

# Oakleaf Medical Practice

The Health Centre, Great James Street, Derry BT48 7DH

Tel: 028 7137 8522

Fax: 028 7137 3248

Dr Devlin, Dr Doherty, Dr Doohan,  
Dr Casey, Dr McClay, Dr Duffy & Dr McLaughlin

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

# Welcome To The Practice

## PRACTICE HISTORY

The practice was founded in 1948 by Dr Joseph Devlin, now sadly deceased, and was originally located at 49 Great James Street, Derry. The first long-term partner was Dr Tom Casey who stayed with the practice for 15 years. When Dr Casey left in 1963 a group practice was formed with Drs T McCabe, Donal MacDermott (both now sadly deceased) and R McClean.

Dr Joseph Devlin retired in February 1979 and his son Dr Martin Devlin then joined the practice. The practice moved to new purpose-built premises in Great James Street Health Centre in April 1981. Over the next 17 years, Dr Anne Doherty, Dr Eamon Doohan and Dr Lee Casey joined the practice. Dr Samson joined in 1981 and retired in April 2000, when he was replaced by Dr Mary McClay. Dr Conor White joined in 1983 and retired in October 2009. Since then two new partners have joined the practice, Dr Nicola Duffy April 2010 and Dr Ciara McLaughlin in October 2010. The geographical area covered by the practice is a ten mile radius of the practice premises on the northern side of the border.

## DOCTORS' DETAILS



**Dr Martin Devlin** Male MB BCh BAO MRCGP DCH UCG (1975 Galway)



**Dr Anne Doherty** Female MB BCh BAO MRCGP QUB (1975 Belfast)



**Dr Eamon Doohan** Male MB BCh BAO DCH MRCGP UCD (1986 Dublin)



**Dr Lee Casey** Male BSc (Hons) MB DRCOG MRCGP QUB (1987 Belfast)



**Dr Mary McClay** Female MB BCh BAO DCH DMH MRCGP QUB (1991 Belfast)



**Dr Nicola Duffy** Female MB ChB MRCGP (1994 Glasgow)



**Dr Ciara McLaughlin** Female MB BCh BAO (Hons) BA TCD DRCOG MRCGP Trinity (2004 Dublin)

The doctors practise together as a non-limited partnership.

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

# KELLY & CORR

## SOLICITORS

Quality Legal  
Services Available

2c Clarendon Street  
Londonderry, N Ireland  
BT48 7ES

**Tel 028 7126 3429/7126 5253**

**Fax 028 7126 2226**

Email - [info@kellyandcorr.co.uk](mailto:info@kellyandcorr.co.uk) DX3117NR

Sub Office - 154 Main Street, Dungiven  
Patrick Kelly B.A. Jane Corr LL.B.

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

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

## PRACTICE STAFF

### Practice Manager



Mrs Sharon McGinley

BA(Hons) P/G Diploma  
in Managing Health Services

### Deputy Practice Manager

Mrs Micheala Burns

NVQ Level 4 Administration CIPD

### Senior Clerical Officers/Receptionists



(pictured are some of our  
administration team)

Geraldine McKeever, Natasha McLaughlin, Caroline Brown

### Clerical Officers/Receptionists

Ashlene Joyce, Martina McLaughlin, Julie Evans-O'Donnell, Joan Boyle,  
Kimberley Downey and Danielle Gurney

### Nurse Practitioner And Practice Nurse



Mrs Patricia Ferris  
Nurse Practitioner

RGN RM Cert NP BSc(Hons) Dip Asthma  
FP Diabetes Breast & Cervical Screening

Mrs Liz Doherty  
Practice Nurse

RGN, Independent and Supplementary  
Nurse Prescriber

## ATTACHED STAFF

### District Nurses



(pictured are some of the  
nursing team)

