

Castledearg Group Surgery (WRHC)
13a Lower Strabane Road, Castledearg, BT81 7AZ
Tel : : (028) 816 71211 FAX : : (028) 816 79700
E-Mail : reception.616@westrural.gp.n-i.nhs.uk



WESTERN RURAL HEALTHCARE

13a Lower Strabane Road, Castledearg, BT81 7AZ
Tel : : (028) 816 71211 FAX : : (028) 816 79700
E-Mail : reception.616@westrural.gp.n-i.nhs.uk

Dr BRENDAN O'HARE, MB, FRCGP, DRCOG, DCH, DGM
(Queen's 1985)
Dr RICHARD BAILIE, BSc, MB, ChB, DRCOG, DCH, MRCGP
(St Andrew's 1984)
DR LINDA KING, MB, BCh, MRCGP, DME, DCH, DRCOG
(Queen's 1993)
DR PAULA O'HARE, MB, BCh, MRCGP, DRCOG,
Diploma in Dermatology (Queen's 1983)
DR FIONA MURPHY MBChB, MRCGP, DRCOG
(University of Liverpool 2005)
DR PHILIP HAIRE MBChB, MRCGP, DRCOG
(Aberdeen 2010)
DR AISLING McALEER MB, BCh, BAO, MRCGP
(Queens' 2011)
DR DECLAN GALLAGHER MB, BCh, BAO, MRCGP,
Diploma in Mental Health
(Queen's 2008)

August 2017

Self-care Essentials: Paracetamol, Aspirin, Ibuprofen, rehydration mixtures, plasters, thermometer. Your local pharmacy can provide confidential, expert advice and treatment for a range of common illnesses.

Your GP: GP's provide range of services, including advice, examinations, prescriptions and ongoing care for longstanding chronic conditions.

Minor Injuries Unit: A minor injuries unit can treat injuries that are not critical or life threatening:- injuries to upper and lower limbs, broken bones, sprains, bruises and wounds, bites—human, animal and insect, abscesses and wound infections, minor head injuries, broken noses and nosebleeds, foreign bodies in the eyes and nose

Urgent Care & Treatment Centre—Tyrone County Hospital

tel: 028 82 833100—24 hours a day, 7 days a week including bank holidays

Emergency Department (open 7 days a week, 24 hours)

- Altnagelvin—028 71345171
- South West Acute—028 66382000
- 999—you should always call 999 if someone is seriously ill or injured and their life is at risk

Management of DNA's (remember your DNA is another patient's denied appointment

CANCELLATIONS—patients should notify the surgery if they cannot attend an appointment giving as much notice as possible.

If you need to cancel an appointment you can do so by one of the following options:-

1. Contact reception by telephone—028 816 71211
2. Via website—www.castleberggroupsurgery.co.uk (click the appointments link
3. E-mail—reception.616@cderg.gp.n-i.nhs.uk

FAILING TO ATTEND WITHOUT PRIOR NOTIFICATION

A record of DNAs are recorded. If a patient DNAs on 2 occasions on any 3 months block without explanation they will receive a formal letter about their failure to attend, highlighting how other patients are deprived of access to the GP.

If they fail to attend on 2 further occasions in any 3 month period they will then be invited to attend for a more formal discussion in the practice. We would appreciate your co-operation.

GP TRAINING DOCTORS:

GP Specialist trainees are fully qualified doctors who have been working mainly in hospital posts. They are in their final years of GP training & work in the practice for 6 or 12 month periods. Part of the training includes review of consultations with the GP Trainers (Dr King & Dr P O'Hare) and you may be asked for permission for your consultation to be recorded. You do not have to agree to this but your help is much appreciated.

MEDICAL STUDENTS:

Dr B O'Hare, Dr P O'Hare & Dr King are involved in Medical Student education. Medical Students may be working alongside GPs and Practice Nurses to gain experience in General Practice during their 3-4 week placements.

DEMAND MANAGEMENT—EDUCATION & SELF MANAGEMENT

Patient education, self-management and the use of GP services by patients.

Use of minor ailments service, no prescription required—why wait, go straight to your Pharmacist—conditions covered:-

- ◆ Athletes foot
- ◆ Dhobie itch (groin area infection)
- ◆ Diarrhoea
- ◆ Head lice
- ◆ Threadworms
- ◆ Vaginal thrush
- ◆ Ear wax
- ◆ Mouth ulcers
- ◆ Oral thrush

Check out link to BSO website <http://www.business.hscni.net/2055.htm>.

