

BROUGHSHANE MEDICAL PRACTICE

76 Main Street, Broughshane BT42 4JP Tel: 02825 861214 Fax: 02825 862281

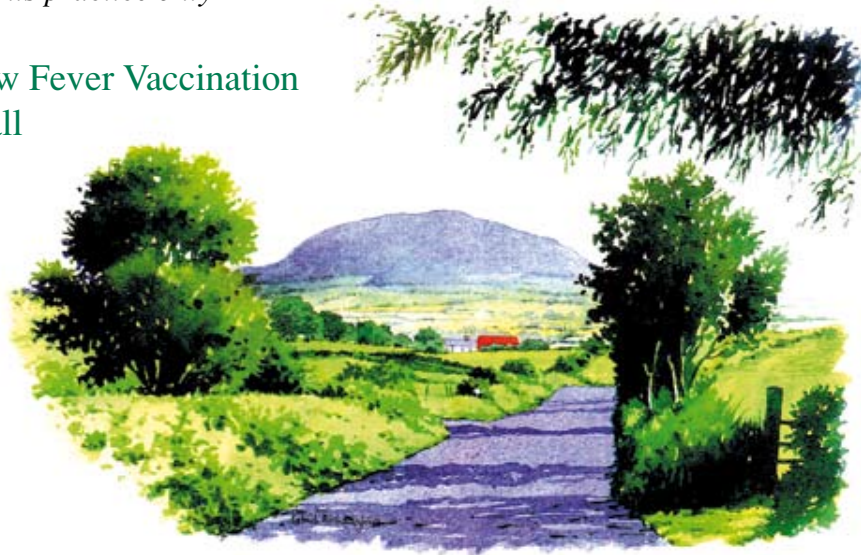
E-mail: reception.317@bmp.gp.n-i.nhs.uk

Website: broughshanemedicalpractice.co.uk

General Information and Guidance

for the patients of this practice only

Approved Yellow Fever Vaccination
Centre open to all



Slieve Mountain, in the Brail Valley, County Antrim

John J. O'Connell

PLEASE READ AND RETAIN THIS BOOKLET - ISSUE 11 JUNE 2011

WELCOME TO BROUGHSHANE MEDICAL PRACTICE

These notes are designed to tell you how to access and get the best out of the services our practice provides.

PARTNERS

Dr Michael Redmond	MB BCh DRCOG	Dundee University, Scotland	1991
Dr Simon Baird	BSc MD MRCGP DRCOG	Queen's University Belfast	1991
Dr Laura Bunting	MB BCh MRCGP DCH DRCOG	Queen's University Belfast	1993
Dr Jan Ferguson	MB BCh BAO DPD DRCOG MRCGP	Queen's University Belfast	1998

Dr Michael Redmond joined the practice in 1996. His interests include Minor Surgery and Maternity Care. He also has an interest in Diabetes and Psychiatry and holds the Diploma in the Management of patients with Diabetes.

Dr Simon Baird joined the Broughshane Practice from Antrim Area Hospital where he has completed an MD in Cardiology. He is a member of the Royal College of Practitioners, has a BSc in Genetics and holds Diplomas of the Royal College of Obstetrics and Gynaecology and Faculty of Family Planning. His specialist interests include Cardiology and Acute Medicine.

Dr Laura Bunting joined the practice in July 2001. Dr Laura holds Diplomas in Child Health, Psychiatry, Obstetrics and Gynaecology, and Family Planning. Her special interests include Family Planning and Paediatrics. She is a member of the Royal College of General Practitioners.

Dr Jan Ferguson joined the practice in October 2003. Dr Jan holds Diplomas in Obstetrics and Gynaecology, Practical Dermatology and is a member of the Royal College of General Practitioners. Her special interest is in Dermatology. She recently completed a Diploma in Family Planning.

The partnership is contracted to the Health and Social Care Board as a General non-limited Partnership. They can be contacted by telephoning Integrated Care Directorate at County Hall, 182 Galgorm Road, Ballymena BT42 1QB. Telephone 028 2531 1034.

BROUGHSHANE PHARMACY

Prescription collection service

We collect and prepare
your prescription.
You simply pick it up.

