

*COAGH MEDICAL CENTRE
DR MC DALZELL
DR S GRAY
DR P WHITEHEAD
DR A MCGARRITY*

PRACTICE

INFORMATION

*67 Urbal Road,
Coagh,
COOKSTOWN
BT80 0DP*

Tel: 028 867 37243

Website: www.coaghmedicalcentre.co.uk

COAGH MEDICAL CENTRE

Doctors attached to Practice

Dr. M.Carol Dalzell

***MB BCH MRCGP DRCOG
BAO MSC Cert. Respiratory
Disease DipHE COPD.***

Dr Sandra Gray

***MB BCH BAO MRCGP
DMH DCH DRCOG DFFP***

Dr Phillip Whitehead

MBCbB DRCOG MRCGP

Dr Aoibhin McGarrity

***MB BCH BAO MRCGP
DRCOG ECEPC***

Dr Rebecca Spence

Dr Lisa Dixon

GP Trainees & Medical Students:

***This Practice is a Training Practice for GP
specialist trainees. A GP trainee is a fully
qualified doctor who wishes to specialise in
General Practice and is able to see and treat all***

patients. However, a GP from the Practice will always be available for consultation. We also take part in the training of students who will be attached to the Practice for two to three week periods. We would ask that you accept the students as part of the team and understand that you will be helping them in their training. If at any time you wish to see us alone please ask.

<i>M.B.</i>	<i>=</i>	<i>Bachelor of Medicine</i>
<i>B.Ch.</i>	<i>=</i>	<i>Bachelor of Surgery</i>
<i>B.A.O.</i>	<i>=</i>	<i>Bachelor of Obstetrics</i>
<i>M.R.C.G.P.</i>	<i>=</i>	<i>Member of Royal College of General Practitioners</i>
<i>D.R.C.O.G.</i>	<i>=</i>	<i>Diploma of Royal College of Obstetricians & Gynaecologists</i>
<i>DFFP</i>	<i>=</i>	<i>Diploma from Faculty of Family Planning</i>
<i>DMH</i>	<i>=</i>	<i>Diploma of Mental Health</i>

Practice Staff

Charlene Ferguson = *Practice Manager*

Reception Staff

<i>Helen Rocks</i>	<i>Laura Mayne</i>
<i>Celine McGuckin</i>	<i>Ledean Gwyer</i>
<i>Shannon O'Neill</i>	<i>Annalise McBride</i>
<i>Lynnette Gibson</i>	<i>Elaine Murphy</i>
<i>Skye Pallett</i>	

Our receptionists are here to help you. When you telephone the surgery they may need to ask you for further details. This is to ensure that we can assist you as quickly as possible. They are not being deliberately intrusive, and are bound by the same rules of confidentiality as doctors and nurses

*Practice Pharmacist – Claire Young
Cathy Mallon*

Nursing Staff

Practice Nurses

Mary McBride - Nurse McBride runs specialist disease management clinics. The clinics held are, Diabetes, Hypertension, High Cholesterol, Vascular Assessment, Family Planning, Smoking Cessation and Health Promotion

Chris McGarvey – Nurse McGarvey runs specialist disease management clinics for COPD, Cervical Screening, Hypertension, High Cholesterol, Family Planning and Health Promotion.

For an appointment telephone 028 867 37243

Treatment Room Nurses

**Christine Sloan
Patricia Murphy
Fiona Lauanders – Healthcare Assistant
(Mondays only)**

The Treatment Room Nurse is in attendance daily to carry out nursing duties requested by the doctor. She also gives vaccinations, i.e. childhood, holiday and routine boosters

To make an appointment for the Treatment Room Nurse please contact reception on 02886737243.

District Nursing Team

**Jenna McCammon Community Link Staff Nurse
Alannah Quinn Community Staff Nurse
Pauline Kelly Healthcare Assistant**

***The District Nursing Team attached to the Practice care for patients who require nursing assistance and are confined to their homes. Specialised nursing can be arranged if required.
Telephone: 02886737243***

Post-Natal Clinic

Post Natal examinations are carried out in the Treatment Room twelve weeks following the birth of the baby.

Health Visiting

Rose Corrigan

The Health Visitor is in attendance for advice on family health care, child development and protection, health promotion and health education. She is there to talk to you about ways of staying well and can help you find the services most appropriate to your needs. To contact the Health Visitor please telephone 028 86737243

Social Worker

Telephone Cookstown 028 867 23800

Opening Hours

The Medical Centre is open from 9.00 - 6.00pm

Surgery Hours

*Monday/Tuesday/Thursday/ Friday
Mornings 9.00 am - 13.00 pm*

Afternoons 3.00 pm - 5.30 pm
Wednesdays 9.00 am – 1.00 pm

If you need to speak to a GP urgently from 1pm on a Wednesday, please contact the surgery as normal on 02886737243

GP consultations operate by appointment only.

