

# Templemore Medical Centre

225 Albertbridge Road, Belfast BT5 4PX

Dr M Coogan Dr J Darragh Dr J Wilson

Appointments/Enquiries/Home Visits/Acute Prescriptions

Tel: 028 9046 7630

Repeat Prescriptions

Tel: 028 9046 7646

Out Of Hours

Tel: 028 9079 6220

Web: [www.templemoremedicalcentre.co.uk](http://www.templemoremedicalcentre.co.uk)



# Welcome To The Templemore Medical Centre

## THE DOCTORS

### Practice 1

Dr Maureen Coogan

Dr John Darragh

### Practice 2

Dr James Wilson

## OPENING HOURS

The health centre is open from 8.30am to 6.00pm Monday to Friday, but closes for lunch each weekday from 1.00 to 1.30pm, except for Thursday when it closes from 1.00 - 2.00pm for staff training.

## SURGERY HOURS ARE AS FOLLOWS

Monday	9.00am - 12 noon	3.00 - 5.00pm	
Tuesday	9.00am - 12 noon	3.00 - 5.00pm	6.30 - 8.30pm
Wednesday	9.00am - 12 noon		
Thursday	9.00am - 12 noon	3.00 - 5.00pm	
Friday	9.00am - 12 noon	3.00 - 5.00pm	

A surgery is available most Tuesday evenings for those who work and are unable to attend surgery during normal daytime hours.

The treatment room is open from 9.00am - 12 noon on Monday, Thursday, Friday and 2.30 - 5.00pm Monday and Tuesday.

We run a full appointment system.

## APPOINTMENT SYSTEM

Appointments may be made by telephoning 028 9046 7630. Routine appointments may be made in advance, which will enable us to offer you an appointment at a time more suitable to your requirements. **If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.**

## EMERGENCIES

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel: 999) before calling the surgery.

## HOME VISITS

Home visits are for patients who are too ill to get to the surgery and should not be requested simply because it is inconvenient to travel. On average, three or four times as many patients can be seen in the surgery in the time it takes to see one at home.

For home visits, contact the health centre before 10.00am (emergencies excluded). Please give the receptionist adequate information, so that the doctor may assess the need and urgency of the request. Telephone 028 9046 7630

## OUT-OF-HOURS COVER

**Monday to Friday 6.00pm to 8.30am, Weekends and Bank Holidays**

**THIS SERVICE IS FOR URGENT CALLS AND EMERGENCIES ONLY.**

Out of hours a doctor is still available to give urgent advice, arrange a face-to-face consultation at the Out-of-Hours Centre in Belfast or the centre closest to you, or to carry out a home visit if required on medical grounds.

If you require emergency medical treatment or urgent advice out of hours you should ring 028 9079 6220.

Please give as much information as possible to the person answering the phone so that the doctor can assess the need and urgency of the situation.

## REPEAT PRESCRIPTIONS

Repeat prescriptions should be ordered at least 24 hours in advance through reception. It would be helpful if patients could order all their repeat medication at one time. For urgent prescriptions contact the receptionists. **Prescriptions ordered one day are normally ready the following working day after 4.00pm.** For acute prescriptions telephone the surgery number 028 9046 7630. For repeat prescriptions, telephone the dedicated line 028 9046 7646.

**Please do not order repeat prescriptions for any other person during surgery consultations.**

(If your chemist collects your script you must advise them when you order it from us and they must give us 24 hours to process.)

## CLINICS AND OTHER SERVICES PROVIDED

### *Antenatal Services*

Antenatal care is provided by the doctors during normal surgery hours.

### *Contraception Services*

Comprehensive advice is available from the doctors during normal surgery consultations. The "morning after" pill can be prescribed when appropriate. **You need to seek advice within 72 hours.**

### *Child Health Surveillance*

The eight week and pre-school checks are carried out by doctors. Other checks are carried out by the health visitor. Appointments for these should be made at the surgery.

### *Minor Surgery*

If a minor surgery procedure is deemed suitable, arrangements for this will be made at the surgery. An appointment can be arranged following assessment by a doctor.