Education of patients on the use of our local Minor Injuries Unit in Tyrone County Hospital. **CHOOSE WELL** leaflet available at reception—which cover the Western Health & Social Care Trust area. This leaflet informs patients of the range of healthcare services available to help find the right care? Areas covered:-

- Self-care (is the best choice to treat minor illnesses, ailments and injuries. A range of common illnesses and complaints, such as aches & pains, coughs, colds, upset stomachs & sore throat can be treated with over-the-counter medicines and plenty of rest

WELCOME TO CASTLEDERG GROUP SURGERY

MISSION STATEMENT

“We as a team endeavour to provide the local community with quality health care through advice and treatment, in a sensitive manner”.

Patients at this practice will be treated in confidence and with courtesy. We will have respect for your privacy, dignity and religious and cultural beliefs. Please use this leaflet, along with the reception staff, to find out about the services available to you.

Castlederg Group Surgery is a purpose-built medical centre and covers an area of approximately 10 mile radius in the Derg Valley. Our aim is to provide comprehensive medical care with particular emphasis on Immunisations, Family Planning and Chronic Disease Management and Prevention.

OPENING HOURS

Castlederg Group Surgery is open from 8.30am—6.00pm daily

CONSULTING TIMES (by appointment)

Morning Surgery - 8.30am—10.30am
- 9.15am - 11.15am

Afternoon Surgery - 3.30pm—5.40pm

KILLETER BRANCH SURGERY - 11.30am - 12.30pm

3 Main Street, Killeter, Castlederg, BT81 7EL

Monday, Tuesday, Thursday and Friday

(No appointment required) each Doctor on rotation (maximum 15 patients)

APPOINTMENTS

Appointments can be obtained by telephoning or personally calling with the receptionists. The appointment system operates both for your convenience and to aid the Doctor. Requests for urgent appointments must be made by telephoning the Practice at 8.30am. You may request an appointment within 48 hr access with a member of the Primary Care Team.

ALL URGENT CASES WILL BE SEEN ON THE SAME DAY

PERSONNEL

Practice Manager	:	Susan Young
Finance Manager	:	Katie Baxter
Practice Nurses:	:	Carol Sproule Senior Practice Nurse Norma Crawford Practice Nurse Jenny Hamilton Practice Nurse
Plebotomist	:	Margaret Cummings
District Nursing Team:	:	Eileen Doherty
Health Visitors:	:	Joyce McKittrick Martina McLaughlin Paula Sweeney (student)
Community Midwives:	:	Anita McCay — weekly clinic
Lead Receptionists:	:	Elaine Coyle / Hazel Clarke
Medical Receptionists:	:	Alison Elliott Kate McGlinchey Charlene Young Aisling Snow Joanne Catterson Rosemary McSorley (Branch Surgery)

USEFUL TELEPHONE NUMBERS

TYRONE COUNTY / TYRONE & FERMANAGH HOSPITAL	028 82833100
ALTNAGELVIN HOSPITAL	028 71345171
ROYAL VICTORIA HOSPITAL	028 90240503
BELFAST CITY HOSPITAL	028 90329141
BELVOIR PARK HOSPITAL	028 9069069
S.W. ACUTE HOSPITAL	028 66382000
GRANSHA/STRADREAGH HOSPITAL/ LAKEVIEW HOSPITAL	028 71860261
MUSGRAVE PARK HOSPITAL	028 90669501
NORTHWEST INDEPENDENT CLINIC	028 7763090
ULSTER HOSPITAL	028 90484511
LISSAN HOUSE	028 82252202
CHEMISTS	
DONAGHY'S	028 816 71171
WILKINSON'S	028 816 71205
CORRY'S	028 816 71974
LLOYDS, Sion	028 81658289
NEWTOWNSTEWART PHARMACY	028 81661267
BRADLEY'S DRUMQUIN	028 82831219
MOURNE PHARMACY	028 71885548
MEDI-CARE	028 71884026

SUNBURN

Treat as for other burns with cold water or ice to remove the heat. Calamine lotion will relieve irritation. Children are particularly susceptible to sunburn and high factor sun screens should be used whenever possible.

