

# Old Bank Surgery



Dr M Beckett  
&  
Dr J Vercoe-Rogers

97 Mill Street  
Ballymena

**Tel 028 2564 3111**

Fax 028 2564 3113

*[www.oldbanksurgery.co.uk](http://www.oldbanksurgery.co.uk)*

# Welcome To Our Practice

Our aim is to provide our patients with the best possible care within the resources available to us and to deal with any problems as quickly and efficiently as possible. This booklet is to help you to get to know about the services we provide. We hope you will find it useful and keep it for future reference.

## The Practice Team

### DOCTORS

**Dr M Beckett** (Female) MB BCh Cork 1975

**Dr J Vercoe-Rogers** (Male) MB BCh DMH DCH Dublin 1991

### PRACTICE MANAGER

#### Mrs Isobel McKeown

Our manager is responsible for the management and administration of the practice and all non-clinical aspects of your healthcare. If you have any queries, comments or suggestions about the services offered by the practice, she will be happy to discuss these with you.

### RECEPTION/ADMINISTRATION STAFF

**Ciara Boyle** and **Gemma Young** (both full time)

**Alison McCullagh** and **Stephanie Cathcart** (both part time)

The reception/administration staff assist in the efficient day-to-day running of the practice and support the services we provide. When you telephone the surgery the receptionists will ask you a few details. They have been trained to make these enquiries so that we can help you in the most appropriate way. Strict confidentiality is maintained by all staff on any matter relating to the health of our patients. The receptionists will make appointments for patients to see the doctors, treatment room nurse or practice nurse. They can give patients the results of some laboratory tests. Transport needed for hospital appointments is also arranged by the receptionists. Reception staff are here to help you, but their job is very demanding and they are often very busy, so please be patient.

### PRACTICE NURSE

#### Miss Angela Trainor

The practice nurse is primarily concerned with promoting healthy living and preventing diseases. We strongly advise our patients to have regular check-ups for lifestyle, weight and risk factor analysis and measurement of blood pressure. She monitors asthma, diabetes, smoking cessation, COPD, ischaemic heart disease and anti-coagulation. Patients are invited by letter to attend the appropriate clinic, but a patient may also make an appointment via the receptionists to see the practice nurse.

**Stay in touch with our website: [www.oldbanksurgery.co.uk](http://www.oldbanksurgery.co.uk)**

## JAMES BALLENTINE & SON Solicitors

A. J. Stewart Ballentine, LLB  
J. M. Jayne Ballentine, LLB

Telephone 028 2565 6161 Bank Buildings  
028 2565 2939 The Pentagon  
028 2564 4989 Ballymena  
Fax 028 2565 9721 BT43 5LL  
Dx No 3216 NR BALLYMENA

## Spare Keys



**NEVER** leave a spare key in a convenient hiding place such as under the doormat or in a flowerpot - a thief will look there first. If you've moved into a new house, consider changing the back and front door locks - other people may have keys that fit.  
**Don't make it easy for the burglar.**



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We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

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## Why Your Business Needs A Website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

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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.

#### TREATMENT ROOM NURSE

**Mrs Sandra McCrory**

The treatment room is open Monday, Tuesday and Friday 9.00am - 4.00pm and Wednesday and Thursday 9.00am - 12.30pm. Blood tests, dressings, immunisations etc are carried out by the treatment room nurse.

#### Primary Care Team Attached Staff

#### HEALTH VISITORS

**Mrs Margaret Kennedy and Mrs Noeleen McMullan**

The health visitor is available to help with health matters relating to the under fives, eg feeding difficulties, immunisations, hearing problems. She can be contacted on her direct line 028 2563 5694 or by contacting reception on 028 2564 3111.

#### DISTRICT NURSES

The district nursing team provide skilled nursing care in the patient's own home and advise carers. They assess needs, give information and counselling and carry out appropriate nursing care.

If you require the services of a district nurse, please contact reception on 028 2564 3111.

#### Surgery Opening Times

Reception is open during the following times:

Monday, Tuesday, Thursday and Friday	8.30am - 5.30pm
Wednesday	8.30am - 1.00pm
Closed for lunch daily	1.00 – 2.00pm

#### Consultation Times

Monday to Friday 8.30 - 11.20am and 3.00 - 5.00pm  
(except on Wednesday when surgery is held in the morning only)

All surgeries are by appointment. Consultation times may vary according to demands.

Appointments may be made by telephoning the receptionists on: 028 2564 3111.

Please make one appointment per person.

Please ensure you let us know if you cannot keep your appointment.

Urgent cases can always be seen on the same day, but not always with the doctor of your choice.

Appointments are for 10 minutes although some patients' problems take longer than others, so please be patient if there is some delay. If you feel you will need a longer appointment than usual, please let the receptionist know and we will make provision for this.

