

Old Mill Surgery

Dr Gale S J Moffett
Dr Ruth M Buckley
Dr John Winter
Dr Helen Greer
Dr Richard Neely
Dr Aaron McQuade

Church Street
Newtownards BT23 4AS

Tel: 0844 4994 474

www.oldmill-surgery.co.uk

OLD MILL SURGERY

Welcome To Old Mill Surgery

General Medical Practitioners

Dr Gale S J Moffett	MB BCh BAO DRCOG Qualified Queen's University, Belfast 1976
Dr Ruth M Buckley	MB BCh BAO BSc DCH MRCGP Qualified Queen's University, Belfast 1978
Dr John Winter	MB BCh BAO DCH DGM DMH MRCGP Qualified Queen's University, Belfast 1978
Dr Helen Greer	MBChB DRCOG DTM&H MRCGP Qualified Leeds University 1993
Dr Richard Neely	MB BCh BAO DRCOG DMH MRCGP Qualified Queen's University, Belfast 2002
Dr Aaron McQuade	MB BAO BCh DRCOG MRCGP Qualified Queen's University, Belfast 2003

There are five full-time GPs and one part-time GP.

The practice is contracted to the Health & Social Care Board (HSCB), Champion House, 12-22 Linenhall Street, Belfast BT2 8BS Telephone: (028) 9032 1313.

Our Staff

Practice Manager - Mrs Miriam Millar

Team Leader - Mrs Susan Toner

Practice Nurse - Mrs Karen McNeice RGN RSCN

Health Care Assistant - Mrs Donna Dickson

Our practice manager is supported by a full team of secretarial, reception and administrative personnel.

Attached Staff From South Eastern Health & Social Care Trust

- Health Visitors
- District Midwives
- District Nurses
- Social Workers
- Nurse for Care of the Elderly
- Mental Health Team

For the latest information click to: www.oldmill-surgery.co.uk

Brian Douglas BSc MPS FCOptom Optometrist

32 Victoria Avenue, Newtownards
Co Down BT23 7ED

Tel/Fax: +44(0)28 9181 4023

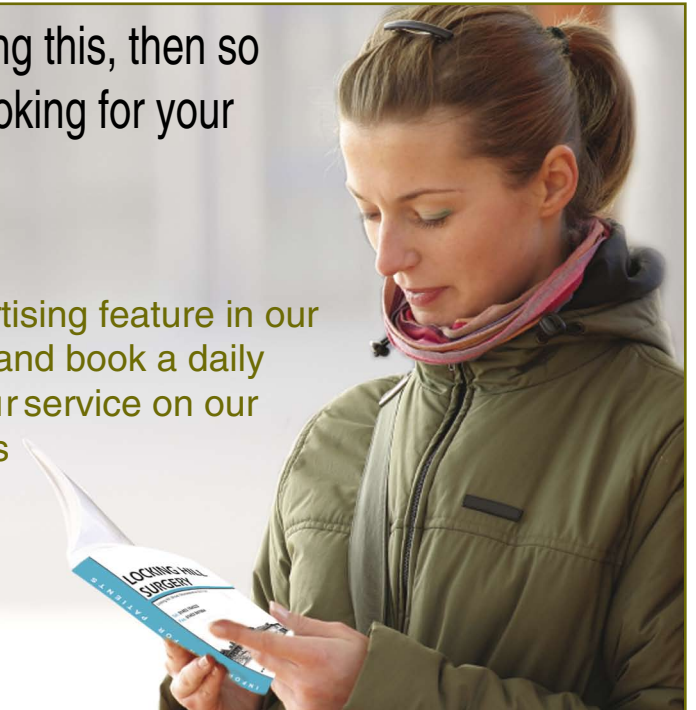
Cell: 07811 920695

e-mail: douptom@yahoo.com

FBS

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



To feature your business in our booklet call 0800 612 1516



**Generate more business
with a Pay - Monthly
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**OPG - HELPING THE SMALL BUSINESS
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Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To advertise your business in our booklet call 0800 612 1516

Advertising Feature

Aims And Description Of Our Practice

Our practice aims to provide a caring and efficient service covering all aspects of health care. There is a particular emphasis on health promotion and preventative medicine. Our practice is a true partnership, with each partner using his or her particular skills or interests to the total benefit of the partnership. This has the advantage of allowing a degree of specialisation within our practice and gives a continuity of care. Patients can request to make an appointment with a particular GP and we will try to facilitate this request. If you express a preference for a particular doctor this may result in a delay in booking an appointment. We would encourage patients to see the most appropriate doctors for certain conditions ie asthma, diabetes etc.

