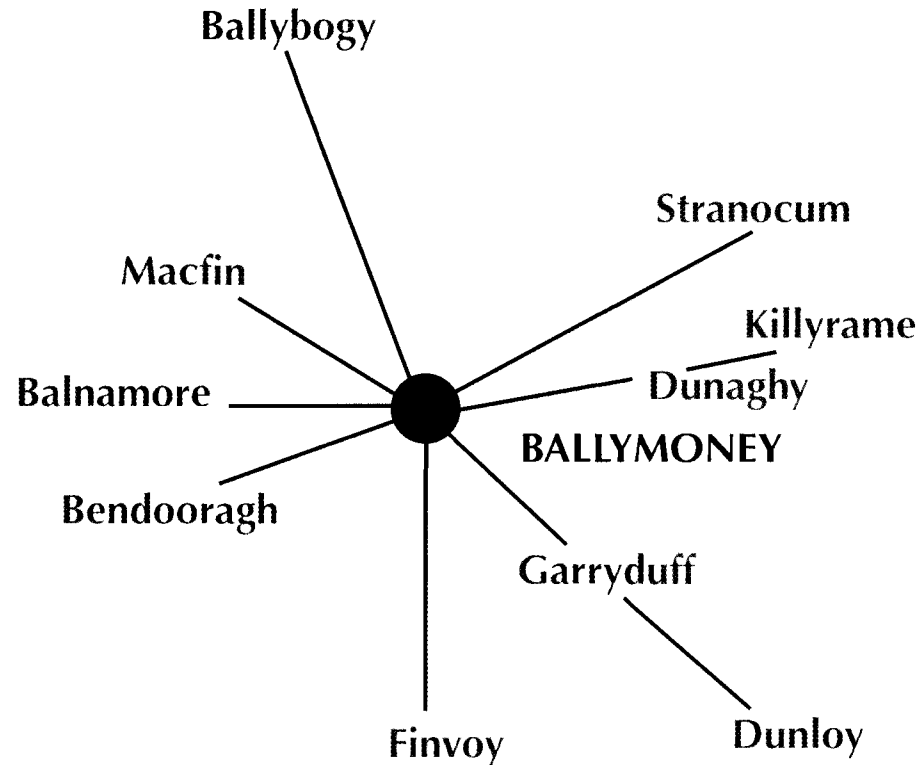


## *Practice Area*



Patients are encouraged to register at the practice nearest to their address.

The practice area covers a radius of seven miles from Ballymoney Health Centre.

## *Ballymoney Health Centre*

Doctors Fannin, Hutchinson & Boyd



Ballymoney Health Centre  
21b Newal Road, Ballymoney BT53 6HB

Appointments & Repeat Prescriptions: 0844 477 3835  
Fax: 0844 477 3836

[www.fhbpractice.com](http://www.fhbpractice.com)

# Welcome To Ballymoney Health Centre

## *The Doctors* • • • \*

<b>Dr Shauna Fannin</b>	MB BCh (QUB 1984) MRCP MRCGP DRCOG DCH Dip Pall Med Female
<b>Dr David Hutchinson</b>	MB BCh (QUB 1988) MRCGP DRCOG Male
<b>Dr Karen Boyd</b>	MB BCh (Manchester 1989) MRCGP DRCOG Female

The practice is not a limited partnership.

## *Health Centre Opening Times* • • •

Monday - Thursday	8.30am - 6.00pm
Friday	8.30am - 5.00pm

## *Surgeries* • • • \*

Morning surgeries are generally held between Monday - Friday 9.10 - 11.10am.  
Afternoon surgeries are generally held between Monday - Wednesday 3.10 - 5.10pm,  
Thursdays 3.30 - 5.10pm and Friday 2.30 - 4.40pm.

## *Making An Appointment* • • • \*

Please telephone 0844 477 3835 or call at reception for an appointment. If you cannot keep an appointment, please cancel it with us as soon as possible.

