

# Oaks Family Practice Centre

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Cookstown  
BT80 8BG

Tel: 028 8676 2249

Fax: 028 8676 6793

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



# WELCOME TO THE PRACTICE

## Personal And Professional Details Of Doctors

(4 doctor partnership)

<b>Dr John B O'Kane</b>	(Male) MB, BCH, BAO, (1974) Belfast DRCOG
<b>Dr John B McBride</b>	(Male) MB, BCH, BAO, (1976) Belfast DCH, DRCOG, MRCGP
<b>Dr Paul B Irwin</b>	(Male) MB, BCH, BAO, (1984) Belfast DRCOG, DGM, MRCGP
<b>Dr A Brown</b>	(Male) MB, BCH, BAO, (2001) Belfast DRCOG, MRCGP

## Opening And Closing Times

8.30am - 6.00pm - Closed for lunch 1.00 - 2.00pm

## Consultation Times

Monday	9.30 - 11.30am	3.30 - 5.30pm
Tuesday	9.30 - 11.30am	3.30 - 5.30pm
Wednesday	9.30 - 11.30am	3.30 - 5.30pm
Thursday	9.30 - 11.30am	3.30 - 5.30pm
Friday	9.30 - 11.30am	3.30 - 5.30pm

## Appointments

The practice operates a 48 hour appointment system and a number of pre-booked appointments are available. Appointments may be made in person or by telephone. Please make a separate appointment for each person. If you cannot attend, please cancel as soon as possible. Patients will be offered an appointment within 48 hours (weekends/holidays excluded) with a doctor in the practice, but not necessarily a doctor of your choice.

Urgent cases will be seen on the day with the first available doctor. Emergency cases will be seen immediately. Calls may be made between 8.30am and 6.00pm Monday to Friday.

Practice nurses and treatment room operate an appointment system except in urgent cases, when immediate treatment is available.

## Practice Home Visits

Please telephone before 11.00am. Only those too ill or too infirm to travel will be seen at home. It is inappropriate to request a house call because of lack of transport or other non medical social factors. Urgent home visits will be seen as soon as possible.

## Out-of-Hours Service

This practice is part of the Northern Area's Dalriada Urgent Care scheme, as are all the practices in the Cookstown/Magherafelt area. It covers the hours outside 8.30am to 6.00pm on ordinary weekdays.

It is strictly an **EMERGENCY** service and can be contacted by ringing **0870 532 9024** (calls charged at local rates). You will then be contacted by the emergency doctor on call.

It must be stressed that for **routine** and **non-urgent** matters, patients **must wait** and contact the practice doctors during the working day.

Click to: [www.oaksfamilymc.co.uk](http://www.oaksfamilymc.co.uk) for latest practice information

## Repeat Prescriptions

We have an organised telephone service for repeat prescriptions. Repeat prescriptions should be ordered by telephone or in person 24 hours before collection. All prescriptions should be collected within five days.

## Health Promotion

Antenatal	(Monday)	2.00-4.00pm	
Diabetic	(Tuesday)	9.00am-12.15pm	2.00-5.00pm by appointment
Asthma	(Thursday)	9.00am-12.15pm	2.00-5.00pm by appointment
Baby Clinic	(Tuesday)	2.00-4.00pm	
Minor Surgery	(Friday)		pm by appointment
Well Person	(Daily)	9.00am-12.15pm	2.00-5.00pm

Updated monthly computerised World-Wide Travel/Vaccination Service available at the practice - all geographical areas.

## Practice Staff

Practice Manager	Mrs M Lee	
Treatment Room Nurses	Mrs J Rice	Mrs I Leonard
Practice Nurses	Mrs C Thornton	Mrs E Irwin
Receptionists	Mrs A Brown	Mrs E McGarvey
	Mrs T Anderson	Mrs D Hardy
	Mrs J Curry	Miss L McGarvey
	Miss K Campton	Miss L Devlin
	Miss O McCrystal	Miss G Cunningham

All staff including receptionists, practice nurses, district nurses, midwives, health visitor and practice manager can be contacted by telephoning 028 867 62249 (six lines are available).

## Confidentiality

Confidentiality is a fundamental first principle with the doctors and all the practice staff. No patients' details are ever disclosed to any third party without their signed, express permission.

## Services Provided By The Doctor

These include: Maternity Medical Services, Contraceptive Services, Child Health Surveillance Services and Minor Surgery Services.

## Suggestions And Complaints

The practice has an agreed complaints procedure and would hope to deal with any dissatisfaction in an efficient and courteous manner. If you have any perceived cause of complaint please contact our practice manager Mrs Moyra Lee or one of the doctors.

We also have a suggestion box in the waiting area and would invite any constructive comment.

## Disabled Access

There is access to the surgery for disabled patients and toilet facilities are also available.

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

## Zero Tolerance

We strongly support the NHS policy on 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.

## The Family Medicine Chest

Here is a list of useful medicines and dressings with a description of their uses.

All are quite cheap and worth stocking at home in readiness for minor illnesses.

**Keep them in a box or cupboard with a lock, or store them well out of the reach of children.**

### Paracetamol Mixture

For relief of pain or fever in young children.

### Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

### Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

### Calamine Lotion

For dabbing (not rubbing) on insect bites, stings and sunburn.

### Dressing Strips

eg Elastoplast, Band-Aid for minor cuts.

### 3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

### Cotton Wool

For cleaning cuts and grazes.

### Friars Balsam

Added to hot water to make steam inhalation for treating croup, catarrh or painful cough.

### Thermometer

For fevers.

### Tweezers

For removing splinters, stings and thorns.

**Remember that your local chemist can give you advice about medicines.**

## Self Treatment Of Common Illness And Accidents

Many common illnesses can be simply treated at home without the need to consult a doctor.

