

PATIENT INFORMATION LEAFLET

56 Main Street, Cloughmills, Co. Antrim, BT44 9LF

TELEPHONE – 028 2763 8383

PRESCRIPTIONS – 028 2744 1941

(between 08.30am – 16.30pm).

Reception is open weekdays between 08.30 am to 17.30pm

Monday to Friday with the exception of Wednesdays the surgery closes at 1pm.

The Practice closes for lunch between 12.30pm-13.30pm.

Visit our website: [frocessmedicalcentre.co.uk](https://www.frocessmedicalcentre.co.uk/)

**OUT OF HOURS**

If you require a Doctor in an emergency after 6.00pm or at the weekend please contact:

DALRIADA DOCTOR ON CALL

028 256 63500

**ABOUT THE PRACTICE**

*The Frocess Medical Centre (formerly Cloughmills Medical Practice) first opened its doors to its patients on the 31st March 2004. The practice is located in the heart of Cloughmills village within a newly built complex with a number of other health services on site including a pharmacy, optician and podiatrist.*

*The aim of this practice is to provide the highest standard of care for our patients in a caring, professional and friendly environment.*

**HOW TO REGISTER AS A PATIENT**

The practice welcomes new patient from within its catchment area ( 8 miles). To join the practice, all that is required is the completion of a registration form – you do not need to inform your current GP that you are leaving – your notes will be automatically transferred straight to our practice.

Patients are no longer registered with a particular GP but with the practice.

**APPOINTMENTS**

For all appointments and enquiries please phone 02827638383 between the hours of 08.30-5.30pm

Face to face appointments with a GP are after telephone triage only.

*\*Please note: Our receptionists will treat any personal information with complete confidentiality, in the same way as a GP.*

Telephone consultations with a GP are released on a daily basis. If you think you need to speak to or see a GP you should phone to request a telephone consultation before 09.30am

If you cannot attend you appointment with a health professional, please cancel as soon as possible so that another patient may be offered your appointment. Please make a separate appointment for each person.

When you receive a GP telephone consultation, you should ensure that you remain available to take a call that day. If your problem requires a face to face assessment, the GP will arrange this for the same day or another day if appropriate.

**NURSE APPOINTMENTS**

We have a Practice Nurse a Treatment Room Nurse and a Health Care Assistant who are available every day.

**HOME VISITS**

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They ideally should be requested as early in the day if at all possible.

Whenever possible we do prefer to see you at the surgery where medical equipment is available.

**PRESCRIPTIONS**

If you are on repeat medication please use the below methods:

Over the phone on 028 274 41941 from 8.30am to 4.30pm

Online – Patient Services

Filling our repeat medication form and dropping it into our repeat script box in reception foyer.

Please Note: Repeat prescriptions take **48 hours** to process and will be ready at your nominated pharmacy.

Please have the name and the dosage of medication that you need available to inform the practice

If you run out before 48 hours please mention to the receptionist.

**RESULTS**

Please telephone 028 276 38383 between the hours of 2pm – 4pm for the results of tests/investigations you have had carried out. Please allow 2 working days for the result of a blood test.

**PATIENT CONFIDENTIALITY**

We keep medical records on both computer and paper charts. All information is strictly confidential and is used mainly for patients’ medical care and also statistical and audit purposes. In these instances all data is anonymised.

**SERVICES AVAILABLE**

In addition to the medical treatment provided for chronic and acute medical conditions this practice also provides the following services:

* Childhood Immunisations
* Influenza Vaccinations
* Minor Surgery
* Cervical Screening
* Maternity Services
* Smoking Cessation Services
* Well Person Checks
* Over 75 checks
* Chronic Disease Management Clinics
* Private Medicals including HGV, Taxi Medicals.
* Family Planning
* GPES Gynae Service.
* Mental Health Practitioner
* In-House Pharmacist

**ABUSIVE/VIOLENT BEHAVIOUR**

This practice values its staff and will not tolerate verbal abuse/violent behaviour directed towards any member of staff. Any such conduct may result in that person being asked to register with another practice.

**SUGGESTIONS OR COMPLAINTS**

This practice endeavours to provide a high standard of care. If there is any aspect of the service you are unhappy with please do not hesitate to contact the Practice Manager either in person or in writing. A leaflet detailing our complaints procedure is displayed in the patient waiting area.

**Practice Staff**

**Practice Managers:**

Helen Baird & Melanie Walker

**Practice Nurse:**

**GPS**

Dr S MCCURDY

DR B LOGAN

DR A MCCOLLUM

Karen Shiels

**Health Care Assistants:**

Samantha McCooke

**Treatment Room Nurse:**

Adele Heron

**Receptionists:**

Margo Christie

Louise Kennedy

Brenda McQuillan

Samantha Stewart

**Health Visitor**

Janice Clements

**Mental Health Practitioner**

Linda Hamill

**In House Pharmacist**

Emma Archibald

**Disabled Access**

Automatic Front Door Access suitable for wheelchairs. Disabled toilets in the waiting area. Lift.

* The surgery operates a* ***no smoking policy*** *in the building and grounds.*