Opening times

Monday to Friday 9.00am-6.00pm

Saturday 9.00am-5.00pm

Closed 1.00-2.00pm

Closed 1.00-1.30pm

Freephone: 0500 323388

Tel: 2586 1206



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Co Antrim

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Sat 9am-11am

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028 2565 2472

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Email: info@grovevets.co.uk

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Important Notice



YOU CAN NOW VISIT OUR

SURGERY WEBSITE AT

www.broughshanmedicalpractice.co.uk

Our website contains a host of
information that will
enable you to make
the most of the
services we
offer



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PREMISES AND ACCESS

The surgery has car parking facilities at the front of the building. The car park opens at 8.30am and closes at 5.30pm. Please observe the strict closing time. Both the building and car park are monitored by CCTV. The reception area has an audio loop system and there are easy access ramps for wheelchairs plus toilet facilities for patients with a disability. An automated door entry system has been installed to assist easy access and entry to the building.

PATIENT CHECK-IN

An electronic check-in system was installed to improve patient confidentiality and to reduce the numbers of patients waiting at reception to check in for their appointment. Please use this system when you have a pre-arranged appointment with any of the doctors and staff; instructions are available to help you.

INTERNET AND EMIS ACCESS - ONLINE 24/7

The practice has a facility for online access whereby patients can directly book appointments for the doctor and request repeat prescriptions. Please enquire at reception if you wish to register for this service. Risk assessment forms can be collected directly from the website prior to attending the travel clinic for vaccinations. Go to www.broughshanemicalpractice.co.uk

TELEPHONES

The practice uses an auto-attendant system to streamline calls and ensure urgent access is available at all times.

Please use:

- Option 1* for medical emergencies only
- Option 2 for appointments, to arrange home visits and to speak to surgery personnel
- Option 3 for results, referral queries and insurance reports

(* A touch-tone phone is required to access the options)

PRACTICE AREA

The practice was granted approval by the NHSSB in October 2007 to reduce the registration area from a 13 mile radius to a mapped area; this will ensure we maintain the current level of existing services and facilitate the growth of the village. In the future, should you move to a new address outside the new boundary, you will be required to register with your nearest practice, otherwise CSA will be notified and you will be removed from the list.

REGISTRATION

Once it has been established that new patients reside within the practice's geographical boundary (reception can advise), they will be invited to complete a confidential pre-registration form and attend for a registration health check.

Patients will not be registered with an individual doctor, but with the partnership. All patients have the right to see the doctor of their choice where it is possible and provided that doctor routinely offers the services they wish to avail of. Where a doctor does not provide that particular service, patients will be offered the opportunity to consult with another doctor who provides the service within the partnership.

INTERPRETING SERVICE - NON-ENGLISH-SPEAKING PATIENTS

Patients who do not have English as their first language can avail of a telephone interpreting service 'The Big Word' provided through the Northern Ireland Health & Social Interpreting Services. It is very important to discuss this prior to your registration visit.

DOCTORS

If you need to speak to a doctor during surgery hours, a message will be taken and the doctor will contact you by telephone at a time you will be advised of. Non-urgent telephone calls will not be taken in the afternoon. Please telephone in the morning before 11.00am.

NURSING

PRACTICE NURSES

Mrs Sharon Espie, Mrs Margaret Gage and Mrs Belinda Clarke

The practice nurses hold special clinics for patients with Diabetes, Asthma, COPD, Coronary Heart Disease, Hypertension, Smoking Cessation, Cervical Screening and Family Planning, Osteoporosis and Learning Difficulties. In addition to these special clinics, screening is also undertaken for patients who have a family history of any of the above conditions.

They also undertake general well person screening at three-yearly intervals for men and women between the ages of 15 and 64 years. Please respond promptly to any letters you receive from us. If you cannot attend your appointment **please let us know** as another patient can make use of the time available.

HOURS OF ATTENDANCE (BY APPOINTMENT ONLY)

Weekdays (Monday to Thursday, excluding Wednesday afternoon and Friday afternoon)

IF YOU NEED TO SPEAK TO THE PRACTICE NURSE PLEASE TELEPHONE BETWEEN 12.30 AND 1.00PM.

