

SERVICES WE PROVIDE :-

In addition to medical care, managing acute and chronic illnesses the practice offers the following additional services.....

WELL WOMAN CLINIC

This is run by our Practice Nurses. They offer cervical screening, breast examination and general health advice. All women who require a smear will be offered an appointment.

HEALTH PROMOTION AND SPECIALISED CLINICS

All new patients have some basic health checks on registration. Existing patients can attend their Doctor for a general health check. Those who often 'fall through the net' but would benefit from these checks are middle aged men, all smokers and those with a family history of heart disease. We also offer DIABETIC, ASTHMA and COPD clinics and offer annual check ups for patients with EPILEPSY, HEART DISEASE, STROKES and CHRONIC MENTAL ILLNESS.

CHILDHOOD IMMUNISATION AND SURVEILLANCE CLINIC

Health visitors Tel. 028 2766 0300 Option 1
Every Wednesday 9 am-11 am (doctor and health visitor present)
When due routine checks/immunisation, each child will receive an appointment. If your child misses a jab please just turn up at this time. Our Health visitors (Heather Howell & Bridgeen McMullan) also run an open access clinic on 1st and 3rd Wednesday afternoons of each month and are available to advise and support our patients with young children.

ANTENATAL CARE

Midwives Tel. 028 2766 0300 Option 1
Twice weekly antenatal clinics are run by our midwives, supported by the Doctors. Care is shared with a consultant obstetrician, Antenatal classes are held in the health centre. All women considering pregnancy should seek preconceptual advice from their doctor. If you become pregnant you should arrange a 'booking appointment' with the midwife.

CONTRACEPTION and FAMILY PLANNING

Contraceptive services including coil fitting and implant are provided by the GPs.

Family Planning Clinic (Tue 2-4pm only)

Tel. 028 2766 0300 Option 1, by appointment.

MINOR SURGERY

Each doctor offers this service including removal of skin lesions, joint injections and other minor procedures.

In addition, we also offer the following ENHANCED SERVICES :- ANNUAL INFLUENZA IMMUNISATION

ANTI-COAGULATION (Warfarin) MONITORING

Tuesday & Thursday 8:30 am in the treatment room.

HIGH RISK DRUG MONITORING

MINOR INJURIES SERVICE

NEW BORN BABY CHECKS

Following early hospital discharge.

SMOKING CESSATION SERVICE

TREATMENT ROOM

Sister Helen Cochrane Tel. 028 2766 0309

Weekdays 9 am-12:30pm 2 pm-5.30 pm (4.30 pm Friday)

Sister Helen Cochrane and her team are available for blood/urine tests as well as routine dressings, injections and removal of sutures. They may also see emergencies and if necessary refer to the doctor.

DISTRICT NURSING

Sister Liz Kane and staff Tel. 028 2766 0300 Option 1

The team provides nursing care at home for those patients of all ages with acute and severe chronic ailments as well as the terminally ill.

ROBINSON MEMORIAL HOSPITAL

Tel, 028 2766 0322

This is situated beside the health centre. Our GPs can provide In-patient care and have developed a particular interest in the palliative care of terminal illness. Our GPs also provide general medical care for in-patients often with input from visiting consultants.

OTHER USEFUL TELEPHONE NUMBERS

HOSPITALS

Causeway hospital 028 7032 7032

OTHERS

Hospice homecare team 028 2766 0333

Samaritans 028 7032 0000

Bereavement support (CRUSE) 028 2766 3442

Victim support 028 9024 4039

BALLYMONEY FAMILY PRACTICE

INFORMATION FOR OUR PATIENTS



Ballymoney Health Centre

21b Newal Road

Ballymoney

BT53 6HB

**Dr R Burns, Dr R McCartney, Dr W Murdock,
Dr Clodagh Murphy, Dr D Johnston,
Dr P Hughes, Dr Donna Hughes & Dr J Burns.**

Phone Numbers

028 2766 0300 Option 1 Nursing Services including
District Nurse, Health Visiting, Midwife.

**028 2766 0300 Option 2 Ballymoney Family Practice
Appointments/Prescriptions/Enquiries**

028 2566 3500 Out of hours emergency

The Practice

HISTORY

We are a friendly eight doctor practice which has been providing medical services from the present health centre since it opened 1970.

