



DRUMQUIN HEALTHCARE

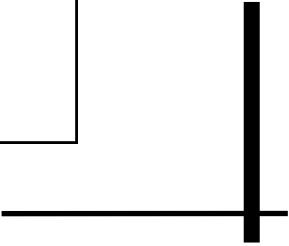
DR PATRICK SCULLY

MRCGP (2010)
(TCD 1987)



23 Omagh Road
Drumquin
County Tyrone
BT78 4QY

Telephone (028) 82 831 223
Fax (028) 82 831 348



OPENING HOURS

Drumquin Medical Centre is opened from 9.00 am – 6.00 pm daily except for Thursday (Half day closure).

SURGERY HOURS

	Morning	Afternoon
Monday	10.00 am - 12 noon	4.00 pm – 5.00 pm
Tuesday	10.00 am - 12 noon	4.30 pm – 5.30 pm
Wednesday	10.00 am – 12 noon	1.00 pm—2.00 pm (ad hoc)
Thursday	10.00 am – 12 noon	Half Day closure
Friday	10.00 am - 12 noon	2.00 pm – 3.00 pm

OUT OF HOURS EMERGENCY SERVICE

Telephone 028 71 815 965

Emergency cover is provided by Western Urgent Care on weekdays from 6.00 pm to 8.30 am and on weekends and public holidays. This service is for **urgent** medical problems only.

APPOINTMENTS

Appointments can be obtained by telephoning or in person with the receptionist. The doctor and nurse both operate by appointment system.

The appointment system operates both for your convenience and to aid the Doctor.

Please report to reception on arrival.

URGENT APPOINTMENTS

Requests for urgent appointments must be made by telephoning before 9.30 am. All urgent cases will be seen on the day.

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.

Due to the occasional urgent or complicated consultation the Doctor may need to run late for your appointment. Please be patient, you will be seen.

HOME VISITS

Home Visits are for those who are housebound or are too ill to attend the surgery. Please telephone before 10.30am. It is at the Doctors discretion as to whether a home visit is deemed necessary.

TELEPHONE ADVICE

The Doctor is available for advice between 12 noon and 1 pm, Monday to Friday. If the doctor cannot speak to you, we will take a contact number and the Dr will phone you back.

Urgent calls will be dealt with immediately

PRESCRIPTIONS

REPEAT PRESCRIPTIONS

A repeat prescription can be obtained by telephone after 2 pm daily (except Thursday), by post (include a SAE) or in person. Please allow 48 hrs to process your request.

Please have the correct name and strength of your medication to hand.

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

EMERGENCY/ACUTE PRESCRIPTIONS

All acute prescriptions ordered before 12 noon will be ready for collection within 24 hours.

No prescriptions are issued after 5 pm daily unless for an emergency.

PRACTICE STAFF

TREATMENT ROOM

Practice Nurse:

The Practice Nurse is available by appointment only; for dressings, routine blood tests, removal of sutures, advice on health/medication matters and screening clinics.

Please book an appointment with reception. The nurse also runs regular clinics to help in the management and care of chronic diseases, e.g. Asthma, Diabetes, COPD, CHD and Hypertension.

ADMINISTRATION

Receptionists:

The reception is a busy area of the practice and the staff are there to help you. Their job is to ease the flow of patients attending the surgery so the Doctor and Nurse can see as many patients as possible within the working day. They may need to ask you further details, to ensure we can assist you as speedily as possible. They are not being deliberately intrusive, and are bound by the same rules of confidentiality as all medical staff.

ATTACHED STAFF

COMMUNITY

District Nurse - Helen McGrath

The District Nurse visits patients in their own homes to assist with all nursing procedures and to support carers. Initial contact is arranged through the GP. Please speak to reception staff.

ANTENATAL CLINIC

Community Midwife – Sandra Thompson

Clinics are held every Thursday morning 11.30 to 1 pm.

The community midwife will share your care with the Doctor after he has confirmed your pregnancy.

CHILD HEALTH CLINIC

Health Visitor – Paula Williams

Clinics held the first and third Wednesday of each month – 10am to 12 noon

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

Please bring your child's Health Record Book.

GENERAL INFORMATION

SPECIMENS

Our lab collection service arrives daily @ approximately 12.30pm.

All samples requested by the Dr or Nurse must be left in **no later** that 12 noon.

RESULTS

For blood test results and hospital reports please contact reception after 2 pm daily. Please allow one week for results to be available.

