

William Street Surgery

Patient information leaflet

87-89 William Street Lurgan, Lurgan, BT66 6JB

Tel : 02838322508

Out of Hours: 02838399201

Opening times

Monday – Friday 8:30am – 6:00pm, Wednesday 8:30am – 1:00pm



Doctors

Dr Raymond McAuley, MB, BCh, BAO, MRCP

Dr Deirdre Mckenna MB BCH BAO MRCP

Dr Peter Quinn MB BCH MRCP DFFP DCH DRCOG

Dr Linzi McCauley MB BCH BAO MRCP

Appointment System

All appointments for the DOCTORS are released each morning at 8.30 am. We do not pre-book appointments. Exceptions are made for full medical examinations and minor surgery clinic appointments. Each appointment is a '10 minute Time Slot' and is for one patient and a maximum of two complaints. We will always try to offer you an appointment on the day you contact, but it may not be possible for you to see the Doctor of your choice at a time of your choice due to the high demand on the practice.

We understand that patients may prefer to see a particular Doctor, and we will try to accommodate these preferences if possible.

Requests for urgent appointments will be dealt with on the same day by the Doctor who is on-call for that day. Genuine emergencies will always be given priority.

Appointments for the Practice Nurse, Treatment Room Nurse and Phlebotomist can be booked in advance.

If you are unable to keep an appointment, please let us know before the allotted time. There is a huge demand for appointments for both GPs and nurses and so we may be able to offer the appointment to another patient.

Please inform the reception staff when you arrive for your appointment. This is in your interest as it signals your presence to the Doctor.

We operate a **zero tolerance policy** on abuse of healthcare staff. Patients involved may be removed from the practice list.

Out of Hours Emergency cover when the practice is closed.

Outside of our opening hours and on Public and Bank holidays, please ring ***Craigavon Out of Hours Centre*** on ***02838399201*** to contact a duty doctor. The doctor will decide if you need advice, treatment or a home visit and will inform you appropriately. This service is for medical emergencies only.

Medical Emergencies

In the event of collapse, suspected heart attack, severe breathing difficulties, fractures or haemorrhaging, please call 999 immediately – do not call the practice first as this may waste valuable time. The practice is not equipped to deal with these clinical emergencies

Medical Students

We are a teaching practice. Medical students may be present during consultations with your consent.

Registering as a new patient & the practice area

To register with the practice, please call in to the practice during normal opening hours. The reception staff will check a few details with you eg: your current address (The practice does have a boundary), your current registration status etc: and they will provide a Registration form with details of all documentation required for the registration process.

See below for practice boundary area:



Practice Nurse Clinics

The Practice Nurse is available from 9:00am to 5.30 pm and offers the following clinics

- Cervical screening
- Diabetes
- Asthma and COPD
- Weight reduction
- Coronary heart disease
- Smoking cessation
- Chronic Disease Management Reviews

Please contact the surgery to arrange an appointment.

Specialist Services

- Contraceptive services and Pre-conceptual advice

- Antenatal care is provided by all the doctors during normal surgery hours in a routine appointment setting .
- The midwife service is available to all patients, the midwifery team are based in Brownlow Health Centre in Craigavon and they can be contacted by telephone.
- Minor surgery procedures are performed by arrangement with your doctor.
- Childhood immunization clinic occurs each Tuesday 2pm – 3:30 pm

If services are not available in this practice, it is the responsibility of the Health and Social Care Board to provide these

Telephone advice

The doctors and nurses are available to offer telephone advice. You may be asked to leave your telephone number for us to return your call

Home Visits

If you are genuinely housebound a home visit may be arranged. . Please contact us before 10:30am if possible. Our receptionist will ask you for details to assist our duty doctor who may will contact you by phone prior to the visit to assess the best way of assessing you which may include a home visit if appropriate.

Sick children

Sick children will always be seen as soon as possible if brought to the surgery. They are usually able to travel by car or taxi and will be seen earlier than by a home visit

Repeat Prescriptions

All repeat prescriptions should be ordered at least 2-3 working days before your medication run out. This can be done by post, telephone or in person. Please allow a minimum of 48 hours between ordering and collection your prescription.

Acute prescriptions, if ordered in the morning, are ready for collection after 2:00pm (wed 12:30 – 1:00) and if ordered in the afternoon before 3:00pm, are ready after 5:30pm

We are unable to accept prescription requests by email

Laboratory and hospital results

Patients will be advised by the nurse or phlebotomist when to contact the surgery for test results as some tests can take up to 2 weeks or more for results to be reported back to the doctor. For X ray results a minimum period of 2 weeks is required for results to be sent to the practice.

It would be greatly appreciated if patients could ring in the afternoon for results. By this time they have been reported on by the Doctor.

Changing Address

Please let us know your new address or contact telephone number as soon as possible, even if you are not currently in need of medical attention. This is even more important if you are leaving the practice area

Disabled Access

Parking and access via the rear door are suitable for those with disabilities. All health facilities, toilets, etc. are available on the ground floor.

Languages and foreign visitors

If you require a translator please advise the Receptionist of this when you are making an appointment. Translator appointments must be arranged in advance as the interpreting service require a minimum of 48 working hours' notice to arrange a translator to attend the appointment, most but not all languages can be facilitated.

Patient confidentiality

Patient information may be shared within the health care teams when necessary for professional purposes but all members are bound by a legal duty of confidentiality.

We may be asked for patient information for a wide variety of purposes such as : education, research, monitoring, epidemiology, public health etc. but in these circumstances, data is anonymized wherever possible

You have the right to access to your health records within the limits permitted by law. The request must be made in writing to the practice manager.

Rights and Responsibilities of the Patient

Some of the rights you have as a patient are as follows:

- To receive NHS services free of charge
- Not to be discriminated against
- Be treated with professional standards by qualified and experienced staff
- Be treated with dignity and respect
- Accept or refuse treatment and only be physically examined with consent
- Be given information about any test and treatment options open to you, what they involve, and their risks and benefits.
- Privacy and confidentiality

Some of your responsibilities include:

- Treat All staff members and other patients with respect
- Ensure you attend scheduled appointments or cancel with in a reasonable time frame.
- Give positive or negative feedback about your experiences and the treatment and care you receive

Compliments, comments and complaints

The practice team works hard to ensure a high standard of care. They like to know when they are doing well. Positive feedback goes a long way in improving staff morale. If you have any good ideas to improve our service, please let us know.

Should you have any reason to be dissatisfied with your care, please contact the Practice manager. She will inform you of our complaints procedure and investigate your complaint.

Useful telephone numbers

HSCB	02895362020
Tower Hill, Armagh BT61 9DR	
Craigavon Area Hospital	02838334444
Social services	02837564300
Craigavon council	02838341199