SCABIES

A very common complaint where a little mite burrows under the skin. This causes an intense itch especially at night. It is passed on by contact with an affected person. Lotion may be purchased at the chemist over the counter without prescription. All members of the household should be treated.

THREADWORMS

These are small thread-like worms found in motions. They should be suspected if there is itching around the anus especially at night. They are spread by eggs found under the fingernails being transferred to the mouth, so hygiene is very important in their prevention. Medicine is available from the chemist and all family members should be treated.

HAYFEVER

This is a seasonal allergy brought about by pollens in the air. Symptoms are sneezing, runny nose, congestion in the nose, watering eyes, itch and inflammation at the back of the throat. Treatment is with oral antihistamines, many of which are available over the counter from the chemist.

MISCELLANEOUS TELEPHONE NUMBERS

HEALTH CLINIC / DISTRICT NURSES /	
HEALTH VISITORS	028 81671406
COMMUNITY MIDWIFE	028 816 71213
BRIDGE CENTRE	028 82254450
CRUISE BEREAVEMENT SERVICES	028 71262941
OMAGH HEALTH CENTRE	028 82243521
STRABANE HEALTH CENTRE	028 71384114
RED CROSS	028 82251116
RELATE	028 71371502
SAMARITANS	028 82244944

IF YOU CANNOT ATTEND FOR YOUR APPOINTMENT PLEASE LET US KNOW AS SOON AS POSSIBLE SO THAT WE CAN OFFER THE APPOINTMENT TO ANOTHER PATIENT

Please do not blame the Receptionist if the Doctor is running late for an appointment, or she is unable to offer you just what you want. Remember she is trying to do a difficult and demanding job and is often working under extreme pressure. **PLEASE EITHER REPORT TO RECEPTION ON ARRIVAL OR USE THE SELF CHECK-IN SYSTEM.**

OUT OF HOURS EMERGENCY SERVICE

TEL : : 028 71 865195

Emergency cover is provided by Western Urgent Care on Weekdays from 6.00pm - 8.30am on weekdays and on public holidays. This service is for urgent medical problems ONLY. 'Ring before you go'.

PRACTICE STAFF ROLES

THE PRACTICE MANAGER

Mrs Susan Young looks after the daily administration of this practice. She will help you with any administrative or non-medical aspect of your health and treatment. She will be pleased to help with any complaints, comments and queries you may have concerning the practice.

THE FINANCE MANAGER

Mrs Katie Baxter is responsible for managing the Practice Finance and providing effective leadership and direction.

THE RECEPTIONISTS

They are the vital co-ordinators of the Practice Team. They have a very busy and responsible task and are there to help you. The Receptionists' job is to ease the flow of consultations of patients with the Doctors so that they can see as many patients as possible within the working day. They may need to ask you further details when you telephone. This is to ensure that we can assist you as speedily as possible. They are not being deliberately intrusive, and are bound by the same rules of confidentiality as the doctors and nurses.

THE PRACTICE NURSE

The duties of the Practice Nurse includes dealing with emergencies, health checks, blood pressure checks, immunisations, travel vaccinations, wound dressings and care of leg ulcers, cervical smear tests, contraception advice . They also run regular clinics to help in the care of diabetes, asthma, chronic obstructive pulmonary disease, coronary heart disease, chronic kidney disease. They are available daily 9.00am—12.30pm and 2.00pm—4.30pm, usually after referral by the doctor. We operate an appointment system for a Wednesday morning as there is only 1 nurse on duty.

FAMILY PLANNING

A full range of services is provided such as contraception, IUD i.e. coil, and Implanon fitting. Ask for an appointment with Dr P O'Hare or Dr L King to discuss your contraceptive requirements.

THE PHLEBOTOMIST

Mrs Margaret Cummings in the Practice Phelbotomist (person who takes blood samples). She is available daily (apart from alternate Thursdays) 9.00am—12 noon by appointment, after referral from the doctor or nurse. Wednesday morning is specifically for INR patients ONLY from 9.00—10.30am via co-aguchek. Appointments 9.00—10.20am are for fasting blood samples and from 10.30—11.50am non-fasting blood samples.