We encourage patients to attend the same doctor for any episode of illness. Please make reception aware of your preference of doctor when booking.

It may not always be possible to see the doctor of your choice.

If you have an urgent medical problem, the doctor will endeavour to accommodate you that day. We also offer daily telephone consultations which must be booked in advance through the receptionist.

## *Home Visits* • • • \*

Telephone 0844 477 3835

If you are too ill to come to the surgery, the doctor will visit you at home. If possible please telephone **before 10.00am** giving full details including the urgency. Please understand that neither your own doctor nor the doctor-on-call service is obliged to carry out a home visit if they deem it unnecessary.

## *Emergencies* • • • •

Telephone 0844 477 3835

Urgent visits will be dealt with as they arise.

After hours (including weekends and bank holidays), telephone the out-of-hours on call service on 08705 329024.

It must be appreciated that this service is for genuine emergencies only.

## *Cancelling An Appointment* • • • •

If you need to cancel an appointment, there is an appointment cancellation option on the telephone menu. Please choose this option and leave a message and we will be able to re-allocate the appointment.

## *Repeat Prescriptions* • • • •

If a repeat prescription is needed please ring the surgery on 0844 477 3835 between 10.00am - 12 noon or between 2.00 - 4.00pm. 48 hours' notice is required.

When you get through to repeat prescriptions you will have the choice of either leaving a message for the re-order of a routine prescription or speaking directly to a receptionist. If you choose to leave a message, the details required will be your name, date of birth, telephone number, the name of your medication and the dosage.

You can collect your script from the reception desk or, if you wish, we can leave your script to be collected by the chemist of your choice (Ballymoney pharmacies only). In this case you simply order your prescription from us and collect it from the chemist 48 hours later. This can only be done for repeat prescriptions. Please do NOT ask local chemists to supply your medication without a prescription as legally they need a prescription before dispensing. This system also enables us to monitor your treatment.

## *Practice Staff* • • • •

### *BUSINESS MANAGER*

Mr David Simpson LIB Dip JEB

The business manager is responsible for the day-to-day running of the practice.

### *RECEPTIONISTS*

Heather Campbell Reception Manager

Lindsay Doey, Margaret McClelland, Elizabeth Morrison, Nicole Martin, Janette Strickland and Hester Campbell.

### *NURSE PRACTITIONER*

Rosemary Dunlop RGN RM BSc(Hons) Nurse Practitioner Diploma, Ind & Sup Nurse Prescriber, Diplomas in Asthma, Diabetes, COPD & CHD, FP Cert

The nurse practitioner receives patients with undifferentiated and undiagnosed problems. She assesses their healthcare needs using extended skills not usually exercised by nurses, such as a physical examination. She is available for chronic disease management and acute minor illness clinics.

### *PRACTICE NURSE*

Fiona McCurdy RN RM

The practice nurse works with the nurse practitioner running the well woman, hypertension and general health check clinics.

### *HEALTH VISITORS*

Full time: Liz McLaughlin RGN RHV BSc(Hons) Dip CN Teacher Practitioner in Health Visiting

Part time: Heather Lyle RGN BSc PGCert HV CCN RSCN

Telephone 028 2766 0312

The health visitors offer advice and support to patients with young children. They immunise and carry out development assessments. They promote health and offer advice on areas including children's behaviour and health, maternal and family health and wellbeing.

### *DISTRICT NURSE*

Sister Dorothy Glass RGN DN(Cert)

Telephone 028 2766 0311

The district nursing service provides nursing care in various community settings for people of all ages. The nursing team is led by Dorothy Glass, the district nursing sister. With her wide range of skills, she delivers quality care to acute, chronic and terminally ill patients and she is assisted in this task by staff nurses Margaret Kane and Pauline McKenna and auxiliary Kate Quinn.

### *MIDWIFE*

Sister Margaret Ng RM MSc(Midwifery) BSc(Hons) DPSN RGN

Telephone 028 2766 0320

The midwife practitioner looks after a woman and her baby during pregnancy, labour and after the baby is born. She can advise on preconceptual care, common pregnancy and postnatal issues and general health promotion. She also teaches at parentcraft sessions. Referrals to hospital clinics are made by the midwife.

