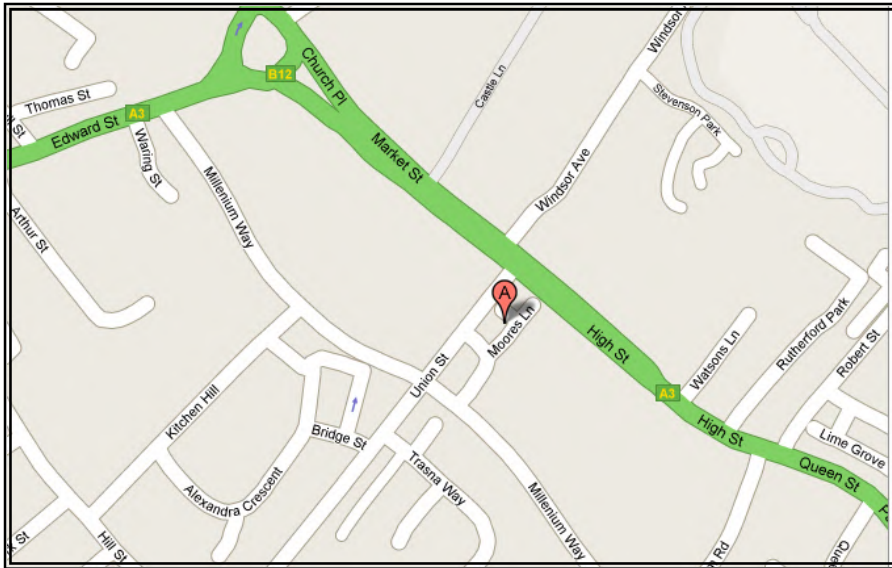


Where to find us



Useful Telephone Numbers

Health Visitor : 028 3832 7824

Midwife : 028 3834 1210

Community Psychiatric Nurse : 028 3834 7537

Macmillan Nurse : 028 3832 2597

Craigavon Hospital : 028 3833 4444

Lurgan Hospital : 028 3832 7824

Health and Social Care - Southern office: 028 3741 0041

H&SC Business Services Organisation : 028 9032 4431

SAUCS - Out of Hours Emergencies : 028 3839 9201

Booklet Prepared by Lurgan Medical Practice—Updated March 2013

Lurgan Medical Practice



7 Moore's Lane

Lurgan

County Armagh

BT66 8DW

Tel: 028 3832 7626

Lurgan Medical Practice

Dr W R Patterson and Dr M F Doyle

Telephone: (028) 3832 7626

Repeat Prescriptions: (028) 3831 0123

FAX: (028) 3834 9950

Website: lurganmedicalpractice.com

Email: GP.463@lmp.gp.n-i.nhs.uk

Opening hours:

Monday to Friday 8am until 6pm

Wednesday 8am until 12noon

Evenings and weekends: 028 3839 9201

This practice is in the Southern division of the

NI Regional Health and Care Board

Tower Hill, Armagh. BT61 9DR

Tel: 028 3741 0041

If there is a service you require which is not offered by our Practice, it will be provided by the RHSCB.

Information

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.

The Practice complies with the Data Protection Act 1998, the Freedom of Information Act 2000 and Access to Medical Record legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you eg from hospital services or district nursing.
- For provision of other services eg from the Social Work Department. This requires your consent.
- When we have a duty to others eg in child protection cases.

Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services. If you do not wish your information to be used in such a way, please inform us in writing.

From time to time, medical and lay visitors to our Practice may need to inspect our medical records for quality and educational purposes. Even though such inspections are carried out under our supervision, if you would prefer that your notes are not inspected please let us know in writing.

You have the right to know what information we hold about you. If you would like to see your records, please speak to our practice manager.

Private Fees and Medical Examinations

A fee may be chargeable for private certificates and certain examinations eg for insurance or employment purposes, driving licenses, fitness to travel, holiday cancellation forms, private medical claim forms. Please book a double appointment if you require a medical examination for insurance purposes etc.

Fit to Work Certificates

For the first week of any illness you should use self certification. These forms are available from your employer, our website or from www.hmrc.gov.uk. If your illness lasts longer than one week, you need to see a doctor regarding further certification.