COMMUNITY STAFF—DISTRICT NURSES

The District Nursing Team are in daily contact with the Practice and available for care and advice to housebound patient. Debbie Campbell can be contacted - Tel: 816 71406.

THE COMMUNITY MIDWIFE

Anita McCay is involved with the care of women throughout their pregnancies and runs regular antenatal clinics and parentcraft classes every Tuesday afternoon 1.00—5.00pm. Tel: 817 71213

THE HEALTH VISITORS

Ms Martina Wilson & Ms Jayne Armstrong are specialised nurses who deal primarily with the welfare of babies, younger children and their families in the community. Tel 816 71406

MANAGEMENT OF COMMON CONDITIONS

BURNS

Apply large quantities of cold water or ice to the affected area as soon as possible and maintain this until the pain subsides. If the skin is unbroken but blistered apply a loose dressing. If the burn is larger than 4 or 5 inches contact the doctor or treatment room nurse.

COLDS

There is no cure yet for the common cold. Go to bed. Take plenty of drinks. If you have a temperature or headache take Aspirin or Paracetamol. **Antibiotics will not be of any help.**

SORE THROATS

Most sore throats are caused by viruses and **are not helped by antibiotics.** Treatment includes plenty of soothing drinks, throat lozenges and pain killers such as Paracetamol. If there is no improvement after 3-4 days seek medical advice.

VOMITING and DIARRHOEA

Prevention dehydration by drinking plenty of fluids. Dioralyte or Rehydrat are available at the chemist and are very useful for young children. If vomiting is a problem take small sips of fluid every few minutes. **AVOID MILK** and solids for 24 hours. Symptoms should settle in 24-36 hours. If symptoms persist, seek medical advice.

CYSTITIS

An inflammation in the urinary bladder, more common in women. This causes a burning sensation on passing urine and a tendency to 'go' more often. Treatment consists of drinking plenty of fluids but if symptoms persists for more than 24 hours consult your doctor.

NOSE BLEEDS

Sit in a chair (leaning forward with your mouth open) and pinch your nostrils for approximately 10 minutes, by which time bleeding should have stopped. If not, repeat procedure.

SPRAINS

First a cold compress, containing ice, if possible for 15-30 minutes to reduce the swelling. Apply firmly a crepe bandage and rest the sprained limb until discomfort has subsided. Further strain will lead to further swelling and a longer recovery period.

HOW TO REGISTER WITH THE PRACTICE

To apply to become registered with our Practice, you should speak to our receptionist first who will advise you of the necessary documentation. New patients will be invited to attend our Practice Nurse for their first appointment. She will take your medical history and check your Blood Pressure, weight and height. Inform the Practice Nurse of any medical concerns which you might have or any current medication which you must take (that is medication prescribed by your former GP) for an existing medical condition.. We accept patients within a 10 mile radius from each of our practices—Castlederg, Newtownstewart & Ederney.

You can also enquire about lifestyle and health promotion e.g. stop smoking plans, advice on reducing your alcohol intake and weight management.

Please attend one of our Practice Nurses during 11.30am—12.00 noon (Monday, Tuesday, Thursday or Friday). Your medical records may take a few months to reach us. Final acceptance of registration will be at the discretion of the partners. Regulations normally restrict patients to within a 10 mile radius.

A large increase in the number of patients seen has put increasing pressure on Treatment Room slots. So that we can offer the best service to sick patients 'walk in' patients may be asked to return later or offered a prescription. Chemists have been trained to deal with minor ailments. Maximum patients 20 per nurse in am and 20 per nurse in pm.

ACCESS

The surgery is adjacent to the car park for easy access. All facilities are on the ground floor with suitable access for all disabled patients.

SPECIMENS

We have a daily service to the hospital laboratory. All specimens - i.e. bloods, urines, swabs etc are collected at 1.00pm. Please ensure that specimens are clearly labelled with name, date of birth and placed in flap in the treatment room door.

FIT NOTES

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

CODE OF PRACTICE FOR VIDEOTAPING OF CONSULTATIONS

On occasions there will be video recording of patients' consultations. A recording will not be undertaken without a patient's consent.

PRESCRIPTIONS

Telephone Orders : 9.00—12 noon daily

REPEAT PRESCRIPTIONS should be ordered 24 hours in advance. Please use the prescription re-order form (right hand side of your repeat prescription), leave it in the repeat prescription box as you enter the surgery. Press no.1 answered by automated voicemail—when prompted leave your name, address, telephone number and details of your prescription—remember to spell any difficult words.