THE TREATMENT ROOM IS STAFFED BY

Mrs Alison Patterson, Mrs Alison Lynn RGN and Mrs Linda Cameron HCA

The nurses in the treatment rooms undertake first aid, dressings and all child health vaccinations. They also carry out a wide range of tests and treatments as requested in advance by the doctors to meet the needs of our patients and ensure their continuing good health. The health care assistant undertakes routine blood tests for a number of different conditions these include the management of patients on Warfarin, patients attending for Smoking Cessation, Weight Management and simple dressings. Please ensure you respond to letters you may receive to attend her clinics.

TREATMENT ROOM HOURS OF ATTENDANCE - (BY APPOINTMENT ONLY) EXCLUDING EMERGENCIES

Monday - Friday	8.45am - 12.30pm	2.00 - 4.45pm
Tuesday and Thursday	8.45am - 12.30pm	2.00 - 4.45pm
Wednesday	8.45am - 12.30pm	CLOSED

ADMINISTRATION STAFF

Mrs Peggy Butler IHM	Practice Manager
Miss Francine Magill	Office/Administration Supervisor
Mrs Alison Robinson	Clerical Officer / Receptionist
Mrs Catherine Linton	Clerical Officer / IT and Audit Co-ordinator
Mrs Donna Sloan	Clerical Officer / Receptionist
Mrs Melanie Kennedy	Clerical Officer / Receptionist
Miss Naomi McClintock	Clerical Officer / Receptionist
Miss Janine Steele	Clerical Officer / Receptionist
Miss Corinne Robb	Clerical Officer / Receptionist

Mrs Peggy Butler holds the Association of Managers in General Practice Diploma in Practice Management. She is also a member of the Institute of Healthcare Management.

TRAINING

The practice was approved as a training practice in May 2010 to assist in the training for junior doctors and GP Trainees. These doctors will hold surgeries during their placement in the practice.

In addition to this medical students, nursing and administration students can also be attached to the practice for periods ranging from three weeks to one year. They are also bound by a code of confidentiality and, with your approval, these medical personnel will sit in during your consultations with the doctor.

TRAVEL CLINIC- APPROVED YELLOW FEVER VACCINATION CENTRE

If you require holiday vaccinations, a risk assessment form must be completed one week in advance of your appointment. Special clinics are held on Monday and Thursday. It is very important to begin this process well in advance of your holiday, at least a minimum of two months. You will be advised of the necessary vaccinations you require and be issued with either an NHS or private prescription. The latter will involve a payment payable prior to picking up your prescriptions. The charge will be advised when your appointment is confirmed. Forms can be either collected at reception or downloaded from the website: www.broughshanemicalpractice.co.uk

PRACTICE OPENING TIMES

MONDAY - FRIDAY 8.30AM - 6.00PM

LUNCH-TIME CLOSING 1.00 - 2.00PM

WEDNESDAY AFTERNOON CLOSED from 1.00PM. (Exceptional early closing at 12 noon on Wednesday for staff training will be advised.)

Telephone lines are open between 8.30am and 5.45pm.

EMERGENCY APPOINTMENTS

In the event of an emergency and there are no free appointments for that day, please explain your requirements to the receptionist who will make arrangements for you to be contacted by a GP.

TELEPHONE CALLS

The doctors will accept telephone calls requested in the morning. Please ring and leave your details with reception between 8.30 - 11.00am. These will be returned as soon as possible. Non-urgent calls will not be taken in the afternoon.

SURGERY HOURS BY APPOINTMENT (Tel: 2586 1214)

We provide 48 hour access to booked surgeries that are held each weekday by appointment from 8.30 to 10.30am and 2.00 to 5.30pm except Wednesday afternoon, when arrangements are made by telephoning the practice for further instructions and the telephone number of the doctor providing emergency cover. Saturday morning emergency cover, as with all out-of-hours cover, is by arrangement with the

For the latest information click to: www.broughshanemicalpractice.co.uk

Dalriada Doctor on Call Centre (see next item). The emergency clinic can be accessed for urgent appointments if you need to be seen that day and there are no free appointments. Please explain your requirements to the receptionist.

