

SPRING 2018

# EASTSIDE SURGERY

\*Dr O'Hara \*  
has joined the  
practice team.  
She will be  
working in  
Eastside until  
August 2018

Bank Holiday: Mon 19th March

Easter Holidays: Mon and Tue 2nd & 3rd April 2018

Staff Training 18th April & 7th June 2018

Bank Holidays in May: Mon 7th & 28th May 2018

## \*\* BOOKING AN APPOINTMENT \*\*

When you telephone the surgery to book an appointment, the receptionist will ask you the following or a similar question:

*"To help you make the correct appointment, I need to know more about why you need the appointment."*

This is because the receptionist has a number of alternative types of appointments available. And she needs to offer you the most appropriate appointment to deal with your problem.

By asking this question, on the occasion when you really do need to see a GP urgently there is more likely to be a free appointment.

### **PHONING TO SPEAK TO A DOCTOR**

If you need to speak to a doctor,  
please phone the surgery

**Before 12 noon**

### **Phoning to speak to a nurse**

Test results will be given by the nursing team. If you need to speak to a nurse, your name and details will be added to the nurse telephone list, the nurse or HCA will phone you back

**after 11.30 am**

**61 Patients Did Not Attend**

their GP appointment in January 2018.

### **GP sessions:**

#### **February 2018**

Dr Thompson:	Mon am & pm
	Tues am & pm
	Wed am
	Thur am
Dr Stevens:	Wed am
	Fri am & pm
Dr Kennedy:	Mon am & pm
	Thur am & pm
Dr O'Hara (GP Trainee)	Mon am & pm
	Tues am & pm
	Wed am
	Fri am & pm

## Spring clean

The start of a new year is an ideal time for decluttering, including giving your home medicine cabinet a clear out. If you take regular medication, it is important to review your medicines at least once a year. Having a well stocked medicine cabinet can make you prepared for common ailments such as headaches, colds and flu. If you keep several types of medicines at home—whether prescription or over the counter products (or both) - they need to be managed correctly.

- Make sure your medicines are stored properly.
- Check expiry dates.
- Manage your prescription medicines— if your prescription changes take any remaining medicines from your old prescription to your local chemist.

### **PLEASE REMEMBER**

Your prescription will be ready in  
**48 working hours**

**You do not need to phone to check**

### **USEFUL TELEPHONE NUMBERS**

The Arches Centre	90563303
Ulster Hospital	90484511
Belfast City Hospital	90329241
Royal Victoria Hospital	90240503
Musgrave Park	90902000
Mater Hospital	90902000
Ulster Ind Clinic	90741211
Out of Hours	90796220
Reception	90451000
Repeat Prescription Line	90451212
Emergency lunchtime number	0743 5760079

## **What is self care?**

Self care is about health decisions that people make for themselves and their families to get and stay well, both physically and mentally .

Who else can help me?  
Pharmacists are an excellent resource to help with self care. They can advise on simple remedies and medicines to help ease symptoms. They can also advise how long symptoms should last before feeling better.

Why wait? —you don't need an appointment to see a pharmacist. This can also free up more time for your GP. It might make it easier to get a convenient appointment the next time you need one.

### **Go Ahead treat yourself!**

#### **Sometimes it's better to do it yourself**

Most common illnesses can be treated by you. By making positive choices and taking control of minor illnesses, you will increase your confidence which is good for your health and wellbeing. Your local pharmacist can provide advice and help you manage minor illnesses.

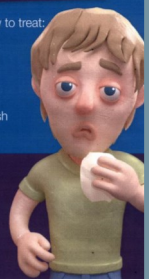
#### **Think before you order a prescription!**

Medicines are available in your local pharmacy to treat:

- Minor aches and pains
- Coughs, colds and sore throats
- Hayfever
- Indigestion
- Nappy rash
- Colic
- Cold sores
- Head lice
- Vaginal thrush

#### **We need your help**

Our Health Service has a limited budget. Spending money on treatments for minor illnesses reduces the money available to treat more serious conditions such as heart disease and cancer. Self managing minor illnesses will also help free up GP appointments.



**HSC** Health and Social  
Care Board

**Choose  
well**

## **Worried about your memory ?**

If memory loss is beginning to affect your everyday life, please seek advice from your GP or access [www.nidirect.gov.uk/dementia](http://www.nidirect.gov.uk/dementia)