All patients receiving repeat prescriptions should arrange to see their doctor every six months for medication review. A new chemist collection service from March 2017—please inform reception your chemist of choice—prescriptions ordered before 12 noon will be ready for collection @ 4.30pm the following day in the chemist of your choice.

EMERGENCY / ACUTE PRESCRIPTIONS

All emergency / acute prescriptions ordered before 11.00am may be collected from the surgery after 2.00pm and after 11.00am may be collected after 4.30pm at the chemist of your choice. Any prescriptions NOT COLLECTED within 7 days of being ordered are destroyed and will have to be re-ordered if necessary. **NO PRESCRIPTIONS ARE ISSUED AFTER 5.00pm DAILY UNLESS FOR AN EMERGENCY.**

TELEPHONE ADVICE

If you wish to speak to the Doctor, please phone outside surgery times. The best times are 12 noon—12.30pm or 3.00pm. If the Doctor cannot speak to you at these times stated, we will take a contact number and ask the Doctor to call you back at a more convenient time. Please leave us your up-to-date landline or mobile number.

TELEPHONE SYSTEM

When you reach Castlederg Group Surgery on 816 71211 you will be answered by the auto-attendant. For repeat prescriptions between 9-12noon for collection after 4.30pm the following day in the chemist of your choice—press1. For appointments, home visits, acute prescriptions and other enquiries press 2. For results between 2-4pm press 3 and if your call is a medical emergency press 4. If you do not have a touch tone phone hold the line and a receptionist will deal with your enquiry.

HOME VISITS

Home visits are for those who are housebound or are too ill to attend the surgery. Should a home visit be necessary, please contact the

TEST RESULTS

The results of your laboratory tests i.e. bloods, urines, x-rays etc are available each day by telephoning the Surgery on **816 71211** between 2.00pm—4.00pm. Most results are available the next day so please do not delay in contacting us. Cervical cytology (smear) results can take up to 6 weeks to return.

All patient 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 minor where appropriate. **IT IS THE PATIENT'S OWN RESPONSIBILITY TO RING FOR TEST RESULTS.** Patients with any abnormal medical test result requiring further investigations, treatment or discussion with the Doctor, will be contacted directly by the practice staff either to make an appointment or have a telephone consultation with the Doctor / Nurse (as appropriate).

COMPUTER

The Practice is computerised, therefore certain information is held about you on our system. This information is covered under the Data Protection Act. Repeat prescriptions, immunisation records and other recalls are generated from our computer's database. It is very important that we are informed when personal details change. Please inform reception staff if you change, eg. Name, address and telephone / mobile number. Changes of address are notified to the Central Services Agency, Belfast who will forward a new medical card to you.

PATIENTS RIGHTS and RESPONSIBILITIES

- You have the right to receive accurate and easily understood information about your health care, your health care professionals and health care facilities. If you have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed health care decisions.
- You have the right to care providers that is sufficient to provide you with access to appropriate high quality health care.
- You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardian, family members, or other individuals that you designate can represent you if you cannot make your own decisions.
- You have the right to considerate, respectful and non-discriminatory care from your Doctors and other health care providers

With these rights come responsibilities and for the patient this mean:

- Courtesy to staff at all times—remember they are working under doctors' orders.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. **Someone else could use your appointment!**
- An appointment is for **one** person only
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time—home visits should be medically justifiable and not requested for social convenience.
- When patients are asked to give 24 hours notice for repeat prescriptions, please give us this time as it is to allow for accurate prescribing.

COMPLAINTS PROCEDURE

We aim to provide a good quality service to all our patients. However, if you have a complaint about the service you received from the Practice; please approach our Practice Manager, Susan Young. All complaints will be dealt with in a sympathetic and understanding manner. Written complaints will be acknowledged within 3 working days of receipt, and after investigation the practice will write to you within 10 days advising of findings and any changes which have been made to avoid a recurrence of the problem. All written complaints (anonymised or not) and their responses are required to be copied to the HSCB, 12—22 Linenhall Street, Belfast BT2 8BS, for monitoring purposes.