OUT-OF-HOURS EMERGENCY COVER

Out-of-hours services are provided by Dalriada Urgent Care. When the medical centre is closed a pre-recorded message giving you the number to contact will be obtained by phoning 028 2566 3500.

TEST RESULTS

All results have to be checked by the doctor, so please telephone between 2.00 and 5.00pm. If your results are normal the receptionist will tell you directly in order to save time. However, if there is a problem she will arrange for you to speak to the doctor. You may be asked to make an appointment if further tests are required.

HOME VISITS

If you are very ill and cannot attend the surgery, a home visit can be arranged by telephoning the surgery 02825 861214 **before 10.00am** each morning, except in an emergency. On rare occasions, visiting may be delayed by other emergencies, so if you are worried that your request has been overlooked please phone again for reassurance. For your own safety, to aid a rapid response from emergency services, ensure your house is clearly numbered and well lit up when it is dark. For **absolute emergencies**, if you have difficulties in contacting the doctors or in their response to your call, dial 999 for an ambulance.

CARERS

The practice has a policy of identifying carers in the community and will endeavour to provide information and support to those categorised as such and undertake onward referral to Social Services where necessary. Please update the practice if you have recently got a carer or if the details we hold on your record have changed. Further information for carers is available at:

Carers National Association Northern Ireland Regional Office, 11 Lower Crescent, Belfast BT7 1NR

Tel: 028 9043 9843 • Fax: 028 9032 9299 • Email: info@carersni • www.focusondisability.org.uk/ni

PRESCRIPTION SERVICE

If you have access to a computer please register and use the online service to order your repeat prescriptions.

Prescriptions and sick lines can be ordered by telephone using the dedicated number 02825 862611, or by request at reception. A new answering service is now available where prescriptions can be ordered at anytime. They will be processed to your chosen pharmacy in two working days, therefore it is vital that you order your medicines well in advance so that they do not run out. Please help us to help you by using this special number at all times and by giving the pharmacist enough time to make up your prescription by calling after 3.00pm. We would also appreciate your assistance to reduce the number of misplaced prescriptions by using the same pharmacy at all times.

MINOR AILMENTS SCHEME

This is a scheme whereby patients (no cost for medication issued) can go directly to the pharmacy, thus improving access to simple medication to treat coughs and colds, hayfever, aches and pains etc. Ask your local pharmacist for further information.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

Your medical records are held on computer and the practice is registered under the Data Protection Act. Access to medical records is available subject to legal limitations. You can request access to your medical record (there is a minimum charge of £10.00 in some circumstances). We ask you for personal information so that you can receive appropriate care and treatment. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

MEDICAL RECORDS AND FREEDOM OF INFORMATION ACT

A notice fully explaining the use of patient information can be seen on the notice board in the waiting area. Steps are taken to ensure information for research or statistics does not identify patients. We recognise the Freedom of Information Act 2002 and, if required, information on this issue can be obtained from the practice manager.

RESEARCH

Broughshane Medical Practice is involved in medical research. From time to time you may be asked if you would like to participate in an appropriate piece of research. Any participation is greatly appreciated but you are not expected to take part unless you wish to do so.

ENQUIRIES, SUGGESTIONS AND COMPLAINTS

The practice has in-house complaints policy. The officers responsible are Dr Jan Ferguson and the practice manager Mrs Peggy Butler. All your constructive and critical suggestions are welcome. Please clear the air! We are happy to discuss any concerns you might have. Forms are kept in reception for this purpose.

VIOLENT PATIENTS - ZERO TOLERANCE TOWARDS VERBAL AGGRESSION, AGGRESSIVE, ABUSIVE OR VIOLENT BEHAVIOUR

The doctors and staff work very hard to provide high quality care for our patients. They must be able to deliver this in a safe environment. A practice policy is in place: where a patient is abusive or uses violent behaviour, whether on the premises or externally, towards a member of the Primary Health Care Team, they will be removed from the practice list. Future medical treatment will be carried out by a practitioner contracted by the Board at premises provided by the Dalriada Urgent Care Service.

