

## SURGERY CLINICS AND HOURS

**OPENING HOURS: MON-FRI - 08.30AM – 05.30PM**  
GP available from 5.30pm – 6.00pm (Emergencies only) –  
Contact us on: 07794026101

### Doctors Surgery - Appointment Only

Monday: 09.10am - 11.30am and 02.00pm – 3.40pm  
Tuesday: 08.50am - 11.40am and 02.00pm – 4.30pm  
Wednesday: 09.10 – 11.30am  
Thursday: 08.50am-11.40am and 2.30pm – 4.40pm  
Friday: 09.10am-11.30am and 03.30pm-5.00pm

### Telephone Consultations are also available with Doctor Greene – Appointment Only

Monday, Tuesday, Wednesday & Friday 11.40am – 12.00pm

### Treatment Room - Appointment Only

Monday - Friday AM: 08.50 - 12.40 noon  
Monday, Tuesday & Friday PM: 2.00pm- 5.00pm

### Chiropodist - Appointment Only

Friday: 09.30am-12.30am and 01.30– 03.30pm

### Baby Clinic - Appointment Only – Every 2<sup>nd</sup> Thursday 2.00pm-4.30pm

### Drop-In Baby Clinic – No appointment necessary

2<sup>nd</sup> & 4<sup>th</sup> Wednesday of the month – for weight check, advice etc.

### Diabetic Clinic - Appointment Only

Wednesday: 2.00 – 5.00pm

### Asthma / COPD Clinic - Appointment Only

Thursday: 2.00 - 5.00pm

### Antenatal Clinic - Appointment Only

Tuesday: 2:00pm-5.00pm / Wednesday: 9.30am-10.30am

### Smoking Cessation Clinic – Appointment Only

Wednesday: 2.00pm – 3.00pm

## PRACTICE MISSION STATEMENT

***“We as a practice strive to provide patients with complete medical services courteously and to the highest possible standards!”***



### SUGGESTION BOX

Patients can make suggestions / comments regarding the service we provide to them using the Suggestion Box in the waiting room. Pens and paper are also provided. These can be left anonymous.

### REGISTERING WITH THE PRACTICE

Anyone wishing to register with the practice must live within a 10 mile radius of the Surgery. You need to pick up the appropriate forms from Reception or complete them on-line by visiting our practice website – <http://westernruralhealthcare.co.uk/>. Our receptionist will liaise with our doctors and will then contact you regarding your New Registration appointment. **Please note all patients are registered with the Practice and not with a specific doctor.**

### Western Urgent Care – Out Of Hours Service

Please Note the new Out of Hours number is:

**02871 865195**

This service is available from 6.00pm to 8.30am Monday to Friday and all weekend. This service should only be used for genuine emergencies.

### PRIMARY MEDICAL SERVICES

Details of these services can be obtained from:

***Western Office (Primary Care)***

***Gransha Park House***

***Gransha Park, Clooney Road***

***L'Derry, BT47 6FN***

***Tel: 028 3741 4572***

## **PRACTICE INFORMATION**

### **REPEAT PRESCRIPTIONS**

Requests for repeat prescriptions should be made between 9.00am and 3.30pm. Please allow 48 hours for us to prepare the prescriptions. All patients receiving repeat prescriptions should arrange to see the doctor at least once a year to have their medication reviewed. Prescription requests can be made: via telephone, practice website or by ticking the required medication you need on the tear off part of your previous prescription and leaving it in at reception. **Patients should not request their tablets from the chemist without a prescription. PHARMACY COLLECTION SERVICE IS AVAILABLE FOR REPEAT PRESCRIPTIONS**

### **OVER 75'S CLINIC**

We hold an over 75's clinic once a year. All patients over 75 that have not been seen at least once in the previous 12 months are invited for a health check which includes blood pressure check and routine bloods. Patients will be seen by a GP and the Practice Nurse.

### **COMPLAINTS**

A copy of our Complaints Procedure is displayed on the notice board in the Waiting Room. There are also leaflets available in the waiting room.

### **ACCESS**

The surgery can be accessed via a ramp for persons with a disability or for pushchairs.

### **APPOINTMENTS**

Patients can make an appointment to see Dr Greene or our locum doctor. You will be offered the first available appointment. Urgent cases will always be fitted in the same day. If you are UNABLE to keep an appointment please let the receptionist know as soon as possible. Where a patient fails to attend pre-booked appointments on 3 occasions during a period of 6 months they will be removed from our Practice List and will have to register with another practice.

### **FEES**

Certain services provided by your doctor are not covered by the NHS and you may be asked to pay a fee e.g. Pre-employment Medicals/ Private Medicals/Insurance Claims, Fitness to Drive Medicals. A special appointment must be made. If you have any queries about fees, please contact our receptionists.