Approximately four times a year the surgery is closed for practice based learning. On appointed days, training takes place from 1.00pm on a Wednesday. Dalriada Urgent Care will cover during these hours. If you require a doctor please telephone 028 25663500

During Bank Holidays the surgery will be closed, if you need to speak to a GP urgently during this time please contact Dalriada Urgent Care on 02825663500.

You can find a list of closures on our website.

How to make a GP Appointment?

We operate a telephone triage appointment system. This means that all requests for an appointment will be triaged by a GP. This allows the GP in discussion with you on the telephone, to decide the best way of dealing with your problem.

Any requests for a consultation should be made from 9.00am by telephoning the surgery and speaking to a receptionist to request a GP call back. Requests can be made until capacity for the day has been reached. After capacity has been reached emergencies will be dealt with, if you feel you have an emergency please speak with a receptionist and they will direct your request accordingly.

If you need to be seen on that day, an appointment will be given.

If you wish to be seen on a particular date, the doctor will try to facilitate that.

If your problem can be dealt with over the telephone, that will be done

While we endeavour to offer you an appointment at a time that suits, this may not always be possible due to demands on the system.

Patients can specify their doctor of choice but may have to wait longer for an appointment with a specific doctor.

By law, a child under the age of 16 years cannot be examined without the consent of their parent/guardian. Consent forms are available on request at reception.

Self-Sign In

When you attend for your appointment we ask that you use our Self check-in facility. This is a simple procedure with step by step guidance. If you are having any difficulty using the Self check-in our receptionist will be only too willing to assist you

Whilst at reception, if there is something you wish to discuss in private, please inform the receptionist who will be pleased to interview you in a private consultation room adjacent to reception

Home Visits

If you feel a home visit may be required, please try to ring the surgery before 10.00 am on the same day. The doctor will decide if a home visit is necessary. This will help the doctors to plan their rounds and avoid unnecessary delays.

Remember the doctor can see approximately six patients in the surgery in the time it takes to do one home visit.

Keeping Appointments

When you make an appointment to see the doctor or are offered one for a particular clinic, please try to attend. We operate an appointment reminder system. You will receive an appointment reminder 24 hours before your appointment. If, for any reason you are unable to attend your appointment, please reply to the reminder text message or telephone the surgery to let the staff know so that they can offer this appointment to someone else.

Confidentiality, Computer & Test Results

All patient records on file or on computer are confidential. On occasion it is necessary to share information regarding a patient's medical treatment, e.g. when referring to secondary care for further investigations or treatment. Occasionally, anonymised information has to be shared with the Health Board and Department of Health. Normally this information does not identify any particular patient. However, for probity purposes the Health board does have the right to ask to look at an individual patient's record. If you do not wish your record to be examined, you have the right to inform the practice. In keeping with The Freedom of Information and Data Protection Act you have the right to examine your own medical records.

If you wish to avail of this service please contact reception.

Laboratory/X-rayResults

In order to maintain confidentiality, laboratory results and x-ray results will only be given to patients themselves or where appropriate, to parents of minors. When enquiring for a result, please telephone between 2.00 – 4.00pm. This allows for all results to have been received and reported on by the doctor.

Statement of Fitness for Work

If you are absent from work due to illness for a period of up to seven days and your employer requires a certificate, you should complete a self-certifying form (available at reception). If you are ill for more than seven days, you must see your doctor to obtain a medical certificate.

Fees

Certain services provided by your doctor are not covered by the National Health Service and you may be asked to pay a fee, for example, Private Medical certificates, Insurance Claim forms, etc. Our receptionist can advise about the various fees

Complaints Procedure

If you have a grievance in relation to treatment by any member of staff, be it medical, nursing or reception staff, we would like you to tell us immediately. This will allow us to clear up any misunderstandings or attempt to rectify any wrongs, which have occurred and generally improve our practice as much as possible. Two members of staff, Dr Dalzell (Senior Partner) and Charlene Ferguson (Practice Manager) have been appointed to deal with any complaints. These will be dealt with in a formal manner. Further details are available at reception.

Facilities for the Disabled

Facilities for patients who have a disability are available as follows:

Lift from ground to 1st floor

Loop system for patients with hearing impairment

Specially adapted toilets on first floor

Footpath at main door adapted for wheelchair access

Mum!!!

If you need to change your baby's nappy or wish a quiet area to breast feed please ask at reception - A baby changing facility is now in place in disabled toilet on first floor.

When the Surgery is closed

Dalriada Urgent Care is the first point of contact outside of surgery hours. If you have an emergency or need to see the doctor urgently, ring 028 2566 3500. This number is also available as a recorded message on the surgery telephone line – 028 867 37243. When you ring Dalriada Urgent Care you will then be asked for full details and a short time later a doctor will ring you back to discuss the best way to deal with your emergency.

