

A GP OR A NURSE APPOINTMENT IS AVAILABLE DURING THE FOLLOWING DAYS AND TIMES:

	<u>AM</u>	<u>PM</u>
MONDAY	9.00 — 12.10	2.00 — 5.00
TUESDAY	9.00 — 12.10	2.00 — 5.00
WEDNESDAY	9.00 — 12.10	2.00 — 5.00
THURSDAY	9.00 — 12.10	2.00 — 4.30
FRIDAY	9.00 — 12.10	2.00 — 4.30

ZERO TOLERANCE POLICY

This Practice operates a
ZERO TOLERANCE POLICY
on abuse of staff.

Physical or verbal attacks on healthcare workers are unacceptable and will not be tolerated.

**ACTION WILL BE TAKEN IF SUCH
ATTACKS HAPPEN**



Practice Leaflet

41 Main Street

Plumbridge

Omagh

BT79 8DL

TEL 028 816 48292

86 Main Street

Gortin

Omagh

BT79 8NH

TEL 028 816 48216

www.sperrinfamilypractice.com

Welcome to Sperrin Family Practice

This brochure tells you about our practice and the services we provide.

Your General Practitioners are:

Dr Dermott McAuley

Dr Gilles Mangard

The Main Medical centre which is located at 41 Main Street, Plumbridge is purpose-built and has its own car park. The building has suitable access for disabled patients. Telephone (028) 816 4 8292.

The Branch Surgery is located at 86 Main Street Gortin, and has its own car park. The building also has suitable access for disabled patients. Telephone (028) 81648216

OPENING TIMES

Sperrin Family Practice is open:

Monday – Friday from 8.30am – 6.00pm every day.

PRACTICE AREA

Sperrin Family Practice mainly covers the following Areas: Plumbridge, Cranagh, Aughabrack, Gortin and Greencastle.

OTHER CONTACTS

Emergency Services, Ambulance and Fire, PSNI	999
Register for Births and Deaths	(028) 90 84 2535
Omagh Area – Omagh District Council.....	0300 303 1777
Strabane Area– Strabane District Council.....	(028) 7125 3253
Samaritans.....	(028) 82 24 4944
Care for Cancer Help line	(028) 82 24 6599
Cruse Bereavement Care	(028) 82 24 4414
RELATE.....	(028) 71 37 1502
MENCAP.....	(028) 82 25 9249
Alcoholics Anonymous	(028) 90 68 1084
Alanon.....	(028) 90 24 3489
Macmillan Nurse.....	(028) 82 28 3117
Social Services Dept.....	(028) 71 38 1000
Citizens Advice	(028) 71 38 2665
WAVE.....	(028) 82 25 2522
Pregnancy Advisory Service	(028) 90 38 1345
Cura.....	(028) 71 26 8467

North West Independent Clinic ...	(028) 777 63090
OHPCC & T&F	(028) 82 833100
Out Of Hours	(028) 71 865195
Royal Victoria Hospital.....	(028) 90 240503
South Tyrone Hospital.....	(028) 87 722821
South West Acute Hospital.....	(028) 66 322000
SPPG	0300 555 0115

LOCAL CHEMISTS

Corrys Gortin	(028) 81 648020
Newtownstewart Pharmacy.....	(028) 81 661265
Lloyds Done mana.....	(028) 71 398224
Slevins Omagh.....	(028) 82 242901
Boots Omagh.....	(028) 82 245455
Boots Strabane.....	(028) 71 382916
Duffy's Strabane.....	(028) 71 382252
Castle Pharmacy Omagh	(028) 82 240554
Kellys.....	(028) 82 242030
Medicare, Omagh.....	(028) 82 242565

PRACTICE TEAM

Reception/Admin Staff

**Mrs Margaret Mc Bride
 Ms Sonia Hargan
 Mrs Bernie Mc Gurk
 Mrs Mary McElhinney
 Mrs Joy Sproule
 Mrs Nicola McAler
 Mrs Mary Kirk**

Mrs Anne Brogan

The staff at the reception desk will assist you in making emergency and routine appointments to see your doctor or practice nurse, undertake repeat prescriptions, answer numerous and varied questions and offer help and assistance at all times.

