

SUMMER 2016

# EASTSIDE SURGERY

## 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

## SUMMER CLOSURES

Early closure Friday 1st July - Closing @ 3 pm  
 Early closure Monday 11th July - Closing @ 5pm  
**TUESDAY 12th July—CLOSED**  
**WEDNESDAY 13th July—CLOSED**  
**MONDAY 29th August — CLOSED**



## 10 MINUTE APPOINTMENTS

The Practice books all routine appointments for **10 minutes**  
 On occasions patient health needs will take longer than  
**10 minutes** to treat and you may be asked to return.

We would ask all patients to be aware of others, to be prompt  
 and try to keep within the time allocated.

## EYE SCREENING

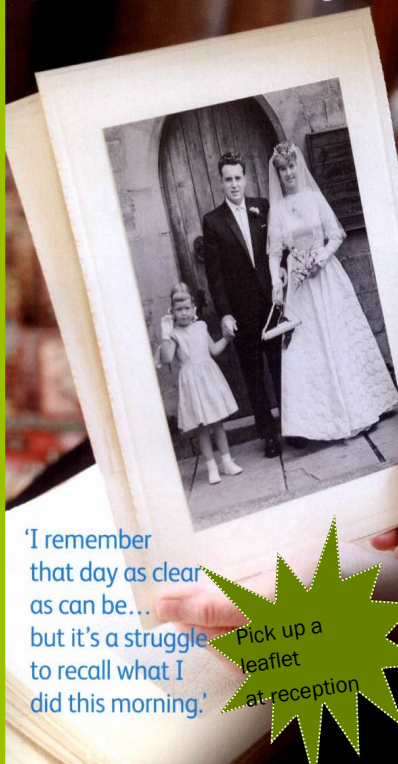
The retinopathy eye screening service will be in the surgery from Tuesday 19th July until Friday 22nd July. If you are a Diabetic patient you will be receiving your invitation to attend in the next few weeks

## IMPORTANT NEWS

Dr Stevens will be reducing her sessions from the week beginning Monday 3rd October .

From this time Dr Stevens will work 2 days .

Worried about your memory?



'I remember that day as clear as can be... but it's a struggle to recall what I did this morning.'

Pick up a leaflet at reception



## THANK YOU

A team from Eastside Surgery ran the relay in the Belfast City Marathon on 2nd May to raise money for the

NI Children's Hospice

We raised an amazing £753.51

Thank you to all who sponsored us.



## PHONING TO SPEAK TO A DOCTOR

If you need to speak to a doctor, please phone  
**AS EARLY AS POSSIBLE IN THE DAY**

Reception staff will ask for the following information:

- ◆ Your name
- ◆ Telephone number
- ◆ Brief reason for your phone call
- ◆ Is it urgent
- ◆ How long have you had the symptoms

Doctors will access and triage all calls received and contact patients at an appropriate time.

We are on the Web! [www.eastsidesurgery.hscni.net](http://www.eastsidesurgery.hscni.net)

**Book your appointment or order your medication on line. Ask a member of reception for your unique access pin number.**

## Have you had your ASTHMA or COPD review in the last year?

**IF NOT - please make an appointment for your review. It is important that you attend for a yearly review to ensure that you are deriving optimum benefit from your treatment.**

## Texting service

We are now operating a texting service to our patients, if we have your valid mobile number.

### WE NEED YOUR HELP

Please check we have your correct mobile phone number.

Please remember to tell us if you have changed your phone recently.



**PLEASE**  
**REMEMBER**  
**YOUR PRESCRIPTIONS**  
**WILL BE READY IN**  
**48 HOURS**

## PATIENTS NOT ATTENDING APPOINTMENTS

29 patients did not attend their GP appointment in May. If these patients had contacted the surgery, the appointment could have been offered to another patient.

Please let us know if you don't need your appointment as another patient may need it.

## Does my child need an antibiotic?



Patient information leaflet on common infections in children: Coughs, Colds & Sore Throats, Runny/Blocked Nose




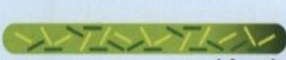
**HSC** Health and Social Care

## Treatment options to ease my child's symptoms

Rest	To help your child's own immune system fight the infection.
Pain & fever relief	Treat with paracetamol or ibuprofen. Do not give more than the recommended doses.
Fluids	Give your child plenty of fluids to avoid dehydration. Avoid food and drinks that may irritate a sore throat.
No smoking	Make sure no-one smokes around your child.
Over-the-counter medicines (OTC)	Ask your community pharmacist for advice. <i>Cough and cold medicines bought OTC are not recommended for children under 6 years of age.</i>

## How long will it take my child to get better?

If your child is generally well, their own immune system will usually start to clear up most common infections within a few days, without the need for antibiotics. However it may take a little bit longer for symptoms to clear completely. See below:

Sore Ear	 4-7 days
Sore Throat	 4-7 days
Cold	 4-7 days
Cough	 1-3 weeks