

**WELCOME TO**

**SMITHFIELD  
MEDICAL CENTRE**



**Dr P A E Brown  
Dr J D Simpson**

**Tel: 028 2565 2301**

**Fax: 028 2563 0869**

**[www.smithfieldmedicalcentre.co.uk](http://www.smithfieldmedicalcentre.co.uk)**

# Smithfield Medical Centre

7 Smithfield Place, Galgorm Road, Ballymena BT43 5HB

*Welcome to Smithfield Medical Centre*

## Doctors

Dr P A E Brown MB ChB (Liverpool 1989) MRCPG DRCOG  
Dr J D Simpson MB (Belfast 1965) FRCGP

## Practice Manager

Mrs Roisin Lemon

## Senior Receptionist

Mrs Irene Thompson

## Receptionists

Miss Ruth Fleming  
Mrs Amanda Clail

## Practice Nurse

Mrs Wilma Dickey

**Attached Staff -** *(The following staff are employed by the Northern Health & Social Care Trust)*

## Treatment Room Nurse

Mrs Brenda Crilly

## Health Visitor

Mrs Karen Cundell

## Midwife

Mrs Helen Bell

## Dietician

Mrs Rose Day

## Surgery Opening Hours

Monday - Friday - 8.30am - 6.00pm

Wednesday - 8.30am - 1.00pm

Wednesday - 1.00 - 6.00pm - The practice is on duty for emergencies only, alternate Wednesday afternoons and shares the emergency on call with another neighbouring practice. If Smithfield Medical Centre is not on duty you will hear a recorded message informing you of the number to contact for emergencies only. (Emergencies only telephone 028 2565 2301 on Wednesday 1.00 - 6.00pm.)

**For 24 hour information click to: [www.smithfieldmedicalcentre.co.uk](http://www.smithfieldmedicalcentre.co.uk)**

# A h o g h i l l

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## GP Consultation Times

**Dr Brown**

9.00am - 11.00am - Monday - Friday

3.00pm - 4.30pm - Monday, Thursday & Friday

**Dr Simpson**

10.00 am - 12.00 noon - Tuesday

4.00pm - 5.30pm - Monday, Tuesday & Thursday

## Locum Doctors

During holiday periods or study days the practice may have a locum doctor covering any of the above sessions.

## How To See The Doctor

Appointments may be made by telephoning the receptionists on 028 2565 2301 or calling into reception.

If you are unable to keep an appointment, please let us know as soon as possible.

## Telephone Consultation With The Doctor

If you wish to speak to the doctor please ring between 11.30am - 12 noon or 2.45pm - 3.00pm. If the doctor is unable to take your call the receptionist will take your details and the nature of your call for the doctor to phone you back. The receptionist may be able to help with your query so it is important to give as much information as you can.

**Please note:** In case of a genuine emergency the doctor will always be able to speak to you; if this is the case please let the receptionist know. Please also note, however, in general we do not take calls during surgery consultations, as this is a distraction for both the doctor and the patient.

## Telephone Consultation With The Practice Nurse

If you want to speak to the practice nurse please ring after 10.30am. If the nurse is unable to take your call the receptionist will take your details and the nurse will call you back.

## Test Results

The doctors review all results on a daily basis and note what action (if any) needs to be taken. Please phone for results between 12.30pm - 2.30pm. The receptionist will give you the result of your test and if you need to speak to the doctor, the receptionist will inform you of this.

If you get tests carried out at the medical centre it is your responsibility to get the results. Please check with a member of staff when to contact the surgery for your test results.

## Self Treatment of Common Illness & Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor - Please refer to our website for more information.

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



To advertise your business in our booklet call 0800 612 1516

**For the latest information click to: [www.smithfieldmedicalcentre.co.uk](http://www.smithfieldmedicalcentre.co.uk)**

## Home Visits

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Please do not ask the doctor to make a home visit if you are well enough to attend the surgery. If you request a visit you should give a complete description of your/patient's condition to the receptionist so the doctor can decide if a home visit is necessary. The doctor may phone you back as your condition could be dealt with via telephone advice. Only the doctor can judge if a home visit is needed. Other than in cases of extreme urgency, all requests for home visits should be made before 10.00am.