PATIENT VOLUNTARY EQUIPMENT FUND

This practice and the people of this area are indeed indebted to the above fund for modern emergency equipment not provided in general practice by the NHS. The equipment is freely available to other doctors and their patients working in the area. Please ask at reception for the committee contact details.

COMMUNITY HEALTH TEAM

These are employees of Northern Health Social Care Trust who are attached to the practice and are a dedicated team of **community health professionals**, who visit and provide skilled care for housebound patients in their own homes.

Telephone **0845 600 311**.

The **health visitor/s** routinely visit mothers and babies from 11 days until school age. They advise on feeding, immunisation and developmental progress. They can be contacted by telephone: Elaine Mackenzie **02825 863077** and Ellisa Bones **02825 313155**.

The **midwife** is in attendance at the antenatal clinic each Tuesday at 2.00pm - By appointment only.

The **dietitian** attends once each month on a Monday afternoon. Appointments are by referral from the practice nurses or the GP.

The **podiatrist** holds clinics throughout the week. Appointments are by referral from the GP. Clinic appointment telephone number **02825 695672**.

HEALTH PROMOTION AND SCREENING

A wide range of special services are provided under Directed Enhanced and Local Enhanced schemes as well as health promotion screening from within the Primary Care Team. Invitations to attend clinics are posted out. Please respond promptly when you receive a letter to attend.

MATERNITY CARE

Antenatal and postnatal clinics are held each Tuesday at 2.00pm. The midwife is always in attendance; please take this opportunity to become acquainted with her.

CHILD HEALTH

Infant development assessments are undertaken on Tuesday, Thursday and Friday morning by appointment with a GP.

FAMILY PLANNING

General contraceptive services are available by appointment with the practice nurse Mrs Margaret Gage during normal surgery. Dr Bunting, Baird and Ferguson all provide Implanon and IUD fitting by appointment only on a Wednesday afternoon.

CERVICAL SMEARS

The doctors strongly advise that all women between 25 and 49 years have a three yearly test and women aged 50 to 64 years have this test at least every four years. We run a practice nurse-led clinic for this. Please respond promptly to any reminder or recall letter you receive and make your appointment directly with the practice nurse.

DIABETIC/ASTHMA/COPD

Clinics are held by the practice nurse. Please telephone and make your appointment as soon as you receive your recall letter.

MINOR SURGERY

By appointment only.

HEART DISEASE

Heart disease is the commonest cause of death in Northern Ireland. Special clinics are held by the practice nurse. You can reduce your risk by the following:

- a low fat diet • take regular exercise
- stopping smoking • have your cholesterol checked

DIABETES

If you have a close relative who is a diabetic then you are at increased risk of developing this condition. Please bring a sample of urine for testing at three-yearly intervals.

BREAST SCREENING

All women between the ages of 50 and 70 years of age should attend the mobile screening unit for mammography. If you have a family history of breast cancer please contact the doctor as you may need early or more regular screening.

MEDICAL EXAMINATION AND REPORTS

These are not always covered by the NHS. Please speak to the receptionist when you are arranging your appointment; she will tell you of the costs involved.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

CHILDHOOD FEVERS

A child will develop a temperature because of an infection; usually the child will get over such an infection without the use of antibiotics. Most childhood infections are caused by viruses and these do not respond to antibiotics. The temperature is part of the body's natural defence against the virus but bringing it down will make him/her feel better.

We would suggest the following steps:

- Give your child paracetamol (eg Calpol, Disprol). Give the maximum dose stated on the bottle for a child of that age.
- Dress your child in cool clothes. Much heat is lost through the head so leave it uncovered. Cool the room by opening windows and doors (not too cold in winter).
- Give your child plenty to drink. If he/she is reluctant, encourage small amounts frequently.
- Sponge your child down, particularly the head, with a tepid cloth. Water at room temperature is more effective than cold water.
- Repeat the dose of paracetamol every four to six hours if necessary.

