



KILREA
HEALTH CENTRE

Practice Leaflet

Reviewed & updated August 2024



Dr's McGurk, McAuley , McKenna & ANP Sinead Nelson

36 Garvagh Road
Kilrea
BT51 5QP

Tel No: 02829330222
Fax No: 028 29541946

Opening Hours

Monday – Wednesday 8.30 am – 6.00 pm
Thursday 8.30am – 1.00pm
Friday 8.30am – 5.30pm

Kilrea Health Centre serves the whole of Kilrea Area as well as its surrounding villages within a 10 mile radius. The Doctors work with the support of an enthusiastic team of primary health care professionals, the multi-disciplinary team includes a Nurses, Pharmacist Physiotherapist, and our administrative staff. Kilrea Health Centre is not a limited partnership.

The aim of the practice is to promote the health and well-being of all patients and to provide for them a high standard of medical care in a professional and caring manner.

Reception closes at 1pm on Thursdays. In case of emergency please call Rasharkin Health Centre 02829571203 to speak to a doctor between 1pm and 6.00 pm. From 6pm Dalriada Urgent Care can be contacted on 028 256 63500.

OUT OF HOURS COVER 02825663500

The practice is covered for emergencies out of hours (after 6pm in the evening, at weekends and bank holidays) by Dalriada Urgent Care. In an emergency this service can be contacted by phoning 028 256 63500. Please remember that this service is for emergencies only that cannot wait until normal surgery opening times.



THE PRACTICE STAFF

DOCTORS

Dr Grainne McGurk MB BCh BAO (UCD 1981) MRCP DCH DROG, BA

Dr Reggie McAuley MB BCh BAO (QUB 1982) MRCP, DRCOG, DGM

Dr Eimear McKenna MB BCh BAO (QUB 2014) MRCP DCH DROG, BA

Dr Siobhan Page MB BCh BAO (University of Malta 2019) MRCP DCH DROG, BA

Advanced Nurse Practitioner Sinead Nelson BSC Nursing and Midwifery, PgDip Specialist practice, PgDip independent prescribing, Advanced Nurse Practitioner RCN Accreditation

Practice Nurse Hazel Stewart RGN

General Practice Nurse Maureen Sheehy RGN

Practice Manager Oonagh McAllister

Health Care Assistants/ Administrators

Sharon Armstrong

Adele Quinn

Sharon McGraw

Maud Kraaijavenger

Joanna Hamilton

Carol McLaughlin

Midwife Michaela Doherty

Health Visitor Rhonda Coulter & Clare Hogg

Practice Pharmacist Alvin McMullan

Physiotherapist Margaret Walls



Services provided

Services provided

In addition to Full General Medical Care We also offer specialist clinics in the following areas:

Child Health Services, Contraception, Menopause, Antenatal care, Minor Surgery, Smoking Cessation, Coronary Heart Disease, Chronic Kidney disease, Asthma/ COPD, Diabetes, Well Woman, Well man, Primary Prevention

Please book an appointment at reception or via telephone. If there is a service you would like to avail of that is not mentioned please ask at reception.

Teaching

We are currently in the process of being approved for postgraduate training practice with both Dr E McKenna being a GP Trainer. This means we may have a GP registrar in the practice for a year. The registrar is a fully qualified doctor who already has a wide range of hospital experience, but who must spend a year with an approved practice before being eligible to work as a principle in general practice.

Medical Records

The practice records information about you and your health so you can receive the right care and treatment. This information is needed, together with the details of the care you receive, so it is available each time we see you. The information recorded may be used for reasons other than your personal care, e.g. to help protect the health of the general public, to plan for the future, to train staff and to carry out medical research.

We are involved in research studies which require access to anonymous information from patients' notes. All directly identifiable details (name, address, date of birth etc.) are removed from your notes before they are collected for research, and programmes to de-personalise information are run after information is collected. The information is added to a much larger anonymous database from across the UK which is used by researchers outside the practice. If anything regarding the research requires that you provide additional information about yourself, you will be contacted by the practice to see if you are willing to participate; you won't be identified in any published results.

If you would like to opt out of this scheme, please let us know and your records will not be used in the research. This will not affect your care in any way.

You have a right of access to your records. If you would like to know more, or have concerns about how we use your information, please ask reception for more details.