#### Team Leader

Elaine Duncan

RGN Dip DN Dip Nurse Prescribing

#### Staff Nurses

Liz Toland

RGN Dip in Wound Care Dip in Research

Geraldine McMenamin

### Treatment Room Nurses

#### Team Leader

Ellen Hastings

SRN SCM

#### Staff Nurses

Helen Brolly

RGN

Patricia Cassidy

SRN SCM DN

### Community Midwives



Manager Grainne Collins RM

### Health Visitors



Ms Mary Donnelly

BA RGN HV

Theresa Timlin

BSc RGN RM RHV

## GP REGISTRAR

Our practice is a training practice. This means we will have a new registrar doctor attached to our practice for a one-year period. Patients will be able to make appointments to see this doctor in the same way they do to see their usual GP.

## TEACHING OF UNDERGRADUATE MEDICAL STUDENTS AND JUNIOR DOCTORS (ST2s)

We have medical students and junior doctors attached to our practice for short periods. With the patient's consent they may sit in on consultations with the partners and learn more about general practice. During consultations, occasional video and audio recording takes place for teaching purposes. Recordings will not be undertaken without a patient's consent. Intimate physical examinations will not be recorded. Recording equipment will always be switched off at the patient's request. Before their appointment patients will be asked if they wish to give their consent and also to read through the consent form before signing. After the consultation, patients will be asked again if they agree to give consent.

## TRAINING PRACTICE

As an approved Training Practice we are allocated a Registrar Doctor (ST3) for the final 12 months of their training. The Registrar usually begins their attachment in August and works with us until July the following year. Patients can book appointments to see the Registrar doctor in the normal way.

## COUNSELLORS (Fully qualified and Trainee)

We have qualified counsellors working at the practice. We also have trainee counsellors attached to the practice for 12 month periods. Patients with mild or moderate depression or anxiety may be referred.

## SURGERY TIMES

The practice is open Monday to Friday from 8.30am until 6.00pm.

Normal surgery hours are from 9.15am to 12 noon and 2.00 to 5.00pm. Each doctor may have a slightly different consultation time. Please check with the receptionist for surgery times of a particular doctor.

The practice is closed on Saturdays, Sundays and Bank Holidays.

## ADVICE

If you require ADVICE ONLY from the doctor you may ring the surgery before 11.00am.

## BA BHRÉA LINN GAELIGE ALABHAIRT

Más mian leat, is féidir leat dul i gcomhairle le cheann de na dochtúirí trí mhéan na Ghaeilge. Abair le dhuine de na fáilteoirí agus ba bhréa linn é a chur ar bun.

## APPOINTMENT SYSTEM

At the practice we operate a computer appointment system. We aim to offer all our patients a routine appointment within 48 hours, therefore advance booking weeks ahead is not necessary. It is essential that all patients attend for their appointment not more than 10 minutes early. This will help the system run smoothly and reduce waiting times for all. If a patient wishes to cancel their appointment they should phone the enquiry line or appointment line and inform the receptionist. If a semi urgent appointment is required patients will be seen the following day - within 24 hours. These appointments may sometimes be necessary for patients suffering from chronic conditions such as COPD, Asthma, CHD or Diabetes.

If an urgent appointment is requested the receptionist may ask you about the nature of the complaint. If you feel able, please give as much information as possible as this will be passed on to the doctor.

**All urgent cases will be seen on the same day.**

You can make an appointment by telephoning 7137 8522, or, alternatively, by calling in to the practice. Routine appointments may be made any time after 10.00am. Only urgent appointments can be made between 8.30 and 10.00am.

**Please give notice of a cancellation so the appointment can be offered to someone else. Appointments may be cancelled via the Enquiry Line.**

## HOUSE CALLS

Patients who are too unwell to attend the surgery may request a house call. These requests should be made before 11.00am. Only emergency calls will be arranged after that.

Before a house call is made the doctor will ring the patient to assess the situation. Patients may be asked to come instead to the health centre where better facilities exist for examination and treatment, and where invariably the patient will be seen sooner. Many concerns can be dealt with over the phone. If the doctor is busy dealing with another patient when you phone, a receptionist will take your details and the doctor will return your call as soon as possible, and always on the same day.