Other services available at the Practice

*Child Health/Immunisation Clinic
Recommended vaccination schedule is as follows:*

Age

2 Months

*Diphtheria,
Tetanus, Pertussis, Polio,
Haemophilus Influenzae
type B, Hep B,
Rotavirus & 1st MenB*

3 Months *Diphtheria, Tetanus,
Pertussis, Polio,
Haemophilus Influenza
type B, Hep B,
Pneumococcal &
Rotavirus*

4 Months *Diphtheria,
Tetanus, Pertussis, Polio,
Haemophilus Influenzae
type B, Hep B, 2nd MenB*

12- 13 Months *Haemophilus Influenza
Type B, Meningitis C
Measles, Mumps & Rubella,
Pneumococcal & 3rd MenB,*

From 2 Years *Influenza nasal spray*

3 - 4 years *Booster - Diphtheria,
Tetanus, pertussis
& Polio and Measles, Mumps, Rubella*

12-13 years *HPV*

14-18 years *Booster -
Diphtheria Tetanus and
Polio
Men ACWY*

*Catch up programmes for other vaccinations
may occur at other times.*

*The aim of the clinic is to ensure the well being
of all children. A planned programme of
health, developmental checks and immunisation
is provided by a 'call/recall system'.*

Minor Surgery

*As a service to reduce patient waiting time for
hospital appointments, certain procedures can
be performed within the Practice. This is by
appointment only.*

Clinics

*Prevention of illness is our aim and we are able
to provide a series of health promotion /Chronic
Disease Management Clinics as follows:*

*Well Person Clinic
Asthma Clinic
COPD Clinic
Diabetic Clinic
Hypertension Clinic
Thyroid Function Clinic
Mental Health Clinic
Coronary Heart Disease Clinic
Stroke Clinic
Carer's Review
Family Planning*

*If you are on any of the above Registers you will normally receive an invitation to attend a pre-arranged clinic. However, if you wish to have an appointment at any time outside of clinic times please telephone reception
– 028 867 37243*

Prescriptions

*Telephone access for repeat prescriptions is available from 5.30pm – 9am Monday to Friday and all weekend. To order your repeat prescription by telephone please ring 028 867 37243 and select Option 3. You can also order your repeat prescriptions online
www.coaghmedicalcentre.co.uk*

To register for online service please ask at reception.

The prescription takes 24 hours to be processed and should be ordered well in advance. Please do not ask for repeat prescriptions during surgery consultations.

Medication over the counter

We have made a decision not to prescribe certain medications as they are available as part of the Minor Ailment Scheme or to buy over the counter. This includes pain relief such as paracetamol, co-codomol 8/500 & Ibuprofen,

Hayfever medication, nappy creams, cough bottles, medication for vomiting & diarrhoea & scaly scalp & anti-dandruff shampoo. This list is not exhaustive, if you would like further information you can contact the reception on 02886737243

Collection of prescriptions

By law we are not permitted to give prescriptions for collection to children under the age of 16 years.

All patients receiving repeat prescriptions should arrange to see the doctor at least once a year to have their medication reviewed.

Antibiotic Treatment

No one will receive antibiotics unless assessed by a doctor.

Following recent advice regarding antibiotic prescribing, we as a Practice have decided to restrict our use of them. You may not on every occasion be prescribed an antibiotic for your illness. Sometimes we will advise simple treatments such as, Paracetamol or throat lozenges for 24-48 hours. However, if you feel your illness is more severe or symptoms have not settled, please arrange to see your doctor.

Change of Personal Details

If you change your address etc. or wish to notify us of an updated telephone number/email address, please notify reception staff or contact us by logging on to our website at:
www.coaghmedicalcentre.co.uk

Carers

If you are a carer for a member of your family or neighbour etc. it is important to let us know so that we can ensure you get the best advice about this service

New Patients

Anyone living in the practice area is most welcome to register with our practice. To do so, you should bring your medical card together with photographic ID and a utility bill to reception (if your Medical card is not available our receptionist will advise). You will then be asked to book an appointment for a health check within one month of registering. This health check gives us the opportunity to meet you and to learn of your past medical history as your medical records may take a few weeks to reach us.

NB. See map of practice radius at the back of this leaflet

Temporary residents

Holidaymakers or anyone staying/working temporarily in the area that may require medical attention or advice can make an appointment with the doctor or nurse.

NB. It is not essential to have your medical card with you, although it is helpful if it is available.

Cervical Smear Tests

Cancer of the cervix can be prevented and all female patients between the age of 25 and 65 years are advised to have regular smear tests.

These tests are important because they can detect early signs of the disease, which is easily treated. We operate a 'call and recall' system to remind you about the tests. All patients are notified of their smear results.

Contraception

We offer a comprehensive service. All patients receiving contraceptive services are advised to have an annual check up and must have a BP Check carried out every six months.