Our booklet outlines guidance which is intended to allow our staff and ourselves to provide all our patients a high quality and efficient service. Information in the booklet is not exhaustive. We have indicated areas in which further information is available - this is often detailed but is intended to be easily understood. We thank you for your understanding and helpfulness.

Surgery Opening Hours

Monday to Friday 8.30am to 6.00pm

All appointments are booked in advance by contacting our receptionists.

Disabled Access

The practice provides disabled parking, access and facilities.

Urgent Appointments

If you need to request an urgent appointment with the doctor, our reception staff will need some brief details of the problem to enable the doctor to assess the urgency of the appointment and to see you as quickly as possible. It is not possible to request to see a particular doctor for emergency appointments. A separate appointment is required for each person to be seen.

Home Visits

Home visit requests should be made if possible before 10.00am by telephoning 0844 4994 474. Home visits are for patients who are too frail or too ill to get to the surgery and should not be requested simply because it is inconvenient to travel.

Out Of Hours

The practice is covered for emergencies after 6.00pm and at weekends by North Down and Ards Doctors On Call (NDADOC). If you need to contact the service please telephone 0844 4994 474. Please remember this service is for **EMERGENCIES ONLY** that cannot wait until normal surgery opening times.

All telephone calls made to the out-of-hours service are recorded.

Visit our website on: www.oldmill-surgery.co.uk

Telephone Times

Details will be available daily at reception.

The doctors are happy to take requests for telephone calls from patients subject to the above. **In the event of emergencies these times may change and our receptionists will advise you on a daily basis.**

We would ask you to keep your telephone calls as brief as possible as many patients wish to avail of this service. Our telephone lines can be very busy at these times so please try to be patient.

Test Results

If there is any problem with your test result/s, the doctor will contact you directly either by telephone or letter. If you do not hear from us no further action will be required but should your symptoms continue please make a further appointment with the doctor. Please do not ring to request your test result.

Repeat Prescriptions

All requests for repeat prescriptions must be in writing by using the prescription counterfoils. Telephone requests for repeat prescriptions cannot be accepted. All acute requests for prescriptions, ie items that do not appear on your prescription counterfoil, will require a reason for the request before an item may be issued. It is practice policy that all prescriptions are collected from the surgery and then taken to the chemists. Please do not ask our receptionists to phone requests through to the chemists. Any items not requested in the last six months will be deemed as no longer required and be removed from your re-order form. 48 hours' notice is required for all repeat items.

Practice Area

In agreement with the Health Board our practice area is now a 5-mile radius. Areas covered can be clarified by our receptionists. Patients moving to live outside this area will be expected to register with their new local GP.

New Patients/Registrations

All patients requesting to join the practice will be required to attend a new patient registration appointment. Forms will be issued by reception and these must be filled in and brought with you to your appointment along with your medical card and photographic ID. You will not be officially registered with the practice unless we receive your medical card or the correct alternative form. If you are unable to attend for your appointment please contact the surgery to cancel. (If you fail to attend twice for a new patient appointment the practice will be unable to register you.)

At the time of your appointment please check in at reception and you will see either our health care assistant or the nurse in the treatment room. If you require to see the doctor you will need to make a separate appointment.

Fees

There are certain services provided by the practice which may not be covered by the NHS and you may be required at times to pay a fee. A list of fees is displayed in reception and in the waiting room. Further details can be obtained from our receptionists.

Teaching/Training

The practice will be involved from time to time in the teaching of medical students and prospective medical students. It will be your decision whether the student remains in the surgery during consultation. The practice is now a training practice and this will include, at times, having a GP registrar and may also require the videoing of consultations but patients will be advised in advance and given the choice to participate.

