing (regular blood tests for patients on drugs which require monitoring)
- New Patient Health Assessments
- Osteoporosis
- Smoking Cessation
- Stroke/TIA
- Travel
- Well Woman/Cervical Screening
- Warfarin
- Weight Management

All clinics are by appointment and patients are invited to attend for monitoring of their condition on a regular basis. Please inform the practice if you are unable to attend for your appointment. Patients can also request an appointment at any time to attend the practice nurse.

## Other Clinics:

### Childhood Immunisation Clinics

Immunisation Clinics are held by the health visitor weekly for childhood immunisations and child development checks. You will receive an appointment from the Health Authority when your child is due for immunisation. We expect all children to have the recommended vaccines that are medically indicated.

### Antenatal Clinics

The community midwife runs an antenatal clinic at the practice weekly. Appointments can be booked by contacting reception.

### Well Woman Clinics - Cervical Screening

Cervical screening is performed by the practice nurse or one of our female doctors if preferred. We operate a 'call and recall' system. In addition to a cervical smear test, breast examination, advice regarding life-style, menopausal problems and family planning, is offered, where appropriate.

### Travel Immunisation

If you are planning to travel abroad you should contact the practice at least two months prior to your planned trip as you may require vaccinations. We strongly advise that you should not leave it until the week before you go as many vaccines need to be administered a few weeks before travelling to ensure their full effectiveness.

You are required to complete a Travel Risk Assessment Form (available from reception or can be downloaded from the practice website) and return it to the practice. An appointment with the practice nurse will then be arranged.

Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

### Influenza Vaccination

In October every year we offer flu vaccinations to our patients most at risk of developing flu.

### Minor Surgery

Minor Surgery procedures are scheduled to be carried out only after consultation with the doctor.

## New Patient Registration

If you live within our practice area (**a six mile radius of Enniskillen**) 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. We also need a copy of photographic identification and medical card when you complete your registration form.

You will need to complete a Registration Form which will provide useful information whilst we wait for your medical cards to arrive from your previous doctor. (This form can be downloaded from the practice website).

All new patients over the age of five years are asked to attend the practice nurse for their initial appointment for a basic health check assessment. This is an extremely important check up as the practice nurse will take note of your medical history, take a list of your current medications, check your blood pressure, weight, height and provide you with the opportunity to inform the practice of any medical concerns you might have.

If you move out of the practice area, you will need to register with a new practice as soon as you move.

## Attached Staff

In addition to practice nurses, the practice has access to the services of treatment room nurses, health visitors, community district nurses, community midwives and the palliative care team.

### Treatment Room

Treatment room staff are available to perform blood and urine tests, dressings, etc at the GP's request.

### Health Visitors

Health visitors are nurses with qualifications in nursing and midwifery and who have special training to give health advice and support on matters relating to family and health. The health visitors are practice attached and visit all families with pre-school children. They are involved in the practice immunisation clinics, carry out screening and development tests and promote the immunisation programme.

### District Nurses

District nurses provide skilled nursing care in the patient's own home and advise carers. Nursing care at home can include care of the terminally ill, disabled, acutely ill and post-operative care. If you think you, or a member of your family, needs a nursing assessment please contact the practice.

## Community Midwives

Community midwives provide antenatal care for patients together with the GPs at the practice. The midwife can help you with all aspects of care during your pregnancy and to care for mother and baby for the first 10 days or longer if necessary after birth. Care is then transferred to the health visitor.

## Palliative Care Team

The palliative care team provides advice and specialist care for terminally ill patients and their families. Referral to this team is made by a GP at the practice.

## GP Training

Lakeside Medical Practice is an accredited training practice. The practice is committed to further training of doctors who, already experienced in hospital medicine, wish to make their career in general practice. Dr Meade is a post-graduate trainer within the practice. A notice will be displayed in the practice advising you of the trainee doctor's name and we hope that you will support our training programme.

## Locum Cover

Approved, recognised locums are used when a practice doctor is unavailable due to absences other than annual leave.