NO MORE THAN FOUR DOSES IN A 24 HOUR PERIOD

- If your child does not improve after these measures or appears particularly ill, speak to the doctor. You will not make your child worse by taking him/her in a pram or car to the surgery. Sometimes fresh air can make a feverish child feel better.
- Very rarely a child under five years will have a convulsion along with a high temperature. The child suddenly shakes all over for a short period then becomes very relaxed or sleepy. If your child has a convulsion, it should subside in less than five minutes. Lie the child on his/her side while it lasts. If there is another adult in the house ask them to call the doctor. If not, call the doctor when the shaking has stopped.

RASHES

Most rashes in children are due to viruses and are not a cause for concern. If, however, your child is unwell or has other symptoms, especially headache, vomiting, discomfort with a bright light or a high temperature, contact the doctor.

CHICKENPOX

This is caused by a virus. Over a few days a rash develops with tiny blisters scattered all over the skin. The spots, which are very itchy, turn crusty. Calamine lotion may soothe the skin. Children may return to school seven days after the first spot appears.

COLDS

Colds are caused by viruses which cannot be cured by antibiotics. Adults may take paracetamol every four hours (maximum eight in 24 hours) to help lower temperatures and ease aching muscles. If a sore throat is present, gargling with soluble aspirin will help. Take plenty of fluids; steam inhalations are helpful and menthol-based rubs etc can be used. The illness can last up to seven days. Children have repeated colds; these build up the resistance to infection.

DIARRHOEA AND VOMITING

Recovery will be speeded up by resting and avoiding food (especially milk) until the vomiting/diarrhoea has stopped. Resume eating cautiously, starting with toast/dry biscuits, an apple etc. Medication to stop diarrhoea is not needed as it only retains the bugs which caused the diarrhoea in your body.

CUTS

Wash the wound thoroughly. Apply a clean dressing and put on pressure until the bleeding stops. If the bleeding will not stop or the wound is gaping, go to the treatment room at the surgery or, if out of surgery hours, to the A & E Unit at Antrim Hospital. Dirty cuts need protection against tetanus. If it is over 10 years since your last booster immunisation, this should be given within 24 hours.

BURNS AND SCALDS

Apply large quantities of cold water to the affected area immediately and continue until the pain eases and the skin cools. Any blisters present need not be burst but covered by a loose dry dressing.

HOLIDAY MEDICINES

The Northern Board Public Health recommendations are that holiday medications, in particular prescriptions for dry antibiotics, should not be issued and that if illness occurs during holidays, medical advice should be sought from the local medical services.

SUNBURN

Sunblock creams should be used to prevent sunburn treat with cold water as for other burns to remove heat. Calamine lotion or aqueous cream may help and paracetamol will ease the discomfort. Special care should be taken to avoid solar exposure to the skin of very young children as this may be associated with skin cancer in later life.

OVER-THE-COUNTER MEDICINES

Your community pharmacist will advise you of the many medicines that can be safely obtained over the counter in your chemist shop, as many medicines are cheaper over the counter than by prescription. Discuss with your doctor or pharmacist if the medicine you require can be purchased in this way.

SMOKING

Smoking cessation advice is available should you need help. Please make an appointment with Mrs Linda Cameron HCA.

WHY GIVE UP?

- Over 100,000 people die each year in the UK from smoking-related disease.
- Every cigarette you smoke can shorten your life by an average of five and a half minutes.
- Babies of smokers are, on average, 200 grammes smaller than those of non smokers.

HOW TO GIVE UP

Stopping smoking is all about motivation. Without the real desire to give up you are unable to succeed. You must want to give up rather than feel you should give up.

- Tell all your friends, relations and work colleagues that you're giving up on that day and ask for their support and encouragement. If at all possible find someone to give up with you.
- Set a date a week or so in the future when you intend to stop.
- The use of nicotine patches significantly increases your chances of giving up.
- When the big day comes, plan it carefully with plenty to keep you occupied. Avoid situations where the desire to smoke will be strongest such as whilst drinking.
- Finally, carefully put the money you would have spent on cigarettes on one side, each day, to save up for some special treat as a reward.
- If you've tried everything and failed but are still keen to give up, seek help from our Smoking Cessation Advisor.

PREVENTING A RELAPSE

- Whenever you feel the need for a cigarette, go back to the procedure which helped you give up in the first place.
- Avoid complacency and remember you are a non smoker!
- Think how unpleasant smokers smell now you've given up. Do you want to smell like them?