### *Cervical Smears*

The practice nurse takes most smears. Appointments are available or you may book in at reception for the treatment room. Please tell the receptionist the reason for your appointment so that she can allocate the appropriate time.

### *Influenza Vaccination*

A comprehensive programme is organised each year and appointments are sent to all those in at-risk groups.

### *Foreign Travel And Advice*

This is no longer available under the NHS. Travel clinics are available at Kerrsland Surgery Tel: 028 9065 7138 or Queens University Clinic 028 9097 5551 They will give you a list of vaccinations available on the NHS. Bring this to the surgery and the doctor will issue a prescription. The vaccine can be given by the treatment room nurse.

### *Specialist Disease Management Clinics*

Patients who have a chronic on-going condition eg diabetes, asthma or angina may be asked to attend specially run clinics where we concentrate on that condition.

### *Asthma Clinic*

Wednesday 9.00am - 5.00pm

This is run by practice nurse Patricia in conjunction with the doctors, by appointment only.

### *Diabetic Clinic*

Tuesday 9.00am - 12.30pm

Friday 1.30 - 5.00pm

This is run by practice nurse Judy in conjunction with the doctors, by appointment only.

### *Warfarin Monitoring Clinic*

Available any day the treatment room operates

### *Health Assessments*

If you would like a general health assessment for blood pressure, weight management, help to stop smoking etc, you can make an appointment with Patricia or Judy, the practice nurses. They will give you help, support and information on ways to improve your health.

### *Polish Clinics*

We have a Polish locum doctor in clinics usually on Tuesday and Friday afternoons. A Polish receptionist is usually available on these days also.

## THE PRACTICE TEAM

### *Business Manager - Andrew Duncan*

The Business Manager is responsible for the administration of the practice, including building and facilities, computer systems and fiscal issues.

### *Practice Manager - Karen Livingstone*

The Practice Manager is responsible for the day-to-day management of the practice. She can assist with any non-medical problems you may have and will be receptive to any suggestions you may have.

### *Receptionists - Tina Montgomery, Leanne McPhillips*

*Elizabeth Fryers, Ina McConkey, Clare Wilson,*

*Joanna Wegrzyniak*

Our team of receptionists are trained to deal with your needs. They make appointments, take messages, deal with prescription requests and inform patients of test results after the doctor has seen and approved them. All information is treated in complete confidence.

### *Practice Nurses - Patricia Brennan and Judy Cunningham*

The practice nurses co-ordinate and run many of our specialist clinics in conjunction with the doctors.

### *Treatment Room Times*

Mon, Thurs, Fri 9.00am - 12 noon

Wednesday 9.00am - 12.30pm

Mon, Tues 2.30 - 5.00pm

## DISABLED ACCESS

We have disabled access through the main door and a lift is available in the building.

## SUGGESTIONS

We would be happy to receive any suggestions for improving the way the practice operates.

## COMPLAINTS

We realise that occasionally things do not go as smoothly as we would like. If you think this has happened, please speak to the practice manager. A leaflet is available at reception explaining our complaints procedure.

## INFORMATION FOR PATIENTS

### *Telephone Advice*

If you need to speak to the duty doctor, please give the receptionist as much information as possible to enable the doctor to assess the urgency of your call. You may be asked to call back at a specific time or the doctor may call you.

### *Test Results*

Please telephone after 4.00pm for results of all tests to allow time for processing. Results will NOT be given to another person unless we have your permission.

## HOW TO REGISTER WITH THE PRACTICE

If you wish to register with the practice one of our reception staff will be happy to arrange an appointment with the doctor of your choice. You will be asked to bring your medical card or, if this is not available, to complete a form. You will be asked to fill in a short questionnaire on your past and current medical history. This is confidential and is used to help us to give you the best possible care until we receive your medical records.

## CHANGE OF PERSONAL DETAILS

Please let reception know of any change of address as soon as possible and always ensure we have a correct phone number. If you leave the area you will need to register with another doctor. You do this by completing the relevant section of your medical card and taking the card to the new doctor of your choice.