## Practice Opening Times

The practice opening hours are 9.00am to 5.00pm Monday to Friday, with emergency cover provided by the practice from 8.30am to 9.00am and 5.00pm to 6.00pm each day also.

## Appointment Times

All consultations for GPs and practice nurses are by appointment only and can be booked in person at reception, by calling 028 66 327192 during opening hours or online (you will need to register for the online appointment facility - ask a member of reception team). Routine appointments to see the doctor of your choice can be made up to four weeks in advance.

GP appointments are of 10 minutes duration and are for **one named patient** only.

Appointments are available with a doctor between the hours of 9.00 to 11.00am each morning and 2.00 to 3.30pm each afternoon (except Wednesday when there will be no afternoon appointments).

## Cancellations

If you are unable to attend for your appointment please cancel as soon as possible to allow another patient to avail of it.

## Urgent Appointments

If you have an **URGENT** problem which cannot wait for a routine appointment we are able to offer urgent same-day consultations. However this appointment may not be with the doctor of your choice.

## When We Are Closed....

If you need a doctor urgently between 8.30 to 9.00am or 5.00 to 6.00pm Monday to Friday, please contact the practice - **028 66 327192**.

After 6.00pm Monday to Friday, at weekends and bank holidays, please contact the out-of-hours service which is located at South West Acute Hospital, Enniskillen (Western Urgent Care) - **028 71 865195**.

The out-of-hours service is generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the practice re-opens.

In a genuine emergency you should call **999**. Chest pains and/or shortness of breath constitute an emergency.

## Telephone Advice

Telephone advice is available each day from 9.30 to 11.00am or 2.00 to 3.30pm (except on Wednesday afternoons). The doctor on telephone duty will deal with your query.

Details of the doctor on duty will be displayed in the waiting area on a daily basis. If you have an appointment with that doctor you may experience a delay in waiting time.

## Home Visits

Whilst we encourage our patients to come to the practice, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by contacting reception before 10.00am. You may only request a home visit **if you are housebound or are too ill to visit the practice**. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently the visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule home visits.

## Repeat Prescriptions - Telephone 028 66 342456

Patients on regular medication do not always need to see a doctor to obtain a repeat prescription. Requests can be made by contacting the Repeat Prescription Telephone line on **028 66 342456** between the hours of **9.00am to 12noon and 2.00 to 4.00pm** Monday to Friday.

Requests can also be made in person at reception. In addition, we offer an online facility where patients can order their repeat prescriptions.

**Please allow at least 24 hours for this service.**

## Test Results

The results of your investigations (ie blood tests, urines, x-rays, etc) are available by contacting the practice between 11.30am and 3.30pm.

In order to maintain confidentiality results will only be given to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results.

When the tests are taken you will be informed when the results will be available. It is your responsibility to check your results and to make an appointment to discuss them with your doctor if you are advised to do so. In urgent cases only, the doctor will contact the patient.

## Non-NHS Services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

- Medicals for pre-employment, sports and driving requirements (HGV, PSV, etc)
- Insurance claim forms
- Passport signing
- Private sick notes
- Letters for the gym/fitness to exercise certificates
- Childminding forms
- Letters for University Students
- Holiday cancellation certificate

\*HGV, PSV and all other medicals are carried out by arranged consultation (please remember to inform the receptionist when you are making this appointment as extra time is required).

The fees charged are based on the British Medical Association (BMA) suggested scales and reception staff will be happy to advise you about them along with appointment availability.

## Comments And Suggestions

Our aim is to provide our patients with the best possible care within the resources available to us and to deal with any problems as quickly and efficiently as possible. Patients wishing to make constructive or critical comments on the services provided by the practice should leave comments in the suggestion box at reception.

## Complaints

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicable, as possible.

To pursue a complaint please contact the practice manager who will deal with your concerns appropriately. Further written information is available regarding our complaints procedure from reception.