IT IS A LEGAL REQUIREMENT THAT CONFIDENTIALITY OF PATIENTS' RECORDS IS MAINTAINED AT THE HIGHEST LEVEL BY ALL STAFF.

PRACTICE MANAGER

Mrs Heather Orr is the Practice Manager and is responsible for the management and administration of the practice. She will be happy to hear your views and suggestions about the services provided. You can arrange an appointment to speak to her personally by contacting reception.

PRACTICE NURSES

Mrs Rose Ward and Mrs Kathy Travers are the Practice Nurses and they are available by appointment for any of the following:

- Mental Health
- Asthma
- Health Assessments on newly registered patients.
- Warfarin monitoring
- Minor injury
- Cervical Smears
- Asthma follow-up
- Diabetic follow up
- Dressing, stitch and staple removal
- Ear Syringing - Plumbridge only
- Heart attack/stroke prevention
- Travel/flu vaccination and other injections at the Doctors advice.
- Well person clinics/weight reduction advice
- Coronary Heart Disease
- Stroke/TIA
- Epilepsy
- C.O.P.D.
- The Nurses also assist the doctors in minor surgery and are always available to offer professional advice
- Chaperone Services

GENERAL DATA PROTECTION REGULATION (GDPR)

YOUR DATA, YOUR PRIVACY AND THE LAW

The General Data Protection Regulations (GDPR) came into force on 25th May 2018

The use and sharing of personal information forms an essential part of the provision of health and care, benefiting individual patients, often necessary for the effective functioning of health and social services and sometimes necessary in the public interest. Nevertheless, your doctor has a strong legal and ethical duty to protect patient information and all information you share with your doctor is kept confidential.

For further details on what GDPR will mean for patients, more information on how the Practice uses your medical records as well as further details on patient rights ask at reception for a leaflet.

To request a copy of our Practice Privacy Notice contact the Practice on 02881648216/02881648292 or email reception1.z00664@gp.hs.cni.net Alternatively you can visit reception at either site.

USEFUL TELEPHONE NUMBERS

Altnagelvin Hospital.....	(028) 71345171
Belfast City Hospital	(028) 90329241
Craigavon Area Hospital.....	(028) 38 334444
District Nurse Office, Gortin,	(028) 816 48037
Musgrave Park Hospital.....	(028) 90 902000

THE PATIENTS CHARTER

We seek to achieve the quality levels suggested in the patient's charter. We have developed a practice charter which is more locally sensitive. A copy is displayed in the waiting room.

STRATEGIC PLANNING AND PERFORMANCE GROUP (SPPG)

12 -22 Linenhall Street Belfast, BT2 8BS

Telephone: 03005550115 or 02895363926

COMPLAINTS

The practice has an in house complaints procedure which is available at reception. If you have a complaint you can ask to speak confidentially, to the Practice Manager. We hope that most problems can be sorted out easily and quickly with the person concerned.

If you wish you can lodge your complaint with the Complaints Officer, Michael Cruikshanks SPPG Board Complaints Team, 12-22 Linenhall Street, Belfast, BT2 8BS.

Telephone 028 95 363266 or 028 95 363893

The Board will, if both parties agree to, act as an honest broker between the complainant and the practice. If you are not satisfied with our response you can request an Independent Investigation by writing to:

Northern Ireland Public Services Ombudsman, Progressive House, 33 Wellington Place, Belfast, BT1 6BR. Telephone 028 90 233821 or FREEPHONE 0800 343424

DISTRICT NURSES

District Sister: Tina Coney

District Nurses: Jackie Doherty, Bridgette McAnea

The district nursing team provide skilled nursing care for those unable to attend the surgery and also offers advice to carers. The District Nursing Team is in daily contact with Dr McAuley and Dr Mangard. Nursing care at home can include care of the terminally ill, disabled, acutely ill and post operative care.