## PRACTICE TRAINING AND DEVELOPMENT

The practice closes from 1.00 - 2.00pm on Thursday afternoon and periodically for an afternoon to allow all members of the practice team time for training and development. A doctor will always be available on the telephone in case of an emergency or if urgent advice is required.

## CONFIDENTIALITY

Everyone working for the HPSS (Health and Personal Social Services) has a legal duty to keep information about you confidential.

You may be receiving care from other people as well as the HPSS. So that we can work together for your benefit we may need to share some information about you. Please advise us if you are a registered carer for anyone.

We only ever use or pass on information about you if people have a genuine need for it and it is in your interest. Whenever we can we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by the law.

Anyone who receives information from us is also under a legal duty to keep it confidential. We use statistical data, which is completely anonymous, to monitor quality and performance.

Further information may be requested from the practice manager.

## FREEDOM OF INFORMATION ACT 2000

We comply with this Act and details are available from the practice.

## PRACTICE CHARTER

**Waiting Time:** We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

**Access:** You will have immediate access to advice from a doctor in case of emergency. If necessary you may have an appointment within two working days but not necessarily with the doctor of your choice. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

**Telephone:** We will try to answer the phone promptly and to ensure that there is sufficient staff available to do this. You should be able to speak to a doctor by telephone, but it is necessary to give the receptionist as much detail as possible to enable the doctor to assess the urgency.

**Test Results:** If you have undergone tests or x-rays ordered by the practice. You may phone reception for the result. If any action is required, we will contact you with the doctors' instructions.

**Respect:** Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

**Information:** We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects your health and the care being offered.

**Minor Ailments:** Most pharmacists in this area have agreed to provide advice and treatment for minor ailments eg: coughs, colds, hayfever and allergies to save you having to wait for treatment. Under the new Minor Ailments Service eligible patients may receive medicines free of charge. Pharmacists participating in this scheme display a logo of a blue arrow pointing to a green cross.

**Health Promotion:** The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness, and self-help which can be undertaken without reference to a doctor in the case of minor ailments.

**Health Records:** You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times. If you require to see your records please write to the practice manager.

### ZERO TOLERANCE

Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

### USEFUL TELEPHONE NUMBERS

Ulster Hospital, Dundonald.....	028 9048 4511
Belfast City Hospital.....	028 9032 9241
Royal Victoria Hospital.....	028 9024 0503
Musgrave Park Hospital.....	028 9090 2000
Eastern Health and Social Service Board.....	028 9032 1313
South and East Belfast Trust Headquarters.....	028 9056 5656

**For the latest information click to: [www.templemoremedical.co.uk](http://www.templemoremedical.co.uk)**



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.

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Advertising Feature

To feature your business in our booklet call 0800 612 1516

## Important Notice

YOU CAN NOW VISIT OUR

**SURGERY**  
**WEBSITE** AT

[www.templemoremedicalcentre.co.uk](http://www.templemoremedicalcentre.co.uk)

Our website contains a host of information that will enable you to make the most of the services we offer



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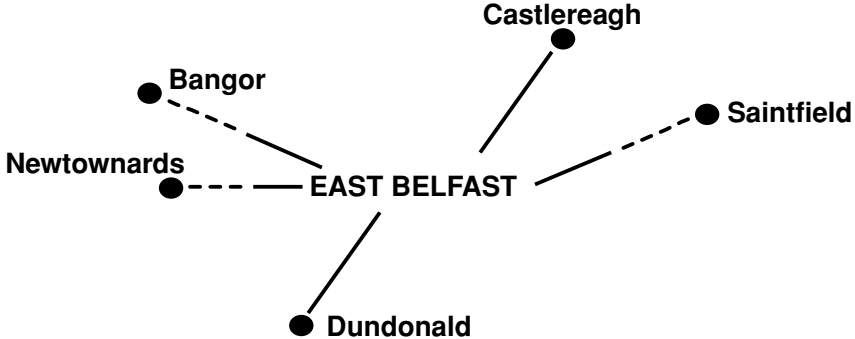
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# PRACTICE AREA



# LOCATION