## Emergency Calls

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Dalriada Urgent Care deals with emergency calls outside surgery hours. In an emergency, please telephone 028 2566 3500 (Doctor on Call). The exception to this is Wednesday afternoons (1.00pm - 6.00pm) when you should call 028 2565 2301. If it is early closing day for Smithfield, you will hear a recorded message telling you which number to call.

## The Health Care Team

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In addition to the doctors, the following make up the health care team:

### *Treatment Room Nurse*

The treatment room is open on Monday, Tuesday, Wednesday and Friday mornings 9.00am - 12.30pm and Thursday 9.00am - 12.30pm and 2.00pm - 4.30pm. Blood tests, dressings, immunisations etc. are carried out within the treatment room. The treatment room nurse operates an appointment system. Please either telephone or call at reception to make an appointment.

### *Practice Nurse*

The following clinics are run by the practice nurse - Hypertension, Asthma, Chronic Obstructive Pulmonary Disease (COPD), Diabetic, Smoking Cessation, Obesity, Heart Disease and Cervical Smear Clinics. The practice nurse is primarily concerned with promoting healthy living and preventing diseases. Patients are invited by letter to ring and make an appointment to attend the appropriate clinic. If you cannot attend your appointment with the practice nurse please give us enough notice to enable your appointment to be given to another patient.

### *Community Midwives*

The community midwife will share your ante-natal care with the doctor and arrange parent craft classes and visit you post-natally. The midwife attends the medical centre on Thursday afternoons. Please ask at reception for details.

### *Health Visitor*

The health visitor is available to help with health matters relating to the under fives, eg feeding difficulties, immunisations, hearing problems etc.

### *Community Nurses*

Community nurses are available, in special circumstances, to visit you in your own home and give help with the following: Dressings, injections and removal of stitches, advice and care of the acutely and chronically sick and the terminally ill, advice on incontinence and supplying pads and other aids. The community nurse can be contacted on 0845 6003 111 between 9.00am - 5.00pm.

### *Receptionists*

The reception staff assist in the efficient day-to-day running of the practice and support of all services provided. They are bound by the same code of confidentiality as medical staff. When you contact the surgery for whatever reason, you may be asked for a few details. The receptionists are trained to make these enquiries, so that we can help you in the most appropriate way.

## Special Services & Clinics

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### *Health Promotion*

All patients over the age of 16 and under the age of 75 who have not attended a consultation or health promotion clinic may request a consultation at the practice for a health check. Please make an appointment by contacting the reception staff.

### *Child Health Surveillance*

The health visitor will make arrangements with you to carry out assessments at regular intervals.

### *Antenatal Clinics*

The ante-natal clinic is run on Thursday afternoons between 2.30pm - 3.30pm. Patients are seen by both the doctor and the midwife. Appointments can be made via reception.

### *Postnatal Checks*

Appointments are made for new mums to see the doctor for their post-natal check-up approximately eight weeks after the baby is born. Appointments can be arranged by contacting reception.

### *Dietetics*

The dietician attends the surgery to see patients who need advice or monitoring, eg diabetes, overweight, heart disease etc. Referrals to the dietician are made via the GP or practice nurse. (The dietician has one clinic every eight weeks. If you receive an appointment please attend or give reception enough notice if you are unable to attend).

### *Cervical Smear Clinics*

All female patients between the ages of 25 and 64 will be invited at regular intervals to make an appointment to have a smear test carried out. The practice nurse or a female doctor carries out these tests. A female doctor is available alternate Wednesday afternoons.

## **Minor Surgery**

The doctor can do certain minor surgical procedures during surgery hours thus avoiding the need to be put on a hospital waiting list. Procedures undertaken include cryosurgery (removal of warts), excision of some cysts, removal of in-growing toe nails, joint injections etc.

## **Ordering Prescriptions**

Prescriptions, repeat or acute, can be ordered by either telephoning the surgery or by calling at reception. When prescriptions are ready they can be collected from the surgery or can be sent by the courier service at your request to a chemist of your choice.

