

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 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.

IMPORTANT

From 1st AUGUST

ROUTINE REQUESTS FOR
OVER THE COUNTER
MEDICINES (OTC)

WILL NOT
BE PRESCRIBED BY THE
PRACTICE

(as per Health Board guidance)

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

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 |