

ACCESS TO INFORMATION AND PATIENTS' RIGHTS

We respect your right to privacy and keep all your medical records confidential and secure.

The Practice may share your personal information with other NHS organisations where this is appropriate for your health care. In other circumstances we may approach you for specific consent to release personal information to third parties.

HEALTH & SOCIAL CARE BOARD (PRIMARY CARE)

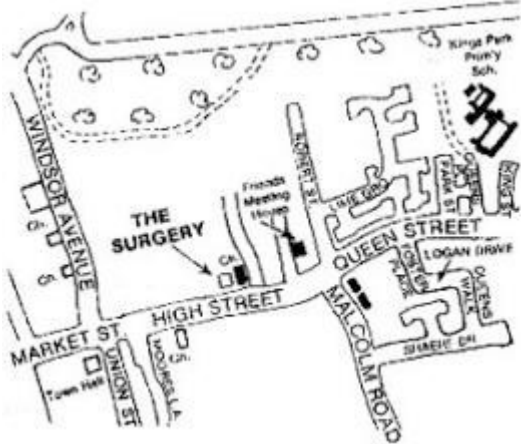
The Health & Social Care Board is responsible for ensuring you get all the services you need in the area.

For more details of all primary care services in the area contact Health and Social Care Board, Southern Office, Tower Hill, Armagh, BT61 9DR
Tel 0300 555 0115 www.hscboard.hscni.net

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

LOCATION

The Surgery is located on the High Street, with ample Car Parking close at hand. A parking space is provided at the front of the Surgery for patients displaying a disabled sticker, also a toilet for patients with a disability is provided on the ground floor of the Surgery. Wheelchair access is possible to all ground floor Surgeries.



The doctors accept new patients within a 5 mile radius from the surgery but no patients will be accepted beyond 5 miles – this does not apply to the Lough Shore Area.

HIGH STREET SURGERY

60 HIGH STREET LURGAN CRAIGAVON, CO.ARMAGH BT66 8BA

TEL 02838 324591(4 lines) FAX 02838 349000

24hr Repeat Prescription Line 02838 322189

www.highstreetsurgerylurgan.co.uk



Surgery Opening Hours:

Monday, Tuesday, Thursday and Friday 8.30am until 6.00pm

Wednesday 8.30am until 1.00pm

Saturdays, Sundays and Public Holidays – Surgery closed

Dr. Maurice Eakin, MB,BCH,BAO,DRCOG,FPCert

Date of Registration 1980 – Queen's University Belfast

Dr. Michael Chambers, MB,BCH,BAO,MRCGP,DRCOG,DCH

Date of Registration 1982 – Queen's University Belfast

Dr. Jill Woods, MB,BCH,BAO,MRCGP,DRCOG,DFFP

Date of Registration 1992 – Queen's University Belfast

Dr. Owen Fitzpatrick, MB,BCH, BAO,MRCGP,DRCOG,DCH,DMH

Date of Registration 1991 – Queen's University Belfast

Dr. Julia Holdsworth, MB,BCH,BAO,MRCGP,DCH,DRCOG,DFFP

Date of Registration 2000 – Queen's University Belfast

Dr. Katherine Moore, BBS,MRCGP,DRCOG,DFSRH

Date of Registration 2001 – University of Newcastle Upon Tyne

DR. Mark Dillon, MB,BCH,BAO,MRCGP

Date of Registration 2002 – Queen's University Belfast

THE HEALTH CARE TEAM

The staff work along with the GPs in providing all the necessary services to patients. These are all NHS General Medical Services. From time to time Undergraduate Medical Students are attached to the Practice.

7 General Practitioners	District Midwife
3 Practice Nurses	District Nurses
Healthcare Assistant	Health Visitors
Practice Manager	Macmillan Nurse (for patients suffering from cancer)
Practice Manager Assistant	
8 Receptionists	

CLINICS/SERVICES AVAILABLE

The following clinics/services are available at the surgery:

Antenatal and Postnatal	Diabetes
Asthma and COPD	IHD/CVA
Blood pressure monitoring	Minor Surgery
Cervical smear	Smoking Cessation
Childhood immunisation & assessment	Travel advice & vaccinations
Contraceptive advice	Warfarin monitoring

APPOINTMENTS

Appointments may be made by telephoning the Surgery or calling at the reception desk. Patients requiring an **appointment for an urgent medical problem** during surgery time are asked to telephone to be assessed by our system of triage. The receptionist will take a contact phone number and the triage doctor will phone you back to assess how best to deal with your particular problem. This may be an emergency or same day appointment, an appointment within 24 hours, a routine appointment, a prescription, simple advice or onward referral e.g. to A&E.

If you are unable to keep your appointment please cancel as far in advance as possible, thus enabling that appointment time to be re-allocated to another patient.

We invite you to make an appointment if you are over 75 or haven't attended in 3 years.

HOME VISITS

If your illness or disability prevents you from attending the Surgery and you require a home visit, please contact between 8.30am and 11.00am if possible, this will enable more efficient use of the Doctor's time when planning home visits and will ensure that you are visited more promptly. You will be asked for a contact telephone number and some details of your illness. The triage doctor will telephone you to assess the home visit request.

OUT OF HOURS SERVICE

In the event of an emergency, outside normal hours, contact the Out of Hours Service **Tel 02838 399201**. This service is only for emergencies that cannot wait until the Surgery reopens.

When you contact the Out of Hours Emergency Service, all telephone conversations are recorded.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered 24 hours a day via the repeat prescription line **Tel 02838 322189**. (Leave relevant details as requested). **Do not use** telephone line 02838 324591 for ordering repeat prescriptions. **OR**

Computer generated prescriptions have a tear-off segment on the right hand side containing a complete list of current medications. Tear off the list, put a ✓ opposite the items you require and leave into the dedicated 'repeat prescription' post box just on the right as you enter the front door.

REPEAT PRESCRIPTIONS CAN BE COLLECTED 48 HOURS AFTER ORDERING.

TELEPHONE ADVICE

If you wish to speak to any of the Doctors regarding a *non-urgent* matter please contact the surgery for details of the times each Doctor is available for telephone calls.

If you are calling regarding an *urgent medical problem* please stress the urgency to the receptionist and your call will be transferred to the triage doctor on duty for full assessment.

NEW PATIENTS

To register with the Practice you will need to bring your medical card or complete a registration form (available from reception). Also photographic identification is required i.e. passport or driving licence.

All new patients registering with the practice are offered a 'New Patient Health Check'. **Please bring a fresh sample of urine to this appointment.**

INTERPRETERS

We can arrange interpretation and translation services in person or by telephone for persons who do not speak English. Please let us know if you need this service when booking an appointment.

COMPLAINTS PROCEDURE (leaflet available at Reception)

While at all times we endeavour to provide a high quality service to all our patients, we accept that, from time to time there may be cause for complaint or criticism. It is important for us to be aware of any complaints in order to modify our procedures where appropriate. Should you wish to make a complaint this can be done either face to face, on the telephone or by letter addressed to the Practice Manager. **Please ensure your name and address accompanies the complaint.**