MIDWIFE

The Midwife will share your antenatal care with the doctors and care for mother and baby for the first 10 days or longer if necessary after birth. Care is then transferred to the Health Visitor. The midwife has full liaison with Dr McAuley and Dr Mangard.

HEALTH VISITOR

Mrs Nora Pearson & Mrs Karen Barker

The Health Visitor has very special training to give health advice on matters relating to family and health. She monitors and gives advice on child health problems and carries out screening and developmental assessments

PHLEBOTOMIST

Ms Lucinda McManus is The Practice Phlebotomist who is available by appointment to take bloods. Contact reception to make an appointment.

APPOINTMENTS

A full appointment system is employed for your convenience and appointments can be made by telephoning the Receptionist on: 028 816 48292 / 028 816 48216, or ONLINE (ask at reception for further details on how to register for this service).

All appointments are for 10 minute duration, if you feel you require further time please inform the receptionist when making your appointment. Please make a separate appointment for each person. If you cannot attend please CANCEL as soon as possible to allow us to allocate your appointment to someone else.

The Practice operates a DID NOT ATTEND (DNA) policy for patients who fail to turn up for appointments without cancelling them before hand.

For those Patients who frequently DO NOT ATTEND their appointment , ACTION will be taken by the practice. Appointments can be cancelled in writing, in person or by telephone.

MEDICAL STUDENTS

The Practice is a Queens University Teaching Practice and as part of this, has students with them from time to time.

The students role will be explained to you by the Health Care Professional and you will be asked for consent on each occasion, you may decline if you wish or withdraw your consent at any stage. This will not affect your care or treatment in any way.

WEBSITE

Sperrin Family Practice Website now live at:

www.sperrinfamilypractice.com

and will provide patients with a central resource for information relating to our two sites in Plumbridge and Gortin. Patients can now order their repeat prescription and book their appointments ONLINE.

Please contact reception for further details to register.

NOTICE TO PATIENTS

BOGUS TELEPHONE CALLS

We would like to remind our patients to be vigilant for this type of activity.

Patients registered with the practice are entitled to treatment from a GP at the practice within an acceptable time frame.

Patients have no automatic right, however to see their own GP.

PATIENTS RESPONSIBILITY TO THE PRACTICE

- Inform us immediately of any change of personal details.
- You are responsible for keeping appointments and for giving adequate notice if you wish to cancel or postpone appointments.
- You can reduce delays by remembering that an appointment is for one person only.
- Please do not abuse our services – in particular do not ask for a home visit when you are able to travel to the surgery.
- Help our receptionists to help you. Do not mislead them by making a non urgent matter seem like an emergency.
- Please take responsibility for your own health. Follow advice from the doctor or nurse.
- We will not tolerate verbal or physical abuse towards any staff member. We reserve the right to immediately remove such patients from the practice list.
- It is also important to let us know the name and telephone number of your carer if applicable.

48-HOUR ACCESS

Patients have the right to express a preference for a particular GP or Nurse.. If you require an appointment within 48 hours you may not be able to see the Doctor of your choice, but you will be able to see a doctor or an appropriate primary care professional within this time scale. **please note if you are requesting to see a specific GP you may need to wait longer for an appointment**

There are a range of healthcare services available to help you find the right care. The Receptionist will ask you details about your condition, this information will enable the receptionist to offer you the most appropriate Health Care Professional to deal with your condition.

Please refer to page 24 for consultation times.

URGENT APPOINTMENTS

Urgent cases will always be seen on the same day. Children will be seen on the same day if acutely sick. If in doubt about bringing your child out please phone the receptionist who will ask the doctor for advice.

TELEPHONE ADVICE

If you wish to speak to a Doctor or Practice Nurse contact the Receptionist; she will record the details and ask the doctor or nurse to phone you back when they are finished their clinic

HOME VISITS

Please telephone the surgery before 10.00am if a home visit is required that day. Emergency visits will only be arranged after that time. Be prepared to give our staff some information as to the symptoms to help the doctor plan daily visits. If the patient requires an urgent visit please tell the receptionist. Home visits are for the terminally ill or those patients whose medical condition prevents them from attending the surgery.