PRACTICE CHARTER

PRACTICE AND PATIENTS' AGREEMENT

THE MEDICAL PRACTICE

- Patients will be treated with courtesy, respect and confidentiality
- Urgent problems will be seen on the same day by whichever doctor is available
- The practice will try to reduce the wait for routine appointments
- We will ensure the practice is fully accessible to the disabled
- Whenever possible you will be offered an appointment with the doctor of your choice for routine appointments
- You will be seen as near to your appointment time as is possible
- You will be given an explanation if waiting times are running late
- The practice will inform you of the service it provides, how you can access them and information to help you be healthy
- Advice will be given and/or medication prescribed as required
- The doctor is here to give you treatment and advice; it is important that you understand the information that is given to you. If you are unsure about your treatment please ask for more information

PATIENTS

- Patients have a responsibility to treat our practice staff with equal courtesy and respect
- All appointments are arranged to cover one consultation. Please make a separate appointment for each person who needs to see the doctor
- Only request an urgent appointment when you feel it is medically necessary
- If you cannot keep your appointment please let us know as far in advance as possible so someone else may be offered that appointment
- Please try to be flexible in requesting your appointment to allow yourself to see the doctor of your choice
- Routine appointments are booked at 10 minute intervals. Urgent appointments are booked at five minute intervals to meet demand
- Please do not ask for a home visit unless it is absolutely necessary. It is better to come to the surgery where all the facilities are available and treatment can be started immediately if required
- Please do not call the out-of-hours service **except in an emergency**
- Please tell the receptionist if you change your name, address or telephone number

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our website

simply phone

Jenny Mellenchip

now on 0800 612 1516



USEFUL TELEPHONE NUMBERS

BROUGHSHANE MEDICAL CENTRE (APPOINTMENTS ETC).....	02825 861214
PRESCRIPTION LINE	02825 862611
FAX.....	02825 862281
COMMUNITY NURSING TEAM.....	0845 600 311
DALRIADA URGENT CARE	02825 663500
NORTHERN HEALTH & SOCIAL CARE TRUST.....	02825 653377
BALLYMENA HEALTH CENTRE.....	02825 642181
WAVENEY OUT PATIENT CENTRE.....	02825 635200
FAMILY PLANNING CLINIC (SLEMISH BLOCK).....	02825 635653
UNITED GROUP OF HOSPITALS (ANTRIM)	02894 424000
CAUSEWAY HOSPITAL.....	02827 666600
HOLYWELL HOSPITAL.....	02894 465211
ROYAL GROUP OF HOSPITALS.....	02890 240503
CITY HOSPITAL	02890 329241
GREENPARK HOSPITAL (MUSGRAVE PK)	02890 669501
MATER HOSPITAL.....	02890 741211
NORTH WEST INDEPENDENT HOSPITAL.....	02877 763090
THE SAMARITANS	02825 650000
CITIZENS ADVICE BUREAU	02825 644398
ADDICTION CENTRE.....	02825 653576
HSCB (Health & Social Care Board)	02894 481200
POLICE (BALLYMENA)	02825 653355
POLICE (BROUGHSHANE).....	02825 861516

UPDATE NEWS SINCE OUR LAST PUBLICATION

Service Changes – We are now offering additional clinics for patients;

Osteoporosis Clinics – for all females over 50 years of age who have had a hip or non hip fragility fracture in the past, this is to assess if they are receiving the correct treatment and receive advise on Bone Health and prevention of falls.

Mild to Moderate Depression – We have an in-house counsellor Mr Peter Mulhall, referrals to this service are made by the GP.

Learning Disability – A special appointment to review the care and management of patients with learning difficulties will be established during the coming year, carers will be contacted by letter to make arrangements for review.

Travel Vaccinations including Yellow Fever – It is very important seek advice up to three months before you travel. Download from the website or collect from reception the risk assessment form prior to making an appointment at the Travel Clinic with either of the practice nurses. Some vaccines are on the NHS others are private and must be paid for, the receptionist will advise you.



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Practice Area