Complaints Procedure

We hope that, if you have a problem, you will use our practice complaints procedure. A copy of the complaints leaflet is available from reception. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.



Ordering prescriptions

Ordering Prescriptions

Prescriptions can be ordered by phoning the main number and choosing option 3. Prescriptions can be ordered in person at reception, or by leaving prescriptions in the prescription box and online via our website. We also encourage patients to provide mobile numbers in order for us to communicate clinic dates.

Repeat Prescriptions:

- Where possible please use the perforated portion of your existing prescription to reorder repeat medications
- We will not accept requests for reorder of repeat prescriptions prior to 7 days before repeat medication is due
- Please only request the items needed
- Please advise your doctor, if for any reason you are no longer taking any medication listed on your repeat prescription
- Please allow 48 hrs (2 working days) for repeat prescriptions to be ready for collection. Arrangements can be made to have your prescription collected by one of the local pharmacists, please advise when ordering your script which pharmacist has your authority to collect the prescription on your behalf. It is preferable that patients or their carers order their prescriptions from the practice so that any queries may be dealt with directly.

Acute prescriptions

Ordered before 11.00am will be available for collection after 4.30 pm on the same day. If ordered after 11.00 am they may not be available until the next day.

Minor Ailments Scheme

Minor ailments such as diarrhoea, athlete's foot, head lice, threadworms, vaginal thrush, haemorrhoids, acne vulgaris, verrucae & scabies can be treated by going directly to your local pharmacist who is trained to deal with minor ailments. This service benefits patients since they receive quick, expert advice without the need to make an appointment with their GP.



Additional services

Test Results

Enquiries regarding test results or hospital letters can be made via telephone by choosing option 4.

Antenatal Clinics

Tuesday 9.30 am – 11.30am

Appointments with the antenatal clinic can be arranged by the receptionists or by contacting the community midwife,

Child Development and Immunisations

The weekly clinic for child developmental checks and childhood immunisations takes place on Wednesdays from 2.00pm– 3.00pm.

Nursing Team

The Nursing team, supported by the doctors, provide a range of medical, clinical & screening services to patients through Health Promotion clinics. Appointments can be made with the nurse for general health checks including blood pressure, weight and cholesterol. If you are aged 75 or over, the nurse may invite you to attend for an annual health check. If you are housebound a home visit can be arranged.

Asthma/Chronic Obstructive Pulmonary Disease/Diabetes/Coronary Heart Disease Prevention Clinics

These clinics are managed by our Practice Nurse who has additional training in the management of these diseases. Patients may make appointments to attend these clinics. You may also be invited to attend these clinics in order to review your condition.

Well Woman Clinic

All women aged between 25 and 64 are advised to have a regular cervical smear. These are performed by our Nurse. You will receive an invitation letter from regional services to attend this clinic. Women aged between 25 and 49 are advised to attend every 3 years, and women aged between 50 and 64 are advised to attend every 5 years. Any enquires regarding this clinic can be made through reception or by speaking to the Practice Nurse.



Additional services

Flu & Covid Vaccination

An influenza & Covid vaccinations is strongly recommended for those over 65 years of age or those who have specific pre-existing medical conditions. The clinics generally commence at the beginning of October. Please contact reception staff for further information.

Carers

If you are a carer for a sick or elderly person, you will also be entitled to receive an influenza vaccination. Other services and information for carers are available from reception

Treatment Room Hours:

The Treatment Room is open every day between 8.30am -1.00pm and 1.30pm -4.00pm.

District Nursing

District Nursing Service provides community based care for people of all ages. The team has a wide range of specialist skills and delivers quality care to acute, chronic, and terminally ill patients.

Multi-Disciplinary Team

Our MDT consists of Physiotherapist and in-house Pharmacist, who work in GP practices alongside the existing practice teams to provide enhanced access to health and social care services within the GP practice. Patients registered with the practice can book an appointment with any of these professionals without seeing the GP first

Registration

The practice welcomes new patients. When you register with the practice, you will receive a copy of this leaflet and registration forms for completion. Reception staff will provide advice and assistance on how to register. Please be aware that new government legislation advises all new patients registering with a GP must provide photographic evidence and other supplementary evidence.



