



Health Centre
John Street
Rathfriland
Newry
Co Down
BT34 5QH

Megaw & Irwin	028 375 61445
Rathfriland GP Practice CIC	028 375 61455
Shannon, Hanna & Groves Practice	028 375 61450
Emergency	028 375 63314
Front Desk	028 375 63284
Fax	028 406 31198

Health Centre Website
www.rathfrilandhealthcentre.co.uk

OPENING HOURS

The Health Centre is open from 8.30am to 12.30pm and 1.30pm to 5.30pm,
Monday, Tuesday, Wednesday & Friday.
On Thursday it is open between 8.30am and 1.00pm.

THE DOCTORS

Practice 1

Dr Alison Megaw (female) Part-time

Dr Alison Irwin (female) Part-time

This is a teaching practice. Patients will always be informed when a student is present and their permission obtained beforehand.

Practice 2

Dr Elizabeth Shannon (female) Part-time

Dr Kirsty Hanna (female) Part-time

Dr Cheryl Groves (female) Part-time

Practice 3

Dr Siobhan Wade (female) Part-time

Dr Sandra Toner (female) Part-time

Dr Andrea Thompson (female) Part-time

Dr Gillian McGarel (female) Part-time

Dr Peter MacDonnell (male) Part-time

The doctors are all independent contractors.

All practices provide essential medical services to patients for conditions from which recovery is expected as well as management of chronic diseases. Practices also provide additional services such as cervical screening and maternity services. All practices hold contracts with the Health Board to provide enhanced services such as Near Patient Testing which includes monitoring of patients on warfarin or specialised drugs. If practices do not provide a service they will refer the patient appropriately.

HEALTH CENTRE STAFF

Practice Nurses

Mrs Helen Burns, Mrs Susan Ervine, Mrs Nadine McElroy and Mrs Nicola Murphy are our Practice Nurses. They are specially trained to provide support to patients in the following areas:

- Diabetes
- Asthma
- Heart Disease
- Blood Pressure Control
- Thyroid Conditions
- Well Woman
- Well Man
- Smoking Cessation
- Diet and Exercise
- Travel Vaccination Clinic

Patients are seen by appointment.

When a patient phones to speak to the Practice Nurse these calls are booked as telephone appointments and the Nurse will return the call.

Reception Staff

Ciara Morgan, Margaret McConnell, Nicola Monaghan, Michaela Strain, Anna Bradford, Alison Thompson, Gillian Lutton, Serena Moore, Zoe McConville, Lynn Johnston, Gemma Toal, Kathy Wilson, Attracta McPolin and Rebecca Moutray-White are our reception staff. They work at the reception desks and answer the telephones to assist you in making appointments, obtaining repeat prescriptions, answering questions and offering assistance at all times.

Practice Manager

Clare Shields is the Practice Manager and is responsible for the administration of the practices. She is assisted in this role by Charlene Ruddy.

Domestic Staff

Ms Delia Rice is responsible for the hygiene and cleanliness of the premises.

Treatment Room Nurses

Treatment Room Nurses and Health Care Assistants work as part of the district nursing team. They are available from 9.15am-12.30pm and 2.00-4.30pm. Their numerous tasks include:

- Investigations
- Health promotion and advice
- Wound care

They also assist the doctors in minor surgery and are available to offer professional advice. We operate an appointment system for the Treatment Room.

District Nurses

The District Nurses work as part of the primary health care team attached to GP practices. They offer a home visiting service to clients and families who, due to illness or disability, require nursing intervention, support and advice in their own homes. This service is for patients who are **housebound**.

Health Visitors

They are nurses with special training to give health advice on matters relating to family and child health. They visit antenatal mothers and families with young children to carry out routine assessments and reports.

Physiotherapy

Physiotherapy clinics are held in the Health Centre by state registered Physiotherapists who specialise in treating musculoskeletal conditions. There is also a community service available. To access the physiotherapy service you can refer yourself using a form available at reception or online at www.southerntrust.hscni.net

Podiatry

Miss Eilish McQuade is a state registered Podiatrist. She is available by appointment on Monday and Wednesday. To access the podiatry services you will require a referral from your general practitioner.

Support Services Co-ordinator (Southern Trust)

Elaine Fitzpatrick is the Support Services Co-ordinator. She provides administrative support to District Nursing, Health Visiting, Podiatry and Physiotherapy, Elaine is available Monday to Friday 9.30am -1.30pm. She would be happy to answer any queries relating to the above services.

Social Services

Social Services staff are available by contacting Social Services, Ivybrook House, Newry on (028) 3026 6026.

