**TREATMENT ROOM TIMES -** By appointment only

Dunville & Shore - For bloods, smears, dressings etc

**GP Trainees** Dr Angus Forgie, Dr Qasim Qureshi, Dr Oisin Donnelly & Dr Caroline Dahmer

**Practice Nurse** Colette Robb & Deborah McCabe, Toni McStravick

**Healthcare assistant:** Janine McCabe

**Receptionists:**

Margaret Armstrong, Nicole Kelly, Alison Dickson, Sally McGonigal, Colette Roe

**Welcome to Dunville & Shore Health Centres.**

**We operate a telephone triage system, anyone wishing to consult with a Member of our Multidisciplinary team will be asked for some details by our ancillary staff when ringing in.**

**We have a fully functioning Multidisciplinary team- GP’s, Physiotherapist, Pharmacist, Social Worker & Senior Mental Health practitioner. Patients will be directed to the best member of our team in the first instance.**

**Please note we are a QUB teaching Practice! You may receive a call or may be seen by one of our Trainee GP’s or a Medical student, our GP’s supervise all Trainee’s/students and are aware of your treatment and advice given at all times!**

**To discuss matters with a member of our team**, please telephone **90325185 for Dunville**, or **90776886 for Shore before 10.30am** the doctor will ring you back or text you. Sometimes we request photographs. If this does not complete the issue a face to face encounter may be organised.

**The premises are open** each day from 8.00am in Dunville & 9am in Shore

**Disabled access** is available at both sites

Dunville closes each day @ 5.30pm (4pm on Tuesdays)

Shore Road closes Mon-Wed @ 5:30pm (4pm on Thursdays and 12:30 Fri.)

Both sites close for lunch 12:30 to 13:30pm

**Urgent assessments** are available, you cannot book a call or appointment with a specific GP. We will endeavour to see any patient within 2 working days if clinically needed – but this can only work if respected by patients and will be at a time of the day and with such a Doctor that the Practice can organise.

**Telephone – to speak to a member of our multidisciplinary team**, the best time to ring is before 10:30am. During surgery hour’s it is difficult for the appropriate team member to discuss matters whilst another Patient is present so leave a contact Telephone number and details with reception and the Team member will endeavour to phone you within 24 hours if clinically important.

**House Visits** can be arranged with the Doctor when the Patient is medically too ill to travel, (or it may be more appropriate for the Doctor to arrange an Ambulance to the hospital).

In the event of a **medical emergency** an Ambulance may be requested by a Patient or

Relative by telephoning 999.

**Test results** may be obtained by ringing Reception- please ring in the afternoon after 4pm when phone lines are less busy and allow a week for results to come back.

**Repeat prescriptions** are best ordered through our Website, or prescription line (phone the surgery and press1). Please allow **48 hours before collection**. (Reception staff are **not** permitted to phone prescriptions through to the Chemist). You should try and learn the names of your tablets, rather than just the colours, sizes and shapes. It’s a good idea to nominate a chemist who can collect the prescription for you from our surgery so it is ready for you to collect at your preferred chemist. Please do not phone the surgery to ask if your prescription is ready or has the chemist collected my prescription.

Access to your **medical records** may be gained by prior arrangement with the Practice Manager.

**We adhere to the regulations of GDPR 2018 Patient’s Rights & Responsibilities**

**Any Patient that is violent or using abusive language to the Practice members will be removed from the list forthwith. Rude patients will be asked to apologise and warned they will be removed from the list for any recurrence of this behaviour.**

# **OUT OF HOURS** If you need to contact the Doctor for an urgent medical problem out of hours (when the surgery is closed), phone **NORTH & WEST URGENT CARE @ 90744447**. A General Practitioner will be on duty to advise you and if necessary examine you at the centre which is based opposite the **Mater Hospital Casualty** on the Crumlin Rd.

# In the event of a Patient being medically too ill to travel, a home visit may be arranged or transfer to hospital.

# **Teaching** This practice is recognised by the Department of Health for teaching undergraduate medical students from Queen’s University. On occasions Patients may be asked to co-operate regarding history taking, physical examination and videotaping of consultations. Please don’t hesitate to refuse if you feel at all uncomfortable.

Most years a **Registrar or Foundation doctor** is attached to the Practice. These Doctors have completed their University Training and three or four years in hospital, having gained a broad experience in Obstetrics, Gynaecology, Paediatrics & General Medicine. They are about to become General Practitioners in their own right.

**TRAVEL VACCINATIONS** and appropriate vaccinations can be arranged through MASTA <http://www.masta-travel-health.com> .Vaccinations usually need to be given at least a month before departure.

**CERVICAL SMEARS** can be performed by our Doctors or Practice Nurse Colette .We recommend a smear every 3 years.

**PREGNANCY**. It is now recommended that women who are planning a pregnancy should take folic acid for three months prior to conception and for another three months after this. This has been shown to reduce the incidence of Spina Bifida. Folic acid is found in some green vegetables and available on prescription.

**HEART DISEASE** Any patient with heart disease should consider taking a **daily aspirin** tablet, ask your Doctor for advice.

**RESPIRATORY DISEASE** Any patient **on inhalers** should attend the Practice Nurse for a demonstration on inhaler technique. **IN HOUSE CLINICS – Diabetes & Respiratory** clinics are run by our Nurse – for up to date advice on diet, drugs and monitoring.

# **CHAPERONES** We welcome the use of chaperones for any examinations – feel free to bring a friend, or ask for a Nurse or Staff Member to be present.

**MINORS - Under sixteen years old – are not allowed to collect prescriptions & we suggest you are accompanied for consultations.**

**PRACTICE AREA**. The Practice covers an area which is a semicircle west of a line drawn from the University of Ulster to Lisburn; map available at reception

**REGISTRATION** To register as a Patient with the Practice ask at Reception in Dunville for an application form. You must show photographic ID and proof of address. Patients may see any Doctor at the Practice. Patients over 75years who have not seen a Dr for 3 years should be offered an assessment & health check

**SUGGESTIONS, COMMENTS & COMPLAINTS** We welcome feedback – please write to The Practice Manager. If the patients complaint is not resolved they will be advised to contact the Patient Services Officer at Belfast Trust, 12/22 Linenhall Street Belfast Tel 02895363893

**This practice is contracted to the Belfast Social Care Trust, Champion House,**

**12-22 Linenhall Street Belfast BT2 8BR Tel: 02890321313 and adheres to the Child Protection Policy. May 2025**

# DUNVILLE HEALTH CENTRE

309 GROSVENOR RD (opposite RVH)

BELFAST BT12 4LP

TEL 028 90325185

# SHORE ROAD SURGERY

600 SHORE ROAD

BELFAST BT15 4HG

TEL 028 90776886

## DR FERGUS DONAGHY General Partner

Registered Belfast 1983 Bachelor of Medicine

Diploma in Child Health Diploma in Obstetrics & Gynaecology

Trainer in General Practice

Masters in Medical Education

Fellow of the Royal College of General Practitioners

## DR AINE HARLEY General Partner

## Registered Belfast 1999 Bachelor of Medicine

Fellow Royal College General Practitioners

Diploma in Mental Health

Postgraduate Certificate in Clinical Education

Diploma Diabetes

**Repeat Prescriptions can be booked on our website at** [**www.dunvilleshore.com**](http://www.dunvilleshore.com)

## Practice Managers – Cathy Armstrong & Denise Martin