Our practice area takes in Ballymoney town and a seven mile radius.

Our spacious health centre is situated in the grounds of the Robinson Memorial hospital and has fully computerised general practice consulting suites and full nursing attachments.

MEDICAL and NURSING STAFF

Dr Robert Burns QUB 1978

Dr Rory McCartney TCD 1983

Dr Windsor Murdock UCD 1983

Dr Clodagh Murphy CAMBRIDGE 1989

Dr David Johnston DUNDEE 1994

Dr Peter Hughes GLASGOW 1996

Dr Donna Hughes GLASGOW 1997

Dr Jonny Burns QUB 1999

PRACTICE NURSES

Mrs Elaine McConaghy

Mrs Janice Paul

The **PRIMARY CARE TEAM** also includes our receptionists, treatment room nurses, district nurses, community midwives and health visitors...The health centre also houses dietitian, speech therapy and dental services.

SURGERIES

These are by appointment and each slot is for one patient. These can be booked during opening hours. We try to offer appointments with as short a wait as possible but this may not always be on the day you ring, particularly if you require to see a specific doctor.

All **URGENT** cases will be dealt with on the day you request.

If you cannot keep your appointment please phone to cancel ASAP.

OPENING HOURS

8.30am - 6pm Monday - Thursday

8.30am - 5pm Friday

Routine appointment times :- 8:40 -11:00am
2:30 - 5:00pm

Urgent clinics run after these surgeries every day.

We run lunch time 12-2pm and evening 4-6pm routine appointments,when manpower allows.

JOINING OUR PRACTICE

If you are new to the area you can join our practice. Simply complete an application form (available from reception) and return to us with your medical card. We may contact you to come for a check up if necessary.

In certain circumstances we may refuse your registration with us eg if you are living outside our practice area.

TELEPHONE CALLS 028 2766 0300 Option2

Test results These can usually be given
by receptionists. Ring after 11am.

Advice

If you need to speak to the doctor please be prepared to leave your number or call back, so as to avoid interrupting a consultation. At certain times or for some urgent calls you may be offered advice from a nurse or the on call doctor, rather than the one of your choice.

REPEAT PRESCRIPTIONS

Tel. 028 2766 0300 Option2
Please give 24 hours notice, although urgent prescriptions will be ready that day.

You can collect your prescription from our reception desk or, if you wish, we can leave your prescription to be collected by the chemist of your choice. In this case you simply order your prescription from us and collect it from the chemist 24 hours later. You must advise your chemist when you wish a prescription to be collected. This can be only for repeat prescriptions. Please do NOT ask local chemists to supply your tablets without a prescription.

HOME VISITS

If possible we would be grateful if you can attend the surgery to see the doctor. However if you are unable to do so please telephone, ideally BEFORE 11am, giving full details including the urgency.
Please understand that neither your own doctor nor the doctor on call service is obliged to do a home visit if he/she deems it unnecessary.

SERVICES OUTSIDE NORMAL HOURS

These are Provided by Dalriada Urgent Care

Tel 028 2566 3500

This service is for emergencies and runs from a centre in Coleraine. To use the system, phone, leaving details with the operator. A doctor or nurse will phone you back and advise appropriately. Please remember these doctors do not have access to your medical records and are not in a position to sort out longstanding problems.

DISABLED ACCESS

All areas of the health centre are accessible to the disabled and five 'orange badge' car park spaces are provided. We do aim to continue to improve access.

MOVING HOUSE ??

Please let us know any change of address and/or telephone number to keep our records up to date.

SUGGESTIONS OR COMPLAINTS

Please contact our health centre manager Mrs Edwina Milliken.

YOUR RIGHTS AND RESPONSIBILITIES

Please refer to our Patient Charter on the waiting area notice boards.

MEDICAL RECORDS

We keep medical records in both computer and paper charts. Confidentiality is vital to us and information specific to you is shared with third parties only with your consent. You have the right to view your medical records by prior arrangement with your doctor.

Northern Health & Social Services Board (NHSSB)

NHSSB - FPU Tel. 028 9448 1200

We are contracted to provide general medical services to:-

NHSSB Family Practitioner Unit (FPU)

Unit 1 Antrim Technology Park

Belfast Road

Muckamore

ANTRIM

BT41 1QS