## WEEKEND AND NIGHT COVER

From 6.00pm - 8.30am each evening, plus all day Saturday, Sunday and Bank Holidays. The Health and Social Care Board (HSCB) is responsible for providing out of hours care in our area. The HSCB has commissioned Western Urgent Care to provide this service. This service is for emergencies only. The service is based in the Out-Patients Department in Altnagelvin Hospital. Patients may be asked to come to the out-of-hours base for treatment if a house call is not considered appropriate. It is essential that patients ring Western Urgent Care before attending the out-of-hours base. The number is: 028 7186 5195.

**• Please remember, this is an emergency service. There is a limited number of doctors on-call covering the city at any one time. It is important therefore that non-urgent calls should NOT be made to this out-of-hours service.**

## PRESCRIPTIONS

### Repeat Prescriptions

These can be requested by leaving a re-order slip at the box in reception at any time. Re-order slips are given out with every repeat prescription and these should be used to order repeat medication the following month. Repeat prescriptions can also be requested by email, reception.602@oakleaf.gp.n-i.nhs.uk, fax 02871 373248 or by written request. In all cases 24 hours' notice must be given.

### Generic Prescribing

The practice has adopted the policy of generic prescribing. In some cases the medicine you receive on prescription will remain as before, but it is possible that there will be a change or an alteration in the size and shape of the tablets/capsules. The doctors would like to reassure all patients that the generic substitution has the same biological properties, efficiency, safety and quality as branded medicines. If there are any difficulties with your prescription, please let us know.

## SERVICES PROVIDED BY THE PRACTICE

Under the terms of The New General Medical Services (GMS) Contract - which came into effect in April 2004 - doctors' services are categorized as Essential, Additional and Enhanced. We provide full Essential and Additional Services and also some Enhanced Services. Below is a list of clinic days and times.

## CLINIC TIMETABLE

### Treatment Room

Monday to Friday 9.00am-5.00pm (Blood tests taken up to 3.30pm)

Available for tests, ear syringing, dressings, injections and blood pressure checks.

### Midwife

Monday Booking Clinic 9.00-11.00am

For first antenatal appointment.

Friday Review Clinic 9.00-11.30am

For all review appointments/doctor available on request.

### Childhood Clinics

Monday 2.00-3.30pm

Pre-school immunisation

Wednesday 9.45-11.15am

8 week checks, 1st, 2nd, 3rd immunisations, 12 month vaccines

Health visitor and doctor in attendance on Wednesdays, health visitor only on Mondays.

Please do not bring sick babies to the baby clinic. Instead, contact appointments desk and request that baby can be seen.

### Diabetic Clinic

Every Wednesday 2.00-4.00pm

Doctor/nurse practitioner/specialist diabetic nurse/podiatrist/dietician are all in attendance on last two Wednesdays each month. Doctor and Nurse only on first two Wednesdays. Routine appointments sent to all diabetic patients. Covers all aspects of diabetic care.

### Asthma Clinic

Two clinics per week Check days with receptionist

Nurse Practitioner Ferris or Nurse Liz Doherty in attendance. Covers all aspects of asthma care. Please make an appointment with the receptionist.

### COPD Clinic

One clinic per week Check days with receptionist

Practice nurse in attendance. Covers all aspects of COPD from diagnosis to treatment. Patients invited by letter for appointment.

### **Well Woman Clinic**

Two clinics per week

One morning and one afternoon

Check day with receptionist

Dr Doherty or Dr McClay in attendance. Treatment and advice on all aspects of women's health, smear tests taken, postnatal examinations, self breast examinations taught and lifestyle advice given.

### **Smear And Contraceptive Clinics**

Two clinics per week

Check days with receptionist

Nurse Ferris or Nurse Doherty in attendance. Smears taken, advice on contraception given. Contraceptive implants - Implanon - inserted, checked and removed.