Rights and Responsibilities

- We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.
- The Practice operates a Zero Tolerance Policy with regard to threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they may be permanently removed from our practice list.
- You will be able to see a doctor within two working days if requested, although not necessarily the doctor of your choice.
- Appointments are not to be wasted, please cancel your appointment if it is no longer required.
- If you would like to make a comment or complaint about the service you receive please write to the Practice Manager. Further details can be found on our website ~ www.lurganmedicalpractice.com/policies

Welcome

Lurgan Medical Practice is a two partner Practice offering General Medical Services for the NI Regional Health and Social Care Board.

We accept patients from the Lurgan area and surrounding villages within an eight mile radius of the Practice.

Where patients are requesting to join the list the Practice does not discriminate on the grounds of race, age, gender, social class, religion, sexual orientation, appearance, disability or medical condition. Our Practice has suitable access for disabled patients.

GP Partners

Dr Rodney Patterson

QUB 1996 MB, BCh, BAO, DRCOG, MRCGP

Dr Fionnuala Doyle

QUB 1982 MB, BCh, BAO, DCCH, MRCGP

Other Doctors

Dr Andrew Major

QUB 2003 MB, BCh, BAO, MRCGP

Dr Grainne Kearney

QUB 2003 MB, BCh, BAO, DCH, DRCOG, DFFP, MRCGP

Dr Christopher Greer

QUB 1999 MB, BCh, BAO, DGM, DRCOG, DFFP, MRCGP

(A full list of medical qualifications can be found on our website)

Practice Manager

(position vacant from April 2013)

Practice Nurses

Jo-Ann Burke

Sharon Douglas

Health Care Assistant

Christine Preston

Other Nursing Staff

District Nurse

Midwife (Colette Bailey)

Health Visitor (Louise McSkean)

Macmillan Nurse (Jenny Steen)

Secretaries

Lorraine Percy

Beth Wilson

Receptionists

Eveline Cousins

Sandra Hamilton

Beth Wilson

Selina Scannell

Daphne Tendall

The Practice was awarded the RCGP "Practice Administration Team of the Year 2007" for excellent team communication and promoting a warm and friendly atmosphere at the Practice.



Remember

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

We use Generic Medicines

Generic medicines are simply another version of branded medicine. They are medicines which contain the same medicinal ingredient, for example Paracetamol is the generic name of the brand medicine Panadol®.

Generic medicines are equally as good and safe as the brand medicines. The Government ensures that the generic medicines are made to the same standard so that they are as safe and effective and of the same high quality.

As the generic medicine contains the same medicinal ingredients they treat your condition just the same as the branded medicines. Sometimes there may be a difference in colour shape or size, but this is only the outward appearance and does not affect the medicine or how it works.



The doctor will always make the best choice of treatment for you.

MINOR AILMENTS

Athletes Foot

Diarrhoea

Headlice:

Oral Thrush

Cold sores

Ear Wax

Mouth Ulcers

Vaginal Thrush

Worms

You can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

New Patient Registrations

To register with this practice, please bring your medical card to reception. This must be signed by you. If you have lost your card or have been outside of the UK for more than twelve months you will need to complete a HS200. If you are registering in the UK for the first time you will be asked to complete a form HS22X. Further details and forms can be found on our website.

You will be registered with the practice and not an individual GP.

You may also be asked to attend for a new patient health check.

Change of Details

Please let us know if you move house or change your telephone number. If you move out of our area please transfer to another GP near your new home. This will automatically trigger the transfer of your medical records.



Temporary Residents

Anyone staying temporarily in the area is welcome to make an appointment to see a doctor should they become unwell. You will be asked for your home address. There is no charge for people normally registered in the UK, EU or countries where the UK has an agreement. For residents from all other countries there will be a fee.

Appointments

Appointments with the Doctor and Nurse are available five mornings and four afternoons per week (excluding bank holidays).

Ring our main practice number on (028) 3832 7626 (option 2) to book an appointment.

Urgent cases are seen on the day.

If your condition is not urgent, you can expect to see a GP within two working days, though you may have to wait a little longer to see the doctor of your choice.

If you don't need to be seen within two working days, you can book an appointment up to two weeks in advance.

Only one person can be seen at each appointment. If another member of the family needs to be seen, please ask for a double appointment.

You can book a telephone consultation with a doctor. The doctor will ring you after morning surgery on the telephone number you have given.

Tell us if you want someone to accompany you during an examination. Remember that the results of tests can only be given to the patient.