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

## Home Visits

Please do not ask the doctor to make a home visit if you are well enough to come to the surgery.

If you ask for a home visit you should give a complete description of the patient's condition so that the doctor can judge if a home visit is necessary.

Only the doctor can judge the necessity of a home visit.

Other than in the case of extreme emergency, all requests for home visits should be made by telephoning 028 2564 3111 before 10.30am.

The receptionist will ask a few details to allow the doctor to assess the urgency of your call and help you in the most appropriate way. Please remember that several patients can be seen at the surgery in the time it takes to make a home visit.

## Emergencies

For emergencies during surgery hours, telephone 028 2564 3111. Between 8.30am and 5.30pm, urgent requests will be given prompt attention by the receptionists and the doctor will be informed. It will be necessary for the receptionist to ask some details regarding the condition of the patient so that the doctor can assess the urgency of the call.

Emergency calls outside surgery hours are dealt with by Dalriada Urgent Care. In an emergency, please telephone 028 2566 3500.

The exception to this is Wednesday afternoon (1.00 - 6.00pm) when you should call 028 2564 3111. If it is a training day for Old Bank Surgery, you will hear a recorded message telling you which number to call.

## Telephone Advice

If you require telephone advice, the best time to speak to the doctors is between 12 noon - 12.30pm. The receptionist may ask you for a telephone number and it will be put on a telephone list for the doctor to ring you back.

At other times they may be busy and interruptions during surgery are upsetting for both doctor and patient. For this reason staff has been asked not to disturb consultations with non urgent-telephone calls.

## Repeat Prescriptions - Telephone 028 2563 1544

The prescription line is open:

Monday, Tuesday, Thursday and Friday 9.00 - 11.00am and 2.00 - 4.00pm

Wednesday 9.00 - 11.00am

Prescriptions, repeat or acute, can be ordered:

- in person at reception
- by telephoning the dedicated prescription line during the above times
- by post enclosing a stamped, addressed envelope
- online - a password must be obtained from reception for you to register for this service.

When prescriptions are ready they can be collected from the surgery or can be sent by the courier service to a chemist of your choice.

**Please note it takes 48 hours to process a repeat request.**

**Stay in touch with our website: [www.oldbanksurgery.co.uk](http://www.oldbanksurgery.co.uk)**

## How To Register

Please bring the applicant's signed medical card to reception. All new patients will be offered an appointment to see the doctor to get registered. All patients are now registered with the practice rather than a particular doctor. Patients can request an appointment with any of the doctors.

Patients who are staying temporarily in the area or require emergency or immediately necessary treatment can request clinical services. Information on the consultation will be forwarded to the Northern Health and Social Services Board.

## Area Of Practice

New patients are accepted within a 12-mile radius of the surgery.

## Change Of Details

Please inform the receptionists if you have a new address, telephone number or name. It is very important to keep your details up to date. If you leave the area it will be necessary to register with another doctor. You do this by completing the relevant section of your medical card and taking the card to the new surgery of your choice.

## Test Results

Results of investigations eg blood tests, x-rays etc are available by telephoning 028 2564 3111 between 2.00 - 3.00pm when the results will have been reported on by the doctor.

## Private Medical Services

Medical examinations for life assurance, pre-employment medical, HGV licence etc, and completion of private medical forms are undertaken by arrangement with the doctor who you usually see at the surgery. These and certain other services are not covered by the NHS and will attract a fee which has been recommended by the British Medical Association. Please contact reception for an appointment and advice regarding the fee.

## Special Services and Clinics

### IMMUNISATION OF CHILDREN

All children in the practice are offered immunisations against the following diseases:

2 months	Diphtheria, Tetanus, Pertussis, Polio and Hib, Pneumococcal
3 months	Diphtheria, Tetanus, Pertussis, Polio and Hib, Meningitis C
4 months	Diphtheria, Tetanus, Pertussis, Polio and Hib, Meningitis C, Pneumococcal
After 1st Birthday	Measles, Mumps and Rubella, Pneumococcal, Hib and Meningitis C
3 - 5 years	Measles, Mumps and Rubella, Diphtheria, Tetanus, Pertussis and Polio
Girls 12 - 13 years	Cervical cancer caused by human papillomavirus types 16 and 18
14 - 18 years	Diphtheria, Tetanus and Polio

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## HEALTH PROMOTION

All patients are invited to attend the surgery for a check-up. This includes height and weight measurement, blood pressure and cholesterol checks and advice on healthy living.

## CHILD HEALTH SURVEILLANCE

The health visitor will call to carry this out at regular intervals and you will be invited to the surgery when your child is four years old for a final assessment by the doctor.

## ANTENATAL/POSTNATAL CARE

These are by appointment with a doctor/midwife. When your baby is born you will be sent an appointment when he/she is eight weeks old to have a check up and for the baby to be assessed by the health visitor and doctor.