### **Hypertension Clinic**

Clinic for patients with high blood pressure. Appointment letters sent to all patients in this group.

### **Minor Surgery Clinic**

Fortnightly on a Friday

9.00-11.30am

Drs Doohan, Casey or McClay. Treatment of warts, verrucae, excision of small cysts and abscesses and joint injections.

### **Stroke Clinic**

All patients who have had a stroke or TIA are offered an annual review at the practice. Appointment letters are sent out.

### **Mental Health Review**

All patients suffering from long-term mental health problems are offered an annual review at the practice. Appointment letters are sent out.

### **INR Clinic**

Weekly clinic for all patients on warfarin medication.

### **Flu Vaccination Clinic**

October/November/December - Notices will be displayed in the surgery. Vaccination given by treatment room nurses or practice nurse. This vaccine is particularly recommended for patients with heart, lung or kidney problems, diabetes and the elderly.

### **Smoking Cessation Clinic**

Runs for six weeks starting January/March/May/September.

If interested, please give your name to the receptionist. Appointment letters will be sent out for the next available clinic.

### **OTHER SERVICES**

If necessary patients can be referred to other specialist services including:

Podiatry	Occupational Therapy	Speech & Language Therapy
Physiotherapy	Dietetics	Audiology
Community Mental Health	Continence Services	Addiction Treatment Services

### **REVIEW CONSULTATIONS**

Patients aged between 16 and 74 years who have not seen a doctor or nurse for more than three years can request an appointment for a three year review. Patients aged 75 years plus who have not seen a doctor or nurse for more that 12 months can request an annual review. The practice will comply with these requests where it is reasonably practicable.

### **COMMENTS AND SUGGESTIONS**

#### **Suggestion Box**

Patients are encouraged to make any comments or suggestions. If you require paper please ask the receptionist and simply leave your suggestion in the box at reception. The practice manager will send a confidential reply if this is requested.

### **DISABLED ACCESS**

At the health centre we have car parking spaces reserved for disabled patients. Wheelchair access to the building is via the ramp at the front of the building. All patient services are provided at ground floor level. A disabled patients'WC is also on the ground floor. If access is difficult for any of our disabled patients, we would be happy to consider any suggestions for improvement.

### **CHILDREN'S IMMUNISATIONS**

We recommend that all children are fully immunised. Your child will be sent an appointment for each vaccination at the following intervals:

2 months	1st dose - (diphtheria, tetanus, pertussis, polio, HIB) plus pneumococcal
3 months	2nd dose (diphtheria, tetanus, pertussis, polio, HIB) plus meningitis C
4 months	3rd dose (diphtheria, tetanus, pertussis, polio, HIB) plus meningitis C plus pneumococcal
around 12 months	MMR, pneumococcal plus Hib/Meningitis C
around 15 months	MMR (measles, mumps and rubella) plus pneumococcal
3 - 5 years	Pre-school booster (diphtheria, tetanus, pertussis and polio) plus MMR

### **OTHER VACCINATIONS**

Tetanus, influenza and travel vaccinations may be given when required. For travel vaccinations please contact the surgery at least three months before your travel date and inform the receptionist that you require travel vaccines – you will be asked to complete a travel questionnaire to enable us to recommend the correct vaccines. Some travel vaccinations are not available on the NHS.

### **COMPLAINTS PROCEDURE**

A patient wishing to make a complaint should contact the practice manager by phone, by attending in person or in writing. Our aim is to provide patient satisfaction in all aspects of our work. All complaints will be acknowledged within two working days and a full response will be sent within 10 working days.

A patient information leaflet is available at reception.

## NEW PATIENT REGISTRATION

Persons wishing to register with the practice must make an appointment to see the practice nurse. When making the appointment a New Patient Pack will be issued. The forms in the pack are for information and should be read prior to the appointment. All practice partners are involved in the decision of whether or not a patient is accepted onto the practice list. If you fail to attend your registration appointment, we will not proceed with your registration.

