

How to Register with Us

To become a regular patient with the practice you need to register. If you wish to register please:

1. **Check that you live within our Practice area** (please see website).
2. **Complete a 'New Patient Registration Form'** (available from reception).
3. **Return the form with proof of address and photographic ID.** Patients from outside the UK must provide relevant paperwork (ask at reception for specific details).
4. **Make a registration appointment at reception.**

Additional Information

Zero Tolerance Policy

Verbal abuse or physical aggression towards any member of staff will not be tolerated and the offender will be removed from the practice list in accordance with current guidelines.

Your Information

All information given will be held securely and in the strictest confidence. A receptionist may ask for brief details of illness to enable the doctors to prioritise each case. Please see website for Privacy Policy.

Cancelling Appointments

If you cannot attend an appointment please phone to cancel, giving as much notice as possible.

Comments or Concerns

Patients with a comment or complaint should contact the Practice Manager, Mrs Clare McFall.



Dunluce Family Practice

1 Dunluce Avenue
Belfast
BT9 7HR
www.dunlucefamilypactice.com

028 90 204218 (Appointments & Results)
028 90 204336 (Repeat Prescriptions - 24hrs)

Your local health authority:

Health & Social Care Board
12-22 Linen Hall Street, Belfast
TEL: 028 95 363926



We are a patient centered medical practice in South Belfast; committed to providing high quality care in a welcoming environment.

We provide both General Medical Services and a range of enhanced services. The practice is also closely associated with the Department of General Practice in Queen's University Belfast and our doctors are regularly involved in teaching.



Our Services

Opening Times

Monday	8:30am – 6pm
Tuesday	8:30am – 1pm*
Wednesday	8:30am – 6pm
Thursday	8:30am – 6pm
Friday	8:30am – 6pm
Out of Hours Service 028 90 796 220 (6pm – 8.30am weekdays, weekends & bank holidays) * Emergency Cover - 1-6pm	

Appointments with a Doctor

Same Day Appointments

For urgent problems call the practice between 8:30am and 10:30am and ask for the triage GP to phone you back.

48 hour Access Appointments

Opportunity to see a doctor within 2 working days. Slots become available from 8:30am each morning **Book on our website or by calling the practice.**

Routine Appointments (10 Minutes)

Available for non-urgent matters 9:00am – 5:20pm Mon – Fri (excl Tues afternoon).

- See a doctor within 3 weeks (if you are requesting to see a specific GP, this may take longer).
- If you have several problems to discuss it is possible to make a double appointment.

Book on www.dunlucefamilypactice.com or by calling **028 90 204218**

On arrival for an appointment, please check-in with the receptionist or the automated check in board.

Home Visits

If someone is too ill to come to the surgery, a home visit can be requested.

Please telephone the surgery before 10.30am giving the patient's name, address, telephone number where they can be contacted and a brief description of their symptoms.

Home visits are reserved for those who are housebound or too ill to go out. The doctor will phone you to discuss your request and the most seriously ill patients will be visited first. Transport difficulties are not an appropriate reason for a home visit.

Repeat Prescriptions

Repeat Prescriptions may be ordered on our website or by calling 028 90 204336. The prescription should be ready for collection in 48 hours from 1.30pm or may be issued by post if a patient provides a stamped addressed envelope.

Online Services

It is possible to book appointments and request a repeat prescription on our website. If you wish to register for this service please **contact the reception for assistance.**

Clinics

The practice run a number of clinics including Asthma, Baby, COPD, Diabetes, Flu, Minor Surgery and Travel Advice.

Our Team

Doctors (GPs)	Provide General Medical Services through clinics, appointments, home visits, prescribing and other means. Dr Alison Allen MB BCH MRCGP DRCOG DipMH DFSRH Dr Jenny Cummings MB BCH BAO MRCGP DRCOG Dr Darragh Lewis MB BCH BAO MRCP MRCGP DipMH Dr Kieran McGlade MD MSC FRCGP DRCOG Dr Richard Thompson MB BCH BAO MRCP MRCGP Dr Robin Patterson MB BCH BAO MRCGP
Practice Manager	Responsible for the smooth running and organisation of the practice. Mrs Clare McFall
Practice Pharmacists	Provide medication reviews, chronic disease clinics and repeat prescriptions.
Treatment Room Nurses	Carry out duties such as dressings, removal of sutures, blood pressure, weight checks, blood tests and immunisations.
Receptionists	Answer queries, take requests for repeat prescriptions and arrange appointments.
District Nurses	Assess and provide nursing care in the community such as taking bloods, giving injections and other services for housebound patients.
Health Visitors	Offer advice on childcare and development and run the Baby Clinic.