IT IS THE PATIENT'S OWN RESPONSIBILITY TO RING FOR TEST RESULTS (after 2pm)

REGISTRATION

Please speak to the receptionist and if possible bring your yellow medical card showing your previous GP. You will be offered an appointment to meet with the doctor and also with the nurse for a medical health check.

Your full medical record may take a few weeks to reach us. Acceptance is at the discretion of the doctor.

DATA PROTECTION

The practice is computerised, therefore certain information is held about you on our system. This information is covered under the Data Protection Act.

All patient files are confidential. Results will only be given to patients themselves, unless they have specified otherwise. More information is available from:

Primary Medical Service
Health & Social Care Board
15 Gransha Park
Clooney Road
Derry BT47 6FN

GENERAL INFORMATION CONT....

CHANGE OF PERSONAL DETAILS

If you have a change of address, telephone number or name i.e. after marriage, please let us know as soon as possible.

COMPLAINTS PROCEDURE

We aim to provide a good quality service to all our patients. However, if you have a complaint about the service you have received, please ask to speak to or feel free to write to Complaints Manager (Dr Scully), who will be able to advise you further.

Please be assured your complaint will be dealt with in an understanding and sympathetic manner.

You may wish to request a copy of the Practice Complaints Procedure. You may also telephone Health & Social Care Board on 028 71 860 086.

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 healthcare provision 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, guardians, 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 Doctor and other health care providers.

In return we can expect you to:

Adhere to our policy of **zero tolerance** towards abuse of any kind.

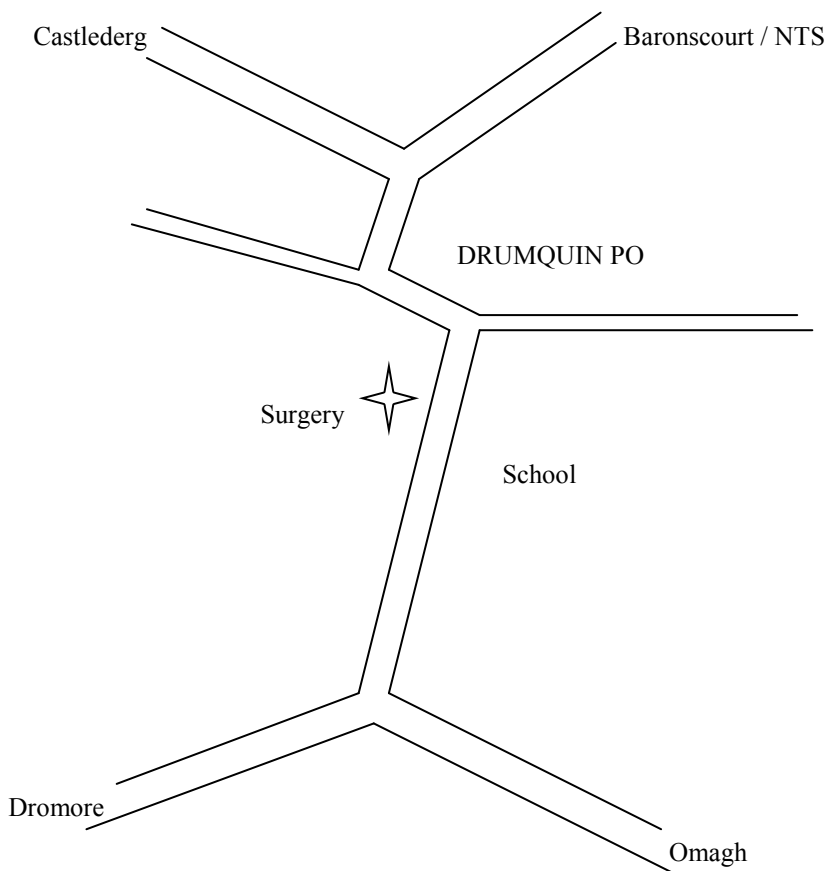
Be thoughtful of other patients and all staff.

Be respectful and courteous of those who are helping you.

Cancel appointments in good time if no longer needed.

Be patient if an emergency should arise, which delays your appointment.

PRACTICE AREA



Drumquin Medical Centre is a purpose built health centre, with easy access for patients with disabilities. There is ample off street parking.

The practice covers approximately 12 miles radius. It is located beside the Drumquin playing fields.