

Spring 2015



Dundonald Medical Centre

Practice News

Choose Well

Did you know there are a range of healthcare services available to help you find the right care?

999

Always call 999 if someone is seriously ill or injured and their life is at risk.

Self-care

For minor illnesses, ailments and injuries

Pharmacy

Your local pharmacist can provide confidential, expert advice and treatment for a range of common illnesses and complaints.

GP

We provide a range of services such as advice, examinations, prescriptions and on-going care for chronic conditions.

Out of Hours

Available if you need urgent medical care when your GP surgery is closed.

Minor Injuries

Available at Ards Hospital and each Emergency Department in the Belfast Trust Area to manage minor injuries which are not critical or life threatening.

Emergency Department

Provides the highest level of emergency care for patients, especially those with sudden or acute illness or severe trauma.

NHS Zero Tolerance Policy

Dundonald Medical Centre fully supports the NHS Zero Tolerance Policy. The aim of this policy is to tackle the increasing problem of violence against staff working in the NHS.

Violence is defined as “any incident where staff are abused, threatened or assaulted”. This includes **threatening or abusive language, written abusive comments and physical abuse**. It also includes abusive media including Facebook.

We have seen an increase in the level of abuse faced by our staff over recent times. We have a duty to provide a safe environment for patients and staff.

Any incidents will be dealt with extremely seriously and may result in immediate removal from the surgery list or even prosecution.
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Online Appointments and Prescriptions

Please visit at
www.dundonaldmedicalcentre.co.uk

It is possible to book appointments and order prescriptions online.

If you wish to avail of any of the online booking or ordering facilities you will first have to register with reception. Please ask for the 'online registration letter'.



Please **DO NOT** use the online service to cancel Chronic Disease Clinic appointments.

Appointments cancelled online cannot be traced. If you wish to cancel a chronic disease appointment please phone the surgery when an alternative appointment will always be offered. These clinics are set up by the nursing staff to monitor your health and most are once per year only.

Self Care Forum

Self care is good for you.

Self care is the best choice to treat minor illnesses, ailments and injuries. A range of minor illnesses can be treated with over-the-counter medicines and rest.

For helpful advice please visit www.selfcareforum.org. There is also a useful link to this site on the practice website.

'Empowering people with

the confidence and information to look after themselves when they can, and visit the GP when they need to, gives people greater control of their own health and encourages healthy behaviours that help prevent ill health in the long-term.'

Looking for Online Health Advice

If looking for online health advice a useful source is patient.co.uk.

Patient.co.uk is the UK's leading independent health site, established for over 15 years. With more than 11 million visits a month, it is a trusted source of information for both patients and health professionals nationwide.



The site contains over 4000 health information leaflets, a wellbeing centre, a free health check, and thousands of discussion forums.

It is accredited by The Information Standard, NHS England's quality mark and was listed as 'The top health website you can't live without' by The Times newspaper (Jan 2013).