All patients are registered with the group practice however they have the right to request to see a particular doctor. We endeavour to offer all patients the doctor of choice for routine matters, however for urgent matters this may not always be possible. If this is the case an explanation will be offered to you.

## HEALTH & SOCIAL CARE BOARD (HSCB)

If you have any queries about primary medical services in our area, you can contact the HSCB at the following address:

HSCB, 15 Gransha Park, Clooney Road, Derry BT47 6FN

Tel: 028 71 860086

## GENERAL

### *Telephone Calls To The Practice*

In order to reduce the number of people trying to get through to the surgery at any one time, we would ask that all patients observe the following times when ringing the surgery:

8.30-10.00am Requests for HOUSE CALLS and URGENT APPOINTMENTS ONLY.

10.00am-4.00pm Requests for ROUTINE APPOINTMENTS and ENQUIRIES.

10.00-11.00am

and 2.00-3.00pm Requests for ACUTE (ONE OFF) PRESCRIPTIONS

2.00-3.00pm Requests for TEST RESULTS.

### *Procedure For Contacting The Practice By Telephone*

Dial 71378522. A recorded message will prompt you to:

Press 1 for Appointments.

Press 2 for Prescriptions (Acutes - one off prescriptions, between 10.00 - 11.00am and 2.00 - 3.00pm) and advice on how to order Repeat Prescriptions.

Press 3 for Results.

Press 4 for Enquiries.

Press 5 for House Calls.

**• Please Note: If you do not have a touch tone telephone your call will be answered by the switchboard operator and then transferred to the extension you require.**

## CHANGE OF DETAILS

Please inform the reception staff if you change your address, name or telephone number.

## MEDICAL CERTIFICATES/FITNESS TO WORK NOTES

A patient does not require a doctor's "sick line" for the first week of any illness. If necessary, a self-certificate may be completed to cover for this period. These are available at the reception desk. If a patient remains unable to work for more than seven days, a doctor's "note/sick line" will be required. Please make an appointment for this.

## PATIENTS' RIGHTS AND RESPONSIBILITIES

Patients have the right to expect and receive the highest quality of service that the practice can provide. Patients also have the right to be treated with courtesy and respect at all times. In the event of a patient being dissatisfied with the service we provide the practice expects the patient to act responsibly and reasonably to resolve the matter. Patients are also expected to act responsibly by cancelling appointments that they cannot attend, by complying with medical advice given, by following prescribed treatment plans and by treating all practice staff including doctors, nurses and administrative staff with respect and courtesy.

## VIOLENT OR ABUSIVE PATIENTS

In the unlikely event that a patient is violent or abusive towards any of the practice personnel that patient will be removed from the practice list on the grounds that he/she had committed an act of violence or abuse and the matter will be reported. The request for removal will be made by telephone to the HSCB and confirmed by letter within seven days. The removal will be effective immediately. The patient will also be notified in writing unless such notification would be thought to be harmful to the physical or mental wellbeing of the patient or would put at risk the safety of one of the practice personnel, other patients or members of the public. The details of the removal will be recorded in the patient's medical notes.

## CARERS

We are interested in the health and wellbeing of patients who act as carers. If you are a carer, please let us know so that we can provide you with , or refer you to, appropriate support care or counselling.

## CONFIDENTIALITY

All patient notes are treated with the strictest confidentiality and we comply with the Data Protection Act 1998. The doctors, nurses, administrative and attached staff have access to your records. Information is only available on a 'need to know' basis. All staff are fully trained and compliant with the Data Protection Act 1998. Under this Act we are legally obliged to use your information appropriately. We hold information which is essential so that you can receive proper care and treatment. We may share some of this information with other health authorities, for example, immunisation data, cytology data, birth details and demographic data. This information is vital to protect public health generally and ensure that the Department of Health & Personal Social Services runs efficiently.

## 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 the practice manager.

## HOW TO FIND US