EMERGENCIES

Daytime – Please contact the surgery and the receptionist will inform the doctor on duty.

OUT OF HOURS

If you require urgent medical attention outside normal hours you may contact the Out-Of-Hours Service on 028 71 865195

PLEASE REMEMBER THE OUT OF HOURS SERVICE IS FOR EMERGENCIES ONLY.

REPEAT PRESCRIPTIONS

Requests for regular repeat prescriptions can be made by telephone (after 9.30am), calling at the surgery, ONLINE (ask at reception for further details on how to register for this service) .

The data are used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code. If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected for use in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part: You will not be identified in any published results.

A list of published research using the THIN database can be found at <http://csdmruk.cegedim.com/THINBibliography.pdf>

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to *the Practice Manager*.

HEALTH DATA COLLECTION AND HEALTH

OBSERVATORY

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. The risk of you being identified from this information is extremely low as all directly identifiable details (name, address, post code, NHS number, full date of birth) are removed from your notes before they are collected for research, and automatic programs to de-personalise any free text (non structured or coded data) are run after information is collected. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN). This data may be anonymously linked to other data, such as hospital data. This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records.

Repeat prescriptions will be ready for collection 48 hours after ordering, excluding weekends and Bank Holidays

You may be asked to see your doctor before receiving further supplies of current medication so that he can review you and your medication.

If you need any NEW medication, or if any CHANGES are necessary to your repeat prescriptions, you may need to see the doctor.

Please tell the receptionist the name and strength of the medication you require to enable a check against your computer records prior to issue.

DISPENSING

Our practice has provision to dispense to patients who live within the boundaries and are registered as dispensing patients (Plumbridge site only). For further information please contact the surgery.

TEST RESULTS

All test results are **ONLY** available after 2.00pm Monday — Friday regardless of what day the test was carried out

NEW PATIENT REGISTRATION

Patients wishing to register with the Practice should complete the appropriate documents.

Please ask at reception for advice on how to register with the practice. All new patients over the age of five years who register with the practice will be invited to attend a health screening assessment. This is an extremely important check up as it can identify any potential problems and introduce you to the practice and to the services we can offer you and your family.

NON-REGISTERED PATIENTS

The practice will provide immediately necessary treatment for patients who are not registered. When the practice provides any clinical services to a patient who is not registered, it shall, with the patients consent provide a clinical report which will be sent to the patient's own doctor

REMOVAL OF PATIENTS FROM PRACTICE

Sperrin Family Practice aims to provide the best possible health care for its patients. However there may be circumstances when it would be considered reasonable, or in the best interests of the Practice to remove them from our list, i.e violent behaviour, crime and deception. In the event of violence, patients may be removed without warning

CHANGE OF PERSONAL DETAILS

It is very important to inform us of any change of name, address or telephone number to allow us to keep our records updated. Evidence of a name change is required e.g. birth certificate or marriage certificate.

DEAF / HARD OF HEARING PATIENTS, VISUAL IMPAIRMENT OR PHYSICAL DIFFICULTY

The Practice will be aware of the needs of patients with hearing loss, visual impairment or physical difficulty. Systems are in place to provide necessary communication and support. Please advise a member of staff if you require assistance.

DISABLED FACILITIES

A ramp has been provided outside the medical centre to facilitate patients using wheelchairs or with walking difficulties

When new patients register with the practice, the Business Services Organisation must be informed as they maintain a list of basic personal details of all patients registered with the practice. Anyone who receives information from us is also under a legal duty to keep it confidential.

You will be asked to sign a form of consent before any records are released to solicitors or other outside bodies that contact us for information.

We can disclose your information if it is required by law, if you give consent e.g. solicitors, outside body or if it is justified in the public interest

Under the Data Protection Act/GDPR you are entitled to access your clinical records or any other personal information held about you. Please ask the Practice Manager for details.