Influenza/Covid/Pneumococcal Vaccination

In October every year, we offer the flu, covid and pneumococcal vaccine (if appropriate) to our patients. It is strongly recommended that

all patients over the age of 65 years and those who are at risk have these vaccination. Risks include those with a heart or chest disease, diabetics, renal disease, liver disease, pre-school, immunosuppressed and those who live in institutions or work in nursing homes. Please ask receptionist for details.

Tetanus Vaccination

Vaccination is recommended for everyone especially farm workers. If you have had a total of five tetanus vaccinations (including your baby injections) you are considered to have lifetime immunity.

Breast examination

It is a good idea for all women to regularly examine their breasts for lumps. If you are not sure how to do this, your doctor or practice nurse will be happy to teach you. If you should notice anything different, please see your doctor. Most lumps are benign, but it is important to exclude anything serious. It is strongly recommended that when notified that you attend your breast screening appointment (Recommended age group 50- 65 years)

Useful telephone numbers

District Nurses

028 867 36826

Podiatry

028 867 23811

Antrim Area Hospital

02894424000

Royal Victoria Hospital

02890240503

Belfast City Hospital

02890329241

Ulster Hospital, Dundonald

02890484511

Mater Infirmorium

02890741211

Craigavon Area Hospital

02838 334444

South Tyrone Hospital

028877 22821

Department of Health & Social Services

028867 23800

Citizens Advice Bureau

02886766126

Childline

08001111

HIV Helpline

0800134437

*Northern Health & Social Services Board,
County Hall, 028 95362593
182 Galgorm Road,
Ballymena BT42 1QB*

Dalriada Urgent Care 02825 663500

Management of Common Conditions

*Many conditions resolve on their own accord
and management consists of relieving the
symptoms while you wait.*

Looking after a child with a temperature

*Children can get a high temperature very
quickly. This is in response to an infection.
Most childhood infections are caused by a virus,
which does not respond to antibiotics. However,
whatever the cause of the temperature you can
always make your child feel more comfortable
by bringing the temperature down.*

- 1. Keep your child cool by:*

- *Taking off most of his/her clothes so that he can lose heat through the skin*
 - *Do not wrap him in blankets and sheets as this will trap heat*
 - *Use a cool fan if you have one*
2. *Sponge your child down from head to toe with lukewarm water. Repeat as necessary*
 3. *Give your child Paracetamol Elixir (Calpol, Disprol, etc.) See recommended dose on bottle. Repeat the dose every four hours if necessary*
 4. *Do NOT give a child under twelve years of age, Aspirin*
 5. *Give your child frequent small amounts of cool drinks*

If, in spite of the above measures having been taken, your child becomes generally unwell and you are worried, you should seek medical help at once.

Coughs and Colds

We all get coughs and colds, especially in the winter months. Coughs especially at night are inevitable in infants with colds who are unable to blow their nose.

Unfortunately there are no "magic cures" for colds and all one can do is to use simple remedies to feel better. Thus, steam inhalations for adults, and Paracetamol for both adults and children plus lots to drink are helpful.

Anti-biotics do not help unless colds lead to complications such as chest infections, ear infections and in older children and adults, sinusitis. In children and infants a temperature lasting for more than three days, a wheezy chest with fast breathing and not wanting to eat, are signs that complications may have occurred and indicate that you should consult your doctor

Sore Throats

Most sore throats are caused by viruses and are not relieved by anti-biotics. Symptomatic treatment includes plenty of soothing drinks, throat lozenges and pain-killers such as Paracetamol. Seek medical advice if no signs of improvement after four or five days.

Sunburn

*Sunburn is bad for your skin
Children are especially susceptible
Cool the skin with cool water and apply
Calamine lotion
Paracetamol and an antihistamine will reduce
the reaction*

Cystitis

Very common in women

Causes a burning sensation on passing urine

Drink plenty of fluids

If your symptoms last more than 24 hours

consult your local doctor

Some local pharmacies offer free consultation and treatment for females aged 16-64 that feel they may have an urinary tract infection.

Burns

Apply large quantities of cold water to affected area as soon as possible and maintain this until the pain subsides. This may take as long as fifteen minutes. If the skin is unbroken but blistered, apply a loose dry dressing. If the burn is larger than four or five inches in diameter or the skin is broken consult your doctor as soon as possible

Foreign Travel

A full range of advice and immunisations are available. Please contact the reception for more information.

Help yourself to Health
*Six ways you can really help yourself to live a
healthier lifestyle.*

- * *Be a non smoker*
- * *Be a reasonable weight*
- * *Take regular exercise*
- * *Eat a high fibre low fat diet*
- * *Take alcohol only in moderation*
- * *Avoid excessive exposure to the sun*

*Map of
Coagh area
within a Eight Mile Radius*