### *Other Services Provided At The Surgery*

Contraception Services (Including IUCD Fitting)

Maternity Services Child Health Surveillance Minor Surgery

Minor Injuries Warfarin Testing

### *TREATMENT ROOM (SISTER HELEN COCHRANE RN RM)*

Telephone 028 2766 0309

Sister Cochrane and a team of five nursing staff provide a wide range of nursing services for people of all ages. These include wound dressings, taking blood samples, travel vaccines and advice, blood pressure checks, health promotion advice and minor injuries.

For patients attending for routine blood tests, vaccinations and immunisations, consent to the procedure will be assumed. However, if you are undergoing a more complex procedure eg a joint injection or minor surgery, we will ask for your written consent.

### *Disabled Access*

The surgery is provided with facilities for disabled access.

### *Suggestions Or Complaints*

We are always seeking to improve our service. If you have any suggestions or wish to make a complaint, please contact our business manager David Simpson. The practice has a complaints procedure, outlined in a separate information sheet.

### *Clinics Provided*

Antenatal Care	Thursday 2.00 - 3.00pm	By appointment with midwife
Immunisations	Thursday 2.00 - 3.00pm	By appointment with health visitor
Baby Clinic	Wednesday 2.00 - 3.00pm	No appointment necessary
Asthma Clinic		
Coronary Heart Disease Clinic		
Diabetes Clinic		
Smoking Cessation Clinic		
Well Woman Clinic		

### *Joining Our Practice*

To find out how to join our list just contact reception. We will need your NHS Medical Card and a list of all medications you are taking. We may ask you to attend for a short medical. Please let us know if you are a carer so that we can give you appropriate support.

In certain circumstances we may refuse to take on a patient, eg if you are living outside our practice area. The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. If you need the support of a translator please ask at reception when booking an appointment.

### *Medical Records*

We keep records in both computer and paper format and are registered under the Data Protection Act.

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.

### *Freedom Of Information - Publication Scheme*

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. A copy of the scheme is available from the practice manager.

## *Practice Charter ••••*

The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends upon an understanding of each other's needs and co-operation between us.

### *OUR RESPONSIBILITY TO YOU:*

- You will be greeted courteously
- You have the right to confidentiality
- You have a right to see your medical records subject to the limitations of the law
- You will be seen by your own doctor whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a consultant when your GP thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 48 hours of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

### *YOUR RESPONSIBILITY TO US:*

- Please check in first at reception
- Please treat all surgery staff with due respect - we are all just doing our job
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- Patients are encouraged to register at the practice geographically closest to their most recent address
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only - the doctor on call will be at work as usual the next day
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due
- We will not tolerate violent or abusive behaviour to any member of staff within our practice and such behaviour will result in your being asked to leave the practice list

## *Self Treatment Of Common Illnesses*

### *And Accidents ••••*

Many common aches and pains can be simply treated at home without the need to consult a doctor.

#### *BACK PAIN*

Back pain causes millions of working days to be lost in the UK each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

#### *BURNS*

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

#### *COLDS*

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

#### *DIARRHOEA*

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

### *GASTROENTERITIS*

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomachache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up.

Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

### *STOMACHACHE*

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

### *SPRAINS*

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling.

Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided.

Further strain will inevitably lead to further swelling and a longer recovery period.

### *NOSEBLEEDS*

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

### *MINOR CUTS AND GRAZES*

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

### *SUNBURN*

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

### *INSECT BITES AND STINGS*

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

### *HEAD LICE*

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

### *CHICKENPOX*

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### *GERMAN MEASLES (RUBELLA)*

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

***Immunisation can prevent this disease.***

### *MEASLES*

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

***Immunisation can prevent this disease.***

### *MUMPS*

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

***Immunisation can prevent this disease.***