

Fees

There are recommended fees for some services not available under the NHS e.g. PSV, HGV, Pre employment medical examinations or reports, insurance forms, special letters, and private notes. If you think there may be a fee, please ask the receptionist to clarify.

A list of the fees are available at Reception

Registering with the surgery

We only accept patients who live within a 5 mile radius of the surgery. Should you wish to register please contact our reception team; you will be asked to complete a new patient questionnaire and once complete you will be asked to attend a new patient medical examination with the practice nurse. You are expected to attend this appointment.

Practice complaints

If you have comments, suggestions, or complaints about the service we provide, please let us know. We do appreciate that we can all make mistakes, and that misunderstandings can occur. If so we apologise, but please let us know so we can put it right in the future. The receptionists will be pleased to help you with any information and provide a complaints form. Once the Practice Manager receives the completed form, she will decide how best to undertake the investigation. We will try to address your concerns fully, provide you with an explanation and outline any action that may be needed. We hope that, at the end of the process, you will feel satisfied that we have dealt with the matter thoroughly. However, if this is not possible and you wish to continue with your complaint, we will direct you to the appropriate authorities who will be able to help you.

Unacceptable Behaviour

The primary healthcare team is a frontline service. Unacceptable behaviour from a patient that is directed towards any member of the primary healthcare team (on or off the practice premises), or towards patients or others on practice premises may justify removal from the practice list.

Patient/ Client confidentiality

Please ask if you wish to speak to one of the receptionists in private. The practice holds personal details about you together with details of the care you receive because it may be needed if we see you again. Other healthcare workers or the Health Board may sometimes request information for clinical, administrative or audit purposes. The person receiving the information will be subject to a duty of confidentiality or the data will be anonymised. If you object to this please let the doctor know. If at any time you wish to know more about your notes or how we use this information please speak to one of the doctors.

Additional Information

Once a month we close the surgery for a practice training session. A notice will be displayed in the practice.

If you require any further information please contact the practice manager, Pauline McCullough, and she will try to assist you.

Useful numbers

Emergency Out of Hours 028 90744447
Belfast City Hospital 028 90329241
Lagan Valley Hospital 028 92665141
Mater Hospital 028 90741211
Musgrave Park Hospital 028 90902000
Royal Victoria Hospital 028 90240503



Willow Medical Practice



Willow Medical Practice

Unit 2, 155A Andersonstown Road
Belfast BT11 9EA

Telephone: 02890 611411

Please visit our website for more information.

www.willowmedicalpractice.co.uk

Surgery Opening Times

The practice is opened from 9.00am each morning until 5.00pm each afternoon. The surgery closes for lunch every day between 1.00pm and 2.00pm.

GP Partners

Dr Paula Coyle MB.Bch BAO DGM DCH DFFP MRCGP (2006)
Dr David McCarthy MB(Hons) BAO BSC LLB LLM MRCGP (2020)

At Willow Medical Practice we offer a friendly efficient service. The doctor's work as a team and you may choose to see any of the doctors at the surgery by booking a face to face appointment. The practice covers an area of a 5 mile radius from the surgery.

For easy wheelchair access there is a lift at the front entrance. We are always keen to improve our service, so if you have any advice or suggestions please let us know.

Consultations

Morning Surgery / Afternoon Surgery
All clinicians operate a booked face to face appointment system with appointments being made available in advance. A number of appointments will be made available same day for those patients who require same day access for emergencies or urgent medical conditions. Emergency appointments can be booked by telephoning the reception team daily between 9-11am

Routine appointments are normally scheduled up to two weeks in advance.

cancelling Appointments

If you no longer need an appointment that you have made, we ask you to please cancel it as soon as possible. Missed appointments severely impact the surgery each week and reduce the efficiency of our practice. You can cancel an appointment in person, or by phoning 02890 611 411.

Please note:

- If you arrive late for your appointment you will be asked to make another one, the person may be seen at the END of the surgery only in exceptional circumstances.
- The practice operates a DNA policy and patients that repeatedly fail to attend for appointments, will be contacted.