If you are not happy with the Practice response to your complaint please write to:

The NI Public Services Ombudsman
33 Wellington Place
Belfast
BT1 6HN
Tel: 0800 34 34 24 or
E-mail nipso@nipso.org.uk

Complaints regarding out of hours service should be directed in writing to:

Mr Eugene Dunn
Complaints Officer
Western Urgent Care
Unit 2b
10 Northland Road
Derry BT48 7JD
Tel: 028 71 865288

OTHER SERVICES

Listed below are other services available at the Practice

LOOP SYSTEM

An induction Loop System is installed at reception for the benefit of all our patients who wear hearing aids with a 'T' facility.

CARERS

A carer is someone who voluntarily looks after a family relative, friend or a physically / mentally disabled child who needs support to live at home.

The Practice can provide a list of support services, and organisations who will give advice and assistance to those who request this information. Let us know if you are a carer or if you have a carer. With your permission we will record this information and will provide any assistance we can.

DATA PROTECTION ACT

All practices using computers are required to be registered with the Data Protection Registry and conform to the provisions of the Data Protection Act.

The Act states that personal data must be lawfully obtained and processed within the law that is within the bounds of confidentiality and access.

ACCESS TO MEDICAL RECORDS

Please speak to a receptionist or make an appointment with the Practice Manager should you wish to view your medical records or your child's records.

FREEDOM OF INFORMATION - Publication Scheme

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from the Practice Manager on request.

THE PRACTICE WILL NOT TOLERATE VIOLENT OR ABUSIVE BEHAVIOUR, EITHER VERBAL OR PHYSICAL, TOWARDS, DOCTORS, STAFF OR OTHER PERSONS ON THE PREMISES. SERIOUS INCIDENTS WILL RESULT IN A PATIENT BEING REMOVED FROM THE LIST IMMEDIATELY. INDIVIDUAL CASES WILL BE DISCUSSED AT A PRACTICE MEETING AND A DECISION MADE. THE PATIENT WILL BE INFORMED OF THE DECISION AND IF REMOVED FROM THE LIST, PROVIDED WITH AN EXPLANATION AND INFORMATION ON REGISTERING WITH ANOTHER GP PRACTICE.

COMPLAINTS PROCEDURE

CHILD HEALTH / IMMUNISATION CLINIC

The Health Visitors and Doctors provide child health screening and development checks, as well as full immunisation services each Wednesday morning.

RAISED TEMPERATURE FOLLOWING VACCINATION

Your child may become irritable and slightly feverish in the 24 hours after the vaccination. If this happens give your child infant Paracetamol, dosage according to age, to lower their temperature.

HEALTH PROMOTION CLINICS

PREVENTION OF ILLNESS - is our aim and we are able to provide a series of health promotion clinics.

WELL WOMAN - Cervical Smear Tests

Cancer of the cervix can be prevented. All female patients between the ages of 25-64 should have regular cervical smears (every 3-5 years). The test is a simple, recommended preventative procedure of great importance. It is performed by the Practice Nurse or one of our female GPs if preferred. We operate a 'call and recall' system. In addition to a cervical smear test, breast examination, advice regarding life-style, menopausal problems and family planning, is offered, where appropriate.

CONTRACEPTION

We can give a comprehensive service (including the fitting of IUD i.e. coil and Implanon / Nexplanon), within normal surgery hours. All patients receiving contraceptive services are advised to have an annual check up.

POST NATAL EXAMINATIONS

Carried out by appointment at six weeks post natal.

SMOKING CESSATION

Any one of our Practice Nurses is trained on smoking cessation. Please arrange to see her.

TRAVEL VACCINATIONS

All travel vaccinations and general advice for travellers abroad can be offered at the Practice. A prescription will be issued for your vaccinations and you must complete a travel vaccine questionnaire, then arrange to see our Practice Nurse, (preferably six weeks before you travel).

MINOR SURGERY

Certain minor surgical procedures are carried out by the doctors. After consultation with the Doctor / Practice Nurse, a double appointment is required.

for a Monday or Thursday morning.

INFLUENZA VACCINATION / SHINGLES

In September / October every year, we offer flu vaccination to our patients. It is strongly recommended for high risk patients e.g. those with diabetes, chest disease, heart disease, chronic kidney disease, neurological disease, over 65s, carers and those who live and work in a nursing home. 70, 78-79 YR olds by letter. 2-3 yr old for fluenz by letter.