It is practice policy to have staff training days. On these days the practice may be closed but we will ensure medical cover by locum doctors or the out-of-hours service.

Complaints

The practice will always try to provide the best service possible, but there may be times when you feel this has not happened. We offer a complaints procedure in line with HSCB guidelines. A patient information leaflet can be obtained from our reception or you can telephone or write to our practice manager.

Data Protection

The practice is fully computerised and certain information is held about you on our system. This information is covered under the Data Protection Act. The practice is committed to preserving as far as is practical the security of data used by our information systems. Further information leaflets on the Data Protection principles are available from reception and are also displayed on the noticeboards within the waiting room area.

Freedom Of Information

This booklet has been prepared with reference to the Freedom of Information Act 2000. If the information that you require is not here please contact the practice and we will try to assist you.

Services Provided By The Practice

Services provided by the practice are as indicated by the GMS Contract for GPs and we aim to maintain those standards outlined in our "Guide to Good Practice".

The following conditions are specifically noted as requiring a high quality of care and management - Chronic Heart Disease, Peripheral Vascular Disease, Stroke, Cancer, Hypothyroidism, Diabetes, Hypertension, Mental Health, Asthma, Chronic Obstructive Pulmonary Disease, Epilepsy, Osteoporosis, Palliative Care, Dementia, Depression, Learning Disabilities, Obesity and Chronic Kidney Disease.

To enable the practice to continue to offer high standards of care in these areas you may be invited by appointment letter to attend some of the following clinics: Diabetic, Asthma, COPD, Cardiovascular, Stroke, Peripheral Vascular Disease, Chronic Kidney Disease and Minor Surgery.

Other services offered which will involve clinic attendance will be Immunisation, Child Health Surveillance, Cervical Cytology and Antenatal.

IF YOU RECEIVE AN APPOINTMENT FOR ANY OF OUR CLINICS OR HAVE AN APPOINTMENT WITH THE DOCTOR AND YOU ARE UNABLE TO ATTEND, PLEASE RING AND CANCEL AS THESE APPOINTMENTS CAN BE OFFERED TO OTHER PATIENTS. SOME CLINIC APPOINTMENTS WILL BE SENT TO YOU BY POST. IF REQUESTED TO CONFIRM YOUR INTENTION TO ATTEND PLEASE DO SO IN REASONABLE TIME SO THAT OUR SYSTEM IS AS EFFICIENT AND HELPFUL TO YOURSELVES AS POSSIBLE.

For the latest information click to: www.oldmill-surgery.co.uk

Visit our website on: www.oldmill-surgery.co.uk

Missed Appointments

The practice has the following protocol in place for dealing with patients who do not attend for appointments:

- If two appointments are missed you will receive a warning letter advising that the practice may request Central Services Agency to remove your name from our list if further appointments are missed.
- If further appointments are missed the practice may request Central Services Agency to remove your name from their list and a letter will be sent advising you of this.

All appointments are considered under this protocol ie appointments with our practice nurse, health care assistant, treatment room, specialised clinics etc will be taken into account.

With a change to our telephone system we can now offer the facility to cancel your appointment outside normal working hours by leaving a message. Please contact the normal telephone number and follow directions.

Zero Tolerance

The practice will not tolerate any verbal or physical abuse against any member of staff. If patients are abusive in any way they will be removed from the practice list immediately.

Please remember our staff do a very difficult job and work under the rules and protocols set by the practice.

Data Protection

THE PRACTICE IS COMMITTED TO PRESERVING AS FAR AS IS PRACTICAL THE SECURITY OF DATA USED BY OUR INFORMATION SYSTEMS. DETAILED BELOW AND OPPOSITE ARE THE EIGHT ENFORCEABLE PRINCIPLES OF GOOD PRACTICE. THIS PRACTICE WILL ENDEAVOUR TO COMPLY WITH THESE PRINCIPLES.

Fairly And Lawfully Processed

- The information to be contained in personal data shall be obtained and personal data shall be processed fairly and lawfully.