## **Acute Prescriptions**

Acute medication requests will be dealt with on the same day. Patients are reminded that not all requests will necessarily result in a prescription being issued. If you feel you may need an antibiotic please phone at a suitable time to speak to the doctor. Acute scripts ordered before 11.00am will be ready for collection at the designated chemist after 3.30pm.

## **Repeat Prescriptions**

When ordering a repeat prescription, please have the correct name of your medication/medications at hand. Please allow 48 hours for your prescription to be processed. Repeat scripts ordered before 11.00am will be ready for collection at the designated chemist the following day.

## **Confidentiality**

You can be assured of complete confidentiality at all times. All staff are bound by the Code of Confidentiality and any breach of this will be investigated thoroughly and dealt with as necessary.

## **Complaints Procedure**

The practice has a complaints procedure in place, which complies with guidelines laid down by Health and Social Care Board. Leaflets are available in the waiting area outlining how your complaint will be handled. If you have a complaint you should report this (in writing) in the first instance to the practice manager.

Remember - You can also tell us when we do something well!

## **Access For The Disabled**

Access for wheelchair users is via the main door of the building. Disabled toilet facilities are provided.

## **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. This scheme is available from reception.

## **Medical Records**

The practice keeps records on both computer and paper format and is registered under the Data Protection Act. All contacts between clinicians and patients will be recorded on our clinical computer system. We ask you Information about yourself so that you can receive proper care and treatment. Occasionally we are involved in some research studies that require anonymous information from the patient's notes. You cannot be identified from this information.

You have the right to object to the use of your information for any of these purposes. You have the right to view your medical records by prior arrangement with the Practice Manager.

## **Zero Tolerance**

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## **Registering With The Practice**

If you wish to register with our practice contact a member of staff at reception. The staff member will explain the details of the registration process.

## **Non-NHS Fees**

The doctors are obliged to charge for non-NHS services. These include private sick lines, certificates of fitness to work/travel, medical examinations for employments, HGV examination and many more. Please contact reception for a list of the current fees and advice.

## **Interpreting Service**

Patients who do not have English as their first language can request access to the Interpreting Service provided through the Northern Ireland Health and Social Interpreting Scheme. Reception staff will organise this prior to your appointment, as the service needs to be booked in advance.

## **Carers Information**

If you are a carer or have a carer please inform reception so we can update your records. For further information and advice for carers contact Social Services - 028 2565 6447 or log onto the following website - [www.carers.gov.uk](http://www.carers.gov.uk).

## **Minor Ailment Scheme**

The surgery operates a Minor Ailment Scheme with local pharmacists. This is a scheme whereby patients can go directly to the pharmacy to obtain treatment for simple medication to treat coughs, colds, hay fever, aches, pains any many more etc. Ask your local pharmacist for further information.

## Foreign Travel Advice & Vaccinations

If you are travelling abroad and require advice or vaccinations please call at reception and collect a Travel Vaccine Form. The receptionist will advise you on the completion and practice process on the Travel Vaccine Form.

## Change Of Details

If you have changed your name, address or contact number, please inform us as soon as possible so we can update your medical records.

## Useful Telephone Numbers

Smithfield Medical Centre .....	028 2565 2301
Dalriada Urgent Care (Out of hours service) .....	028 2566 3500
Antrim Area Hospital.....	028 9442 4000
Causeway Hospital .....	028 7032 7032
Royal Group of Hospitals .....	028 9024 0503
Belfast City Hospital.....	028 9032 9241
Mater Hospital .....	028 9074 1211
Musgrave Park Hospital .....	028 9066 9501
Holywell Hospital.....	028 9446 5211
The Samaritans .....	028 2565 0000
Citizens Advice Bureau.....	028 2564 4398
Parents Advice Centre .....	028 2565 0102
Addiction Centre .....	028 2565 3576
Health & Social Care Board.....	028 9448 1200
Police (Ballymena) .....	028 2565 3355

## Notes

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## A MAP OF OUR PRACTICE AREA