Additional Services

Name/Address/Telephone/Changes

It is important to inform us of any change of name, address or telephone number in order that we have the most correct details should we need to contact you. We are particularly wishing to update all patient contacts with a mobile number and/or email address.

Review Appointments for Patients Over 75 Years

If you are over 75 years old and have not been seen by a Doctor at the practice in the last 3 years, please make an appointment for a review.

Reception Staff

Will help you to make appointments, request home visits, will answer any questions you may have, give results of some investigations and deal with repeat prescriptions and new patient registrations.

Doctors Availability

Normally the Doctor of your choice will attend to you, but in some circumstances you may be asked to attend one of the other Doctors in the practice or the Nursing team

Appointment system

Please make your routine appointments either by telephone or in person at the Health Centre. Afternoon surgeries are from 2.30 pm – 4.30 pm and are normally 15 min appointment slots. If you require a longer appointment please ask Reception.

Morning Surgery (Quick Fix Clinic)

The practice provides a Quick fix Clinic every morning (this is for acute problems presenting in the last 2 weeks) the Quick fix clinic runs from 10.00 am - 12.30 pm and offers up to 45 - 50 face-to-face appointment slots every morning. They can be booked on the day via telephone.

Home Visits

If possible, please try to contact reception before 11am if you require a home visit. A doctor may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse.

Private/Non NHS Services

The NHS does not cover certain services such as private sick notes, insurance claim forms, passport applications and some medical examinations. Charges are made in line with BMA recommendations. Fees are displayed at reception.

Disabled Access

We have car parking spaces reserved for the disabled. Wheelchair access to the building is via the ramp at the front of the building. All patient services are on the ground floor. A disabled WC is also on the ground floor. If access is difficult for any of our disabled patients, we would be happy to consider suggestions for improvements.

Patients' Rights to General Medical Services

As a patient you have the right to:

- Be registered with a GP.
- Change doctor easily and quickly.
- Be offered a health check on joining the practice.
- Receive emergency care at any time through a GP.
- Receive health care on the basis of clinical need regardless of ability to pay.
- Be given a clear explanation of any treatment proposed, including any visits and any alternatives, before you decide whether you will agree to treatment.
- Have appropriate drugs and medicines prescribed.
- Be referred to a consultant acceptable to you when the GP thinks it is necessary and be referred for a second opinion if you and the GP agree this is desirable.
- Have access to your medical records, subject to any limitations in the law, and know that those working for the NHS are under a legal duty to keep the contents confidential.
- Choose whether or not to take part in medical research or medical student training.
- Request a yearly health check if you are 75 years or over.
- Be given detailed information about local family doctor services through your Health Board's local directory.
- Receive a copy of the practice booklet, setting out the services provided.
- Receive a full and prompt reply to any complaints about the services provided by the practice.

Help Us to Help You

As a patient of this practice we expect you to:

- Treat the doctors and practice staff with courtesy.
- Be punctual for appointments.
- Give the practice as much notice as possible if you are unable to keep your appointment.
- Make more than one appointment if more than one person needs to be seen.
- Be prepared to make further appointments if you have numerous or complicated problems.



The Patient Charter

- The Government has given the Health Service Quality Standards which are the rights of all patients. We agree with these standards and are committed to providing quality health care to you and your family.
- We aim to have consideration for your needs at all times and we would kindly urge you the patient to have consideration for the staff and doctors as we strive to carry out our duties.
- We are committed to the highest standards of patient care and improved service through continuous training of all of our doctors and staff.
- Patients can on request access their medical records. The doctors have the right to withhold information in accordance with current legislation. (Data Protection Act 1998)
- If a patient carries out any act of violence on any member of staff or public within the practice premises, it is practice policy to consider exclusion of this patient from the practice register.
- In the case of a medical emergency all patients will have rapid access to a doctor
- If you require details of how other Primary Medical Services in the area may be obtained, please direct queries to;

SPPG
Directorate of Integrated Care
County Hall
182 Galgorm Road
Ballymena
BT42 1QB
Tel 0300 555 0115

*** In the case of Collapse or Chest pain it may be more appropriate to dial: 999 ***
All staff are bound by the same rules of confidentiality as the Doctors, however we cannot guarantee 100% duty of confidentiality.