### Back Pain

Most complaints of back pain are due to simple sprains. Take care to sit as upright as possible with a support for the small of the back. Take paracetamol which will help to relieve the pain and consult the doctor if it persists for more than a few days. If back pain is severe, rest the back by lying on a firm surface.

### Burns

Minor burns can be treated at home by applying large amounts of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take up to 15 minutes. More serious burns should be taken directly to the Accident & Emergency Centre of the local hospital.

## Colds, Sore Throats And Flu-like Illnesses

These illnesses are usually viral and as yet there is no curative treatment. If you have aches and pains or you are feverish take paracetamol, go to bed and take plenty of drinks. Antibiotics are generally not indicated and will not help the symptoms.

### Diarrhoea And Vomiting

This usually settles in one to three days and we recommend avoiding all foods for 12 to 24 hours, but give plenty of fluids frequently and in small amounts. Special fluids such as Dioralyte or Rehidrat are available at the chemist. When you start eating again try dry bread, toast, thin soups, potatoes or chicken.

**In Children** - Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding on an electrolyte solution which will be recommended by your chemist. If symptoms persist or the child's condition deteriorates consult your doctor.

### Sprains

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then firmly apply a crepe bandage and give the sprain plenty of rest until the discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.

### Nosebleeds

Sit in a chair, lean forward with your mouth open and pinch your nose between forefinger and thumb just below the bone continuously for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult a doctor.

### Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

### Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

Remember, prevention is better than cure:

• SLIP (slip on a tee-shirt) • SLOP (slop on suncream) • SLAP (slap on a hat)

Sun creams can only be provided by prescription in exceptional circumstances, where there is an underlying skin ailment.

### Insect Bites And Stings

Various preparations can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

### Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription. Preventative hairspray is also available without prescription.

### Chickenpox

On the first day a rash appears (usually on the trunk) as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after that date. Children may return to school as soon as the last 'crusts' have dropped off.

## German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four to five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

**Immunisation can prevent this disease.**

## Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or 10 days after that date. **Immunisation can prevent this disease.**

## Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor. **Immunisation can prevent this disease.**

## Dog Bites

Tetanus (Lockjaw) is very rare. Those who have been fully immunised including children who have received all their vaccinations within the previous 10 years do not require further vaccination. The risk of tetanus infection from a dog bite is extremely remote. Vaccination within 24 hours of the injury will provide full protection.

## Sore Ears

Most sore ears are viral and settle with paracetamol (Calpol/Disprol). Antibiotics will not relieve pain and are often not indicated.

## GPs' Responsibilities

- **You will be treated** as an individual and will be given due courtesy and respect at all times. You have the right to be treated confidentially.
- **Respect for religious and cultural beliefs** will be honoured.
- We will answer the telephone promptly and courteously.
- **Home visits** will be made when requested and if a doctor feels that you are not well enough or are too infirm to attend the surgery. The final decision rests with the doctor.
- **We may give you your test results** when you telephone the surgery or you may be asked to make an appointment with the doctor to discuss them.
- **On registering as a new patient** you will be offered a health check with the nurse.
- **You will be given a time to see a doctor** in accordance with the system used in this practice. If there is a substantial delay for any reason, you will be given an explanation.
- **Repeat prescriptions** will normally be ready from the surgery within 24 hours.
- **Routine referral letters** for hospital appointments will normally be dispatched within one working day of referral being agreed with the doctor. Urgent referrals for hospital appointments may be faxed, telephoned or provided as a hand-written note for a patient to take to the hospital.

## Patients' Responsibilities

- **We ask that you treat** our doctors and all practice staff with due courtesy and respect.
- **The first hour of the morning** can be extremely busy. Please take the advice given to you at the practice.
- **Let us know immediately if you change** your address or name and remember to give your phone number and postcode.
- **Please contact the surgery** between 8.30 and 11.00am for a home visit during the day which will be at the discretion of the doctor.  
A home visit for a genuine emergency can be requested at any time.
- **If tests** are ordered for you, please ask your doctor or a member of staff about receiving the results.
- **Please read the rest of this practice booklet** to get the best out of the service available.
- **Please let us know if you are unable to keep an appointment.** We can then offer it to someone else.
- **Please check our patient information booklet** for the procedure for obtaining repeat prescriptions.

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## Useful Telephone Numbers

Oaks Family Practice .....	028 8676 2249
Out Of Hours - Dalriada Urgent Care .....	028 25 66 3500

### Hospitals

Causeway Hospital .....	028 7032 7032
Mid Ulster Hospital .....	028 7963 1031
South Tyrone Hospital .....	028 8772 2821
Antrim Hospital .....	028 9442 4000
Craigavon Area Hospital .....	028 3833 4444
Altnagelvin Area Hospital .....	028 7134 5171
Belfast City Hospital .....	028 9032 9241
Royal Victoria Hospital .....	028 9024 0503
Belvoir Park Hospital .....	028 9069 9069
Holywell Hospital .....	028 9446 5211

### Chemists

Allens Chemist .....	028 8676 3628
Boots Pharmacy, Burns Road .....	028 8676 3811
Malachy B Falls .....	028 8676 2653
Boots Medical Hall .....	028 8676 2238
Gordon's Chemist .....	028 8676 2223
Boots Chemist (Main) .....	028 8676 6176
Department of Health & Social Security .....	028 8676 8000
DSS, Castle Court, Belfast .....	028 9054 9000
Social Worker .....	028 8672 3800
Out-of-hours .....	028 9446 8833
Family Planning/Chiropody .....	028 8672 3800
Council Offices .....	028 8676 2205
Central Services Agency .....	028 9032 4431
NHSSB .....	028 2531 1000

### Practice Area

#### COOKSTOWN DISTRICT