### **CONFIDENTIALITY, COMPUTER AND TEST RESULTS**

All patients' records on file or in the computer are confidential. In order to maintain confidentiality, laboratory results and x-ray results will only be given to patients themselves or to parents of minors if appropriate. Please ring between 2.00-4.00pm. Please note pregnancy results will only be given out by a doctor or nurse.

In accordance with the Data Protection Act, patients may gain access to their records. The receptionists will be able to advise you of the Practice's policy concerning access to patient's charts.

### **PRACTICE SERVICES AVAILABLE**

#### **Maternity Care**

Doctors and midwives are available for antenatal and postnatal care. Maternity clinics are held separately from ordinary surgeries.

#### **Contraceptive Services**

Dr Greene holds a certificate in family planning. She offers advice on all aspects of contraception as well as Coil fittings and Contraceptive Implant insertions.

#### **Cervical Smears**

Smears are taken by both doctors and the practice nurses. If you have not had a smear for some years we strongly advise you to avail yourself of this service. Once you have had a smear, you will be recalled automatically through our computerized recall system.

#### **Minor Operations**

These are undertaken by Dr Greene on the practice premises, after an initial consultation in the surgery.

#### **Influenza Vaccination**

In October every year, we offer flu vaccinations to our patients. It is strongly recommended for high risk patients, e.g. those with heart or chest disease, diabetics or those who live in nursing homes. Please ask for details.

#### **Smoking Cessation**

Nurse Fox offers one-to one help & advice on quitting smoking. Please contact our receptionist to arrange an appointment.

## DOCTOR'S RESPONSIBILITIES

- To treat you with courtesy and respect at all times
- To treat you as an individual and to discuss with you the care and treatment we can provide.
- To give you full information on the services we offer
- To give you the most appropriate care by suitably qualified staff
- To provide you with emergency care when you need it
- To refer you to a consultant acceptable to you when necessary
- To give you absolute confidentiality and privacy

## PATIENT RESPONSIBILITIES

- To treat all staff of the Medical Centre with respect and courtesy at all times. This practice operates a “zero tolerance” policy with respect to the protection of all of its staff. Should a patient become abusive or violent towards any member of staff, arrangements will be made immediately to remove that patient from our list.
- To ask for a home visit only when the patient is unable to attend the surgery through illness or infirmity. All home visits should be requested before 10.30am. We will require the following information:
  - Your full name and date of birth (or the patient's name and date of birth if you are calling for someone else)
  - Patient's home address and the address to which the doctor is to visit if different.
  - Contact telephone number and brief details of the illness.
- To keep your appointments and contact the practice as soon as possible if you cannot attend.
- To be punctual for appointments and to make separate appointments for each member of the family wishing to see the doctor.
- To take medicines according to the instructions and to only ask for a repeat prescription if you need one.
- To notify us of any change of your personal details so that we can **amend our records.**  
**Please be patient when the doctor is delayed for any reason**

## MEMBERS OF STAFF

Dr Siobhan Greene, MB MRCGP Reg NUY, Galway 1991

Dr Brendan O'Hare

Dr Philip Haire

Dr Paula O'Hare

Dr Fiona Murphy

**Practice Manager - Michelle McNulty**

**Receptionists - Sinead, Donna, Ita & Catherine & Leone**

Receptionists are available for face-face/telephone access from 8.30am-6.00pm Monday -Friday

**Practice Nurses – Pauline Sharkey & Fiona Coltan**

The practice nurses can assist you with ear syringing, dressings, stitch removal, injections, blood pressure checks, cervical smears. They also assist the GPs with minor surgery procedures and have a valuable role in the assessment of patient's problems, particularly among the elderly.

**Health Care Assistant – Donna Meehan**

Our Health Care Assistant can assist you with the following procedures: Venepuncture, Blood pressure checks including 24hr blood pressure monitoring, ECGs & dressings.

**Phlebotomist – Donna Browne**

Our Phlebotomist also carries out venepuncture and BP checks.

**District Nurses – Helen McGrath, Rachael Mallon, Catherine Sloan & Meghan McEvoy**

The district nurses visit all patients in their homes to assist with all nursing procedures and to support carers.

**Midwife - Marie Harkin**

Our practice midwife plays an essential part in our antenatal service and visits mothers and infants on their discharge from the maternity unit.

**Health Visitor – Karen Barker**

She has an important role in the provision of child health services.

**Chiropodist – Pat Brown**

**Western Rural Healthcare**

**Castleberg Group Surgery,  
Killeter Branch Surgery,  
Newtownstewart Medical Centre  
Ederney Surgery**

**Newtownstewart Medical Centre**

**5 Millbrook Street**

**Newtownstewart**

**Co. Tyrone BT78 4BW**

**Telephone: 028 816 61333 / 028 816 61474**

**Fax: 028 816 61883**

**e-mail: [Reception.NTS@westrural.gp.n-i.nhs.uk](mailto:Reception.NTS@westrural.gp.n-i.nhs.uk)**