CPNs

The community psychiatric nurses provide psychiatric care, assist and advise patients with mental health problems. If you need to contact your CPN telephone Daisy Hill Hospital (028) 3083 5000 and ask for the Mental Health Department.

MDT Staff available

Rathfriland GP Practice CIC

MDT social workers - Kellie O'Donnell & Bridgeen Rogers are available on a Thursday & Friday.

MDT Mental Health Practitioner - Barry Doherty works with the surgery on Monday & Thursday.

Megaw & Irwin Practice

MDT social workers - Kellie O'Donnell & Bridgeen Rogers are available on a Monday & Tuesday.

MDT Mental Health Practitioner - Keri Poots – works on a Monday

Shannon, Groves & Hanna Practice

MDT Mental Health Practitioner - Keri Poots – works on a Tuesday

Practice-based Pharmacists

We have three Pharmacists working in the Health Centre. They assist the GPs to ensure patients are prescribed appropriate medication. Mrs Amanda Dickson, Mrs Bronagh Fitzpatrick and Mrs Lesley Anne McBride are our pharmacists. They may contact patients to advise them on medication, their potential side effects and to help with other prescribing queries.

If you have any doubt about the identity of a person saying they are telephoning from the Health Centre please phone the practice to confirm they are genuine.

SURGERY TIMES for GPs: Subject to change for holidays or to allow for additional appointments when required.

Rathfriland GP Practice CIC		
	<u>Morning Surgery</u>	<u>Afternoon Surgery</u>
Monday	09:00 - 12:00	15:00 - 17:00
Tuesday	09:00 - 12:00	15:00 - 17:00
Wednesday	09:00 - 12:00	15:00 - 17:00
Thursday	09:00 - 10:30	Closed
Friday	09:00 - 12:00	15:00 - 17:00

Shannon, Groves & Hanna Practice		
	<u>Morning Surgery</u>	<u>Afternoon Surgery</u>
Monday	09:00 - 12:00	15:00 - 17:00
Tuesday	09:00 - 12:00	15:00 - 17:00
Wednesday	09:00 - 12:00	15:00 - 17:00
Thursday	09:00 - 12:00	Closed
Friday	09:00 - 12:00	15:00 - 17:00

Megaw & Irwin Practice		
	<u>Morning Surgery</u>	<u>Afternoon Surgery</u>
Monday	09:00 - 12:00	15:00 - 17:00
Tuesday	09:00 - 12:00	15:00 - 17:00
Wednesday	09:00 - 12:00	15:00 - 17:00
Thursday	09:00 - 12:00	Closed
Friday	09:00 - 12:00	15:00 - 17:00

Appointments

All appointments with GPs and other members of the team are being carried out with initial telephone assessment. The reception team will ask you a little about your symptoms, these staff are trained to ask certain questions in order to ensure that you receive the appropriate medical care. Please don't be offended, this is known as care navigation and helps the patient get to the service they will benefit most from. We appreciate your co-operation with this system.

Face-to-face consultations and home visits will then be arranged as necessary following the telephone assessment.

If you feel you need an URGENT appointment please ring the surgery at 8.30am. The receptionist will take the details and the GP will call you if necessary.

If you are over 75 and have not attended in three years you can make an appointment for a health check. If you would like a chaperone during your doctor's consultation please inform the receptionist.

PLEASE CONTACT US AS SOON AS YOU REALISE THAT YOU CANNOT KEEP AN APPOINTMENT.

EMERGENCY APPOINTMENTS

Patients may be given emergency appointments outside of surgery times.

Parking for drivers who are disabled is available beside the front entrance. Level access is available throughout the Health Centre. Contact reception if you require assistance. Please use local public car parks to allow those with mobility restrictions to use the limited spaces available.

CLINICS AVAILABLE

Immunisation Clinic and Child Surveillance

Dr Megaw	Thursday	10.00-11.15am
Dr Wade	Tuesday	09.30-11.30am
Dr E Shannon	Wednesday	10.30-11.30am

Asthma Clinic	By appointment
Well Woman Clinic/Cervical Screening	By appointment
Diabetic Clinics	By appointment
Coronary Heart Disease	By appointment
Hypertension	By appointment
Minor Surgery	By appointment

Influenza Clinic **By appointment in October and November each year.**

REGISTERING AS A NEW PATIENT

All three practices accept patients who live within an 8 mile radius from Rathfriland. Call at the Health Centre to collect a 'new patient' form to complete.

Return this form along with your medical card, proof of address and a form of photographic identification. The GPs will then consider your request to register.

