

William Street Surgery

Patient information leaflet

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

Tel : 02838322508 Fax : 02838347673

Out of Hours: 0283839201

Email: PracticeManager.Z00467@gp.hscni.net

Opening times

Monday–Friday 8:30am–6:00pm, Wednesday 8:30am–12:00pm



Doctors

Dr. Raymond McAuley

Dr. Deirdre McKenna

Dr. Peter Quinn

Dr. Diane Wilson

William Street Surgery
Lurgan

Appointment System

A full appointment system is used. Each appointment is a “10 minute Time Slot” and is for one patient and a maximum of two complaints. If you feel that you need more time then please ask for a second “10 minute time slot”. We will always try to offer you an appointment on the day that you request, but it may not be possible for you to see the Doctor of your choice or a time of your choice due to the high numbers of patients seen each day.

A few appointments can be booked in advance but the majority of appointments are kept free until that day so that we have free appointments to offer people who have taken ill and require urgent treatment.

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.

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.

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.

Out of Hours

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.

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 bring along the appropriate completed registration form (available to collect from Reception) and you will be required to provide photographic identification (Passport, National ID card, or current valid UK driving license). You will also be required to provide proof of address (a list of valid documentation for proof of address will be attached to the registration form).

VACCINATION HISTORY MUST BE PROVIDED FOR ANY CHILDREN AT TIME OF REGISTRATION.

In all cases you will be asked to complete a new patient questionnaire.

We accept new patients within a specified boundary from the practice. Please note that if you move out of the practice area you will need to register at a practice closer to you. Please ask the practice manager for a map of the practice area.



Practice Nurse Clinics

The Practice Nurse is available from 9:00am to 6:00pm and offers the following clinics:

- Cervical screening
- Travel vaccines
- Influenza vaccination clinic
- Diabetes
- Asthma and COPD
- Weight reduction
- Coronary heart disease
- Smoking cessation
- New patient health checks
- Well person health checks
- Health checks for those (from 16–65) who haven't attended in previous 3 years
- Over 75's health checks on an annual basis

Please phone the surgery to arrange an appointment.

Specialist Services

- Contraceptive services and Pre-conceptual advice.
- Antenatal care is provided by the midwife each Thursday 2pm–3:30pm but patients can see the Doctor during normal surgery hours if required.
- Minor surgery procedures are performed by arrangement with your doctor.
- Foreign travel immunization should be commenced at least 6-8 weeks before travel and can be arranged by the practice nurse following initial travel consultation appointment.
- Childhood immunization clinic occurs each Tuesday 2pm – 2:45pm.

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 housebound or too ill to travel to the surgery, you may be visited at home. Please contact us by 10:30am if possible. Our receptionist will ask you for details to assist our duty doctor, who may contact you by phone prior to the visit to assess urgency

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 24 hours between ordering and collection your prescription.

ACUTE prescriptions, if ordered in the morning, are ready for collection after 2:00pm (Wed from 11:30) 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 should contact the surgery after 3-4 days in order to get the results of blood tests and after 2-3 weeks for the results of X-rays etc. It would be greatly appreciated if patients could ring in the afternoon for results. By this time they will have been reported on by the Doctor.

Changing Address

Please let us know your new address 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, one can be organized for you if you contact the surgery prior to your appointment.

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 anonymised 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 and be accompanied by the statutory fee.

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. They will inform you of our complaints procedure and investigate your complaint.

Useful telephone numbers

Craigavon Area Hospital	028 3833 4444
Police	028 3832 5144
Social services	028 3832 7824
Craigavon council	028 3834 1199
HSCB	028 9536 2020
Tower Hill, Armagh BT61 9DR	