The practice staff

The receptionists Denise, Julie, Christine, Leanne and Lorraine are your first point of contact with the surgery. Pauline McCullough is the Practice Manager.

The practice clinical team consists of two GP Partners; Dr Coyle and Dr McCarthy. Practice Nurses; Kate White and Kerry Bannister. Practice Pharmacists; Christine McLarnon and Niall Doherty and our Healthcare Assistant, Sarah Miskelly.

We have 1 regular locum GP, Dr Aoife McCloskey. Dr McCloskey works alongside with the GP Partners to provide the best care to our patients.

Training

We are a GP training practice, which means we have a GP registrar allocated to the practice. The doctor is fully qualified with a wide range of hospital experience. The GP registrar sees patients face to face by appointment. For training purposes, some consultations and booked appointments may be videoed but only with the patient's full and informed consent.

Our GP Registrar is Dr Niall Catney.

We are also a teaching practice for medical students, so that they can gain experience in general practice.

Social worker

Jean Boyle is our practice Senior Social Worker who works alongside her social work assistant Julie Annesley. Your social wellbeing affects how you feel about yourself, how well you function and the overall quality of your life. Issues which affect your social wellbeing may have a significant impact on your physical or mental health. Our Community Support Social Work Team can discuss any problems you may have and explore what is important to you. They will provide you with practical advice, help and support in order to address these problems.

You can self-refer to Jean without the need to see a GP first. Ask one of our reception team to book you an appointment.

Treatment Room

Our practice Nurses; Kate White and Kerry Bannister work alongside our Healthcare Assistant, Sarah Miskelly in our treatment rooms. They are available every morning to carry out tests which require laboratory analysis; bloods/urine etc. and every afternoon running our chronic disease/smear/baby clinics. Appointments for the Treatment Room can be booked with Reception.

Mental Health Practitioner

Colleen Elliman is our Mental Health Practitioner. She is able to assist with stress, anxiety, depression, addiction, panic attacks. You can self-refer to Colleen without the need to see a GP first. Ask one of our reception team to book you an appointment.

Physiotherapy Service

Emma Magorrian and Julie Millar are experienced physiotherapists who offer practice based physiotherapy assessments if you suffer from muscle or joint pains, they also offer joint injections. If you feel you would benefit from any of these services please contact the surgery to make an appointment. You can self-refer to Emma or Julie without the need to see a GP first. Ask one of our reception team to book you an appointment

Practice Pharmacists

Our pharmacists; Christine McLarnon & Niall Doherty play a vital role in our team. If you have any queries regarding your medication or would like your medication aligned please ask to speak to one of our pharmacists.

Children's Immunisation Clinic

Childhood immunisations are performed by our Practice Nurse Team Kate White and Kerry Bannister. A Doctor will also be in attendance for advice and child development assessment. Each child should have a red Child Health Record Folder detailing the recommended immunisation schedules. We are committed to support the recommended schedule of immunisations, including MMR. The Practice Nurse will need parental consent before giving any vaccines.

Will the doctor visit at home?

We encourage patients to be seen at the surgery, where more facilities are available for diagnosis and treatment. If you are too ill to come to the surgery, a home visit can be arranged by telephone. We do home visits after morning surgery, so it would be helpful if you could telephone before 11 am. Please give the name, address and telephone number of the patient, together with a brief description of symptoms, so that we can give priority to urgent illness. If you feel it is an emergency, please ask to speak to the doctor. The GP out of Hours is responsible for providing services between 6.00pm and 8.00am, Monday to Friday and all weekend. You may contact the doctor on call by telephoning 028 9074 4447.

Repeat Prescriptions

Repeat prescriptions take **48 hours to process** (excluding weekends and bank holidays). Please do not wait until your medication runs out before requesting a further supply of your medication.

Repeat prescriptions can be ordered in any of the following ways:

- On-line – please ask a member of the reception team for a registration form if you have not already registered for this service on our website.
- by telephone from 11.00am until 4.00pm

Laboratory test result

You may telephone the practice for a result between 12pm-4pm each day. Only results will be given to the patients themselves or the parents of minors.