The Practice closes eight afternoons each year for staff training.

Interpreting services are available, please let the receptionist know when booking your appointment if these are required.

Please let the receptionist know if you require a chaperone at your appointment.

Travel Health

If you are planning a holiday overseas, we would advise you to check that your immunisations are up to date. Make an appointment with one of our practice nurses at least eight weeks before travelling, to discuss your vaccination requirements. You will need to complete a Travel Health form before this appointment (forms available on our website or from the surgery).

Prescriptions

For patients who are on long-term repeat medication further prescriptions can be requested by :-



1. Telephoning the prescription line on (028) 3831 0123 between 9.00am and 12 noon each week day morning.
2. Completing and returning the right hand side of your prescription to reception.
3. On-line requests via the website can be made 24 hours a day (please allow 48 hours for processing)

Prescriptions will be ready for collection after 4.00pm each day from a local pharmacy (if you wish) or you can collect it from the practice.

Your Local Pharmacist



Your local pharmacist will be able to give you free health advice at any time and you don't always need an appointment. The Pharmacist should be your first point of call for minor ailments.

Diabetes

Led by our nursing team, this clinic offers advice and general health check-ups to patients diagnosed with diabetes. Patients will be sent an appointment for annual review.

Asthma and COPD

Any patient with breathing problems can make an appointment for advice and support from the Practice Nurse Jo-Ann who specialises in respiratory care. All patients with COPD or those with asthma and currently using inhalers will be sent an appointment for annual review.



Cardiovascular Disease

Any patient with heart disease or have had a stroke can make an appointment for advice and support from the Practice Nurse Sharon who specialises in cardiovascular care. This group of patients will also be sent an appointment for annual review.

Hypertension

All patients with high blood pressure or taking medication for high blood pressure should be seen at least every six to nine months to have their blood pressure checked. Reminders will be sent annually to these patients.

Over 75 Years

We particularly welcome patients over 75 to attend for a health check as well as patients who have not been seen for more than three years.

You can help us by:

Being on time for your appointment

Cancelling unwanted appointments

Calling for a home visit or urgent appointment before 10am

Ring for the results of tests after 2pm.

Treatment Room

Appointments can be made to see the Nurse in the Treatment Room by calling (028) 3832 7626 (option2). Appointments are for taking blood samples, checking blood pressure, giving injections, dressing wounds and removing sutures etc.

Home visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend the surgery. Please ring before 10am to arrange a visit and let us know if your condition is urgent.

Emergencies at night time, weekends and bank holidays

SAUCS (Southern Area Urgent Care Service) offers patients registered with our practice a full GP service when our practice is closed. For **urgent** advice and treatment, call SAUCS on

028 3839 9201

Please do not use the Out of Hours service if your problem can wait until the surgery re-opens.

Clinics

We run a range of clinics. Further details can be found on our website. For an appointment please call on (028) 3832 7626 (option 2).

Smear Clinics

In line with national guidelines Lurgan Medical Practice encourages all women between the ages of 25 and 65 to have a cervical smear every three to five years. You will receive a reminder letter after three years. If you prefer not to attend the surgery to have a smear taken there are family planning clinics in the area. (Further details of these clinics can be found on our website)

Minor surgery

Minor surgical procedures can be done in our treatment room. Please make an appointment with Dr Greer or Dr Major to discuss the possibility of surgery. For joint injections please make an appointment to see Dr Patterson or Dr Major.

Stop Smoking

Both of our practice nurses run clinics to give advice and support to patients trying to give up smoking.



Antenatal

This clinic is run by the midwife but supported by one of the GPs. Your first appointment will be a 'booking appointment' at which the midwife will ask you a few questions and carry out some general health checks. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

Child Health and Immunisation



All babies are seen at eight weeks old for a general health check and first immunisations.

It is very important that all babies are fully immunised at the appropriate age.

The Health Visitor is not based at the practice but she can be contacted on (028) 3832 7824.

8 weeks	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Pneumococcal infection
12 weeks	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Meningitis C
16 weeks	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Meningitis C Pneumococcal infection
12 months	Haemophilus influenzae type b (Hib) and Meningitis C Measles, Mumps and Rubella Pneumococcal infection
4 years	Diphtheria, tetanus, pertussis, polio and Haemophilus influenzae type b (Hib) Measles, Mumps and Rubella