CHANGE OF DETAILS

If you move please let us know your new address and telephone number as soon as possible so that we can keep our records up to date. This is very important in case we need to contact you. If you change your name please also inform us.

HOME VISITS

To request a home visit please contact the receptionist for your doctor between 9.00 and 10.00am if you need a visit that day. A home visit is for those who are housebound and cannot travel to the surgery. The doctor can see up to SIX patients in the time it takes to make ONE house call. Patients can be examined much more thoroughly in the surgery and have urgent blood investigations performed if needed. Please keep home visits to a minimum.

TELEPHONE APPOINTMENTS

To request telephone appointments please contact the receptionist for your doctor during surgery hours. The GP will return the call.

OUT-OF-HOURS ARRANGEMENTS

When the Health Centre is closed please telephone your practice number to obtain the telephone number of the out-of hours service. This is a service for emergencies. All non-urgent cases should wait until the Health Centre is open. The GP Out of Hours service usually operates after 6pm Monday to Friday and all day Saturday, Sunday and Bank Holidays.

To contact the Out of Hours Service at these times telephone **028 3839 9201**.

REPEAT PRESCRIPTIONS

Repeat prescriptions have a list of medication printed on a tear-off section on the right hand side. You can tick off the medications needed and place in the red box in the entrance hall. Order forms are also available at local pharmacies or the Health Centre. Repeat prescriptions can be ordered by calling at the Health Centre during opening hours or when it is closed post requests through the letter box. Alternatively, you may make your request by post, enclosing a stamped, addressed envelope.

Another option is to avail of the online repeat prescription ordering service. To register for this, please speak to a receptionist.

Prescriptions requests left in the Health Centre will be available 48 hours later through normal working hours.

ACUTE PRESCRIPTIONS

These are for medications that are not on your computer record as repeats. It may be for a medication for an acute condition, such as an infection. It may be for medication that the doctor wants you to try for a few weeks to see if it is effective

and there are no side effects. These are ordered by telephone. Please phone between 10.30am and 3.00pm. This is because our telephone lines are busy other times with patients wanting to speak to the doctors or make appointments. Make sure you know the name and strength of medications when ordering your prescription. (The Health Centre and phone lines are closed between 12.30 and 1.30pm Monday, Tuesday, Wednesday and Friday.)

The prescription ordered will be available the same day if the GP considers it urgent. Otherwise it will be ready the next day. This includes medication recommended at hospital outpatient appointments.

TEST RESULTS

It takes up to seven days for routine blood tests and three days for urine test results to be sent to the practice and reviewed. Specialised tests can take longer. The Doctor will check all results and leave instructions with the receptionists regarding informing patients. The receptionist will be able to make a telephone or surgery appointment for patients to discuss their results with the Doctor.

COMMENTS/SUGGESTIONS/COMPLAINTS

The practice operates a complaints procedure in line with Health & Personal Social Services regulations. The Practice Manager will be pleased to discuss any suggestions, problems or complaints. Further information is available in our Complaints Leaflet.

PATIENTS' RIGHTS & RESPONSIBILITIES

These are outlined in the NHS Constitution available at:

<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx>

In the unlikely event that a patient is violent or abusive this is reasonable grounds to refuse access to the NHS and a patient can be removed from a practice's list.

The practice will provide an explanation of the reasons in writing to the patient and information on how to find a new practice, unless it is perceived that such an action would result in a violent response by the patient.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practices will ensure that patient confidentiality is maintained at all times by all members of the practice team.

CONTACT DETAILS OF HEALTH & SOCIAL CARE BOARD (HSCB)

If you have any queries about primary medical services, or services not provided, you can contact the HSCB at the following address: Directorate of Integrated Care, Tower Hill, ARMAGH, BT61 9DR. Telephone: 028 9536 2104

USEFUL TELEPHONE NUMBERS

Daisy Hill Hospital	028 3083 5000
Banbridge Polyclinic	028 4062 2222
Craigavon Hospital	028 3833 4444
Downshire Hospital (Downpatrick)	028 4461 3311
Lagan Valley Hospital (Lisburn)	028 9266 5141
Royal Victoria Hospital	028 9024 0503
Belfast City Hospital	028 9032 9241
GP Out of Hours	028 3839 9201

PHARMACIES

Gordons (Rathfriland)	028 4063 0212
Mr P O'Hare (Hilltown)	028 4063 0483
Mr P O'Hare (Mayobridge)	028 3085 1000
McNally's Late Night Pharmacy	028 3026 2110