## Confidentiality And Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances

- To provide further medical treatment for you eg from district nurses and hospital services.
- To help you get other services eg from the social work department. This requires your consent.
- When we have a duty to others eg in child protection cases.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

## Access To Medical Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

## Freedom Of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

## Violent And Abusive Behaviour

The practice operates a zero tolerance policy. Any violent or abusive behaviour, either verbal or physical, perpetrated against staff will not be tolerated. In extreme cases you may be removed from the practice list.

## Change Of Personal Details

It is important to let us know of any change of name, address or telephone number in order to enable your records to be kept up to date. If you leave the area it will be necessary for you to register with another GP.



## Running Late - A Word Of Explanation...

We can understand your frustration when doctors or nurses run late. It is sometimes difficult for medical staff to provide not only the best possible care but also to work strictly to time. We always put your individual medical care above the smooth running of our timetable.

## Facilities For The Disabled

The main entrance of the Health Centre is equipped with a disabled access button, when pressed will automatically open the doors giving easy access for wheelchairs. All clinical consultation rooms are on the same level as the waiting area. The waiting area is equipped with an induction loop to help those with hearing aids.

There are disabled toilet facilities beside the practice entrance. Designated car parking spaces are available for disabled patients visiting the Health Centre.

## In Times Of Bereavement

### What To Do If Someone Dies

It is a legal requirement for a doctor to confirm that someone has passed away. If a doctor has recently seen the patient and the death was not unexpected, a death certificate can normally be issued.

However, in the event of an unexpected death, the doctor will need to notify the coroner.

### If Death Occurs At Home:

- 1 Telephone the doctor. They will visit to confirm death has taken place.
- 2 Contact a funeral director to inform them that their services will be required.
- 3 Collect the medical certificate from the practice (you will be told when this is available for collection). This will not be possible if it necessary to involve the coroner.

### If Death Occurs In Hospital:

- 1 Contact a funeral director to inform them that their services will be required.
- 2 Collect the medical certificate from the hospital.

### Then...

The death needs to be registered at the Register Office for the area in which the death took place. If possible, this should be done by a close family member who should take with them the medical certificate (get extra copies as these will be needed for closing bank accounts etc), NHS card, pension book and birth certificate (if possible).

It is our practice policy for a doctor within the practice to visit or contact the family home following bereavement.

## Visit Our Website - [www.lakesidemedicalpractice.co.uk](http://www.lakesidemedicalpractice.co.uk)

Our practice website is the most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week.

[www.lakesidemedicalpractice.co.uk](http://www.lakesidemedicalpractice.co.uk)

You may also find the following link useful for trusted medical information and support.

[www.patient.co.uk](http://www.patient.co.uk)

## Useful Telephone Numbers

### Hospitals

South West Acute Hospital.....	028 66 382000
Omagh Hospitals (Tyrone County & Tyrone + Fermanagh).....	028 82 833100
Altnagelvin Hospital.....	028 71 345171
Musgrave Park Hospital.....	028 90 902000
Belfast City Hospital.....	028 90 329241
Royal Victoria Hospital.....	028 90 240503
Mater Hospital.....	028 90 741211
Ulster Independent Clinic.....	028 90 661212
North West Independent Clinic.....	028 77 763090

### Local Chemists (Enniskillen)

Corrys Pharmacy.....	028 66 322237
Mullan Pharmacy.....	028 66 322031
Erne Pharmacy.....	028 66 322291
Gordons Pharmacy.....	028 66 322393
Lloyds Pharmacy.....	028 66 322202
Hughes Pharmacy.....	028 66 322460
Lakeland Pharmacy.....	028 66 326509

### Other Contacts

Aisling Centre (Counselling).....	028 66 325811
Alcoholics Anonymous.....	028 90 434848
CRUSE Bereavement Care.....	028 82 244414
Lifeline.....	0800 800 8000
MENCAP.....	028 90 691351
PSNI (Police).....	028 66 322823
RELATE.....	028 90 323454
Social Services.....	028 66 344000
Western Urgent Care (Out-of-Hours Doctor).....	028 71 865195

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