LEG ULCER CLINIC / EAR SYRINGE

Monday (leg ulcer clinic) Tuesday ear syringing in morning with the Practice Nurse—referral from Doctor is required.

HEALTH PROMOTION CLINICS

Prevention of illness is our aim and we are able to provide a series of Health Promotion Clinics.

DIABETES CLINIC

Nurse Sproule and Dr Stewart run this clinic. This is held on a Friday morning. Petra Bradley (Community Podiatrist) reviews patients—i.e. for diabetic foot care. Claire McLoughan (Community Diabetic Specialist Dietitian) reviews patients—i.e. for diabetic advice. (Dr Stewart has overall responsibility for Diabetic care in the Practice).

ASTHMA / COPD CLINIC (chronic bronchitis)

Run by Nurse Crawford. (Dr B O'Hare has overall responsibility for Asthma / COPD care in the Practice). Clinics run on a Wednesday.

CHD - (coronary heart disease) + Blood Pressure Care

Nurse Hamilton runs this clinic. Dr Bailie has overall responsibility in CHD. Clinics run on a Thursday afternoon.

STROKE

Dr L King has overall responsibility for our stroke patients in managing their blood pressure and cholesterol.

EPILEPSY

Dr P O'Hare has overall responsibility for epilepsy and their control in the Practice.

<http://csdmruk.cegedim.com/THINBibliography.pdf> or please contact Michelle Page on telephone number 0207 554 0663 or email michelle.page@thin-uk.com for a paper copy.

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to Susan Young, Practice Manager or Dr Paula O'Hare GP Lead in IT.

N.I. breast screening— 50—70 year old females will be called for screening during August—September 2017. Eligible women will be sent an invitation to attend for breast screening:

At: Breast Screening Mobile Unit
Omagh Library Car Park
Spillar's Place, Omagh

In 2014 we had an uptake of 80% - we hope to improve this % this year with your help. Breast screening : text reminding service

They are encouraging ladies who have a mobile number to contact the breast screening unit Altnagelvin—71611363 and their aim is to send a text reminder of appointment to reduce the number of Breast Screening DNA's.

Leaflets regarding breast screening are available in reception. If you have any queries please speak to our Practice Nurse or a GP.

\THIN Data Collection Scheme

The staff at this practice record information about you and your health so that you receive the right care and treatment. We need to record this information, together with the details of the care you received, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. The risk of you being identified from this information is extremely low as all directly identifiable details (name, address, post code, NHS number (h+c) , full date of birth) are removed from your notes before they are collected for research, and automatic programs to de-personalise any free text (non structured or coded data) are run after information is collected. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN). This data may be anonymously linked to other data, such as hospital data. This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records. The data are used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others, However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let Mrs Susan Young (Practice Manager) know and no data from your records will be collected for use in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part: You will not be identified in any published results. csdmruk.cegedim.com/THIN database can be found at

ANTI-COAGULATION MONITORING (INR)

Dr B O'Hare is responsible for Anti-coagulation monitoring in the Practice.

MENTAL HEALTH MONITORING

Patients with mental health problems are invited for screening annually. Dr P O'Hare is responsible for the management of Mental Health in the Practice.

HYPOTHYROIDISM

Dr P O'Hare is responsible for the management of Hypothyroid patients in the Practice.

CANCER

Dr B O'Hare is responsible for the management of Cancer patients in the Practice.

WEIGHT MANAGEMENT

The Primary Care Team will advise on weight management and diet. Please arrange to see one of our Practice Nurses.

SWINE FLU

Please do not present to the surgery with flu-like symptoms. If you make contact with reception a Doctor will ring you and prescribe appropriate medication.

MINOR AILMENTS SCHEME

This is a very worthwhile service provided by our community pharmacists. Minor ailments scheme covers conditions without a prescription e.g. allergic rhinitis, head lice, diarrhoea, vaginal thrush, threadworms, groin itch and athlete's foot. Just present to any one of the 3 chemists in town and they will be happy to treat you through the minor ailments scheme.

LEARNING DISABILITY

We can now offer an annual health check for patients 18+ on our learning disability register. This includes a general health check, give advice on how to stay healthy & useful information for carers and support workers.