Emergency Care Summary — Northern Ireland, extracts patient data for every consenting patient to Out of Hours and Accident & Emergency personnel. The aim of the project is to improve treatment by giving Doctors a more detailed break down of patient medical history.

SMOKING CESSATION

The practice runs a smoking cessation programme to help you give up smoking. You will be seen on an individual basis and given advice and support. Contact reception for an appointment with Dr McAuley, Dr Mangard or the Practice Nurses Rose Ward and Kathy Travers.

If services are not available/provided within the Practice, the GP will signpost or refer the patient to the appropriate channels.

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. This scheme is available from reception

PROTECTION AND USE OF PATIENT INFORMATION

We have a policy for the protection and use of patient information which is covered under the Data Protection Act / General Data Protection Regulations 2018 (GDPR See Page 21)

It is necessary for us to ask and hold information regarding you, the patient, in order that you can receive proper care and attention. We are obliged to inform patients that there are occasions when we are required to share this information, e.g hospital referral letters.

Any staff member is available and is only too happy to assist you if required. Disabled toilet facilities are also available

ARE YOU A CARER?

If you regularly provide a substantial amount of care (in an unpaid capacity) to a family member, friend or neighbour who is ill, disabled or is an older person you are entitled to A Carers assessment to discuss the help that both you and the person you care for both need.

Carers packs are available on request from reception

SERVICES OFFERED

Full general medical services plus;

MATERNITY SERVICES

Pre-conception, full Antenatal and Postnatal care in conjunction with the community midwife. Fully confidential by both doctors please ask for appointment with the doctor of your choice.

FAMILY PLANNING

We provide a full family planning service (fully confidential) by all doctors.

Please ask for an appointment with the doctor of your choice

FEMALE GP

Locum Female GPs are available to deal with female health problems, please contact reception to make an appointment.

MINOR SURGERY

Minor operations are undertaken by Dr D. McAuley and Dr Mangard by appointment. 11

MINOR INJURY SERVICE

The practice currently provides a minor injury service to those patients who require immediate attention.

Examples of types of injuries and circumstances that can lead to the use of the minor injury service include:

Lacerations (capable of closure by simple techniques), minor dislocations of fingers, foreign bodies, minor burns/scalds, foreign bodies in eyes, following head injury, stabilisation of an injured patient prior to transfer to A&E.

CERVICAL SMEARS

Cervical smears are undertaken by the Practice Nurses or any GP.

Patients should make an afternoon appointment with the receptionist for the Practice Nurse of your choice. Patients will receive a letter reminding you when your smear is due and they will also be notified of the results

CHILD HEALTH SURVEILLANCE

An 8-week review of babies and routine checks of pre-school children are provided by the health visitor and the doctor.

Childhood Immunisation Clinics are held on the

2nd Wednesday of every month and 4th Tuesday of every month.

PRIVATE MEDICAL EXAMINATIONS

Medical examinations for life insurance/HGV etc are by appointment ONLY. These and other services not provided by the NHS will attract a fee, which is recommended by the British Medical Association.

PATIENTS OVER 75 YEARS

Patients over 75 years of age or who have not attended their doctor in 3 years may have a healthcare check-up if requested.

ADULT VACCINATIONS

Tetanus and Polio – all adults should ensure they have a tetanus and polio booster in the last 10 years.

FLU VACCINATIONS

Flu Vaccinations are available each autumn for those patients who are over 65 years or at risk due to certain medical conditions such as asthma, COPD, diabetes, kidney disease or heart complaints, carers, pregnant women, or those who have disorders affecting the immune system.

FOREIGN TRAVEL

A full range of advice and immunisations is available. Please make arrangements with the Practice Nurse well in advance of travel.

ANTICOAGULANT MONITORING

All patients who are commenced on Warfarin treatment are invited to attend for regular monitoring. They will be given information such as the reason why they are on Warfarin and when they can be expected to stop treatment.