Processed For Limited Purposes And Not In Any Manner Incompatible With Those Purposes

- Personal data shall be held for one or more specified lawful purposes.

Adequate, Relevant And Not Excessive

- Personal data held for any purpose or purposes shall be adequate, relevant and not excessive to that purpose/s.

Accurate

- Personal data shall be accurate and, where necessary, kept up to date.

Not Kept Longer Than Necessary

- Personal data held for any purpose shall not be kept longer than is necessary for that purpose.

Processed In Accordance With The Data Subject's Rights

- An individual shall be entitled
 - without undue delay or expense to be informed by any data user whether they hold personal data of which they are the subject; and to access any such data held by a data user; and
 - where appropriate to have such data corrected, blocked, erased or destroyed if they are inaccurate or contain expressions of opinion which are based on inaccurate data.

Secure

- Appropriate security measures shall be taken against unauthorised or unlawful processing, or disclosure of data. Where a controller uses the services of a data processor the security arrangements must be part of a written agreement between the two.

Not Transferred To Countries Without Adequate Protection

- Appropriate security measures shall be taken against the transfer of personal data outside the EEA (which consists of Norway, Iceland and Liechtenstein as well as the 25 EU Member States). Personal data may only be transferred to third countries if those countries ensure an "adequate level of protection for the rights and freedoms of data subjects".

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

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. Antibiotics have no effect on the common cold.

Diarrhoea

Diarrhoea in adults usually clears by itself in a few days. The symptoms can usually be eased by a medicine called Loperamide, available from the chemist. Consult your doctor if the symptoms persist for more than a few days.

Nosebleeds

Sit in a chair (leaning 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. Repeat once if necessary. If symptoms persist, consult your doctor.

Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Applying calamine lotion is also helpful. Note: bee stings should be scraped away rather than "plucked" in order to avoid squeezing the contents of the venom sac into the wound.

Chickenpox

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.

Head Lice

These are most easily detected by fine tooth combing through really wet hair. If head lice are discovered there are two available options. Firstly, the 'conditioning and wet combing' method is less expensive and more successful. Secondly, by using overnight lotions, which are available from a chemist without a prescription. Contact your health visitor for more advice.

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.

Sunburn

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

The ABC Of Resuscitation

This simple emergency procedure can be carried out by anyone and could save a life. Before attempting any emergency care, shout for assistance and, if you have access to a telephone, call 999. The ambulance service will be able to support your efforts at resuscitation with advice on the phone, until help arrives.

A stands for Airway. When someone collapses, lift their chin and gently tilt the head slightly backwards. This opens the airway and helps prevent suffocation.

B stands for Breathing. Check if the collapsed person is breathing by looking, listening and feeling for signs of breathing. If the person is not breathing, dial 999 for the ambulance if you haven't done this already. Pinch the nose closed, take a deep breath and breathe into the patient's mouth twice.

C stands for Circulation. If there is circulation, continue to breathe every six seconds, and re-check for circulation every minute. In a young child, breathe gently once every three seconds. In a baby, cover both the nose and mouth with your mouth. **DO NOT STOP UNTIL THE PERSON BREATHES ALONE OR MEDICAL HELP ARRIVES.**

If there is no sign of circulation - no pulse or signs of life - give 30 chest compressions and continue giving two breaths as above after every 30 compressions until the ambulance or other trained help arrives.

There is no evidence of HIV or hepatitis being passed on during resuscitation, but use a mouth or face shield if the casualty is bleeding, as HIV is spread by blood-to-blood contact.

Visit Our Website

The surgery website is a most effective way of giving our patients access to help and the latest information 24 hours a day, seven days a week. It contains complete information about all the services we offer. It also details how the practice is organised and introduces our doctors, other medical and administrative staff and describes their various responsibilities. For easy, convenient access to our website, bookmark or place our website address in your favourites folder today.

For the latest information click to: www.oldmill-surgery.co.uk

Notes

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Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

for Drs Moffett, Buckley, Winter, Greer, Neely & McQuade of Newtownards

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