## ASTHMA/DIABETES/HEART DISEASE/SMOKING CESSATION CLINICS

These clinics are run by the practice nurse and are designed to help patients understand and manage their particular disease.

Blood tests will be taken as necessary. Blood pressure, peak flow readings and other related tests will also be carried out at the clinics.

## CERVICAL SMEARS

As from January 2011, cervical screening is being offered to all female patients aged 25-49 years old. Women aged 25-49 are being offered screening every 3 years and those aged 50-64 every 5 years. Patients will be written to informing them of the result of their smear and advising them when they should make their next appointment. These tests are carried out by the practice nurse or if preferred, the female GP.

## MINOR SURGERY

Certain minor surgical procedures can be done by the doctor during surgery hours thus avoiding the need to be put on a hospital waiting list. Procedures undertaken include cryosurgery (removal of warts), excision of some cysts, skin lesions and joint injections. There is a minor surgery clinic held on the 1st Friday of each month. You must be referred to this clinic through your GP.

## ADULT VACCINATIONS

**Tetanus, Diphtheria and Polio** - all adults should ensure they are adequately immunised against tetanus and polio.

**Flu Vaccinations** - available each Autumn for those patients who are elderly or at risk due to certain medical conditions such as asthma, diabetes, kidney disease or heart trouble. Carers are also advised to get the flu vaccine.

## CONTRACEPTIVE SERVICES

Your doctor is happy to advise on all aspects of family planning and contraceptive services.

## PATIENT PARTICIPATION GROUP

We have started a patient support group whose aim is to give us feedback on the services being provided and suggest ways in which we could improve our service. Anyone who would wish to participate in the group would be warmly welcomed. Please contact reception if you are interested.

**Stay in touch with our website: [www.oldbanksurgery.co.uk](http://www.oldbanksurgery.co.uk)**

## Confidentiality

The practice is registered under the Data Protection Act. Therefore we uphold the ethics of the medical profession that information held and the disclosure of such information should only be made in accordance with the strict code of professional confidentiality. All staff are trained in and are aware of the importance of patient confidentiality. No information about yourself will be released without your consent unless it is within the confines of the NHS, by legal requirement or it is in the public interest.

## Disabled Access

For easy wheelchair access, a ramp is situated at the front entrance. A toilet suitable for wheelchair access is situated on the ground floor.

## Zero Tolerance

This practice considers aggressive behaviour to be any personal, abusive or threatening comments, bad language, physical contact and aggressive gestures. In keeping with the rest of the NHS, we operate a 'zero tolerance policy' with respect to the protection of all staff. This means that no abuse of doctors or staff is acceptable whether verbal or physical and any patient behaving in such a manner will be removed from the practice list with immediate effect. In some cases the police will be informed.

## Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. We operate an informal in-house complaints procedure, drawn up to respond to patients' grievances. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes we have made. This procedure does not deal with matters of legal liability or compensation. If you use this procedure it will not affect your right to complain to the Health Board.

Your complaint should be addressed to the practice manager, who will ensure that it is investigated thoroughly and as speedily as possible. Please note that the practice must ensure strict adherence to the rule of medical confidentiality. We cannot provide confidential information without appropriate authority if you are not the patient in question.

## Freedom of Information

This booklet has been prepared to comply with the Freedom of Information Act 2000. If the information that you require is not here, please contact the practice and we will try and assist you.

## Practice Charter Standards

We aim to provide our patients with the best standard of care within the resources available to us and to deal quickly and efficiently with any problems that may arise. Patients will be treated with respect at all times in a confidential manner. All new patients will receive a practice booklet and copies will be made available in the waiting areas.

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

## Patients' Rights to General Medical Services

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As a patient of this practice you are entitled to:

- Be registered with a GP.
- A clear explanation of any treatment proposed for you.
- Be supported by a relative or friend if you want one.
- Privacy and confidentiality.
- Respect for your religious and cultural beliefs.
- Courtesy from the staff.
- Emergency care at any time through a GP.
- Be offered a health check on joining the practice.
- Be given an appointment the same day if you need to see a GP urgently.
- Be referred to a consultant when your GP thinks it necessary and to be referred for a second opinion if both you and your GP agree that this is desirable.
- Have access to your medical records, subject to any limitations in the law, and know that those working for the NHS are under legal duty to keep the contents confidential.
- Choose whether or not you wish to take part in medical research or medical student training.
- Be given detailed information about local family doctor services through your Health Board's local directory.
- Receive a full and prompt reply to any complaints about the services provided by the practice.
- Expect your medicines to be reviewed regularly if you are receiving repeat prescriptions.

## Help Us to Help You

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As a patient of this practice we expect you to:

- Treat the doctors and practice staff with courtesy.
- Be punctual for appointments.
- Give as much notice as possible if you are unable to keep an appointment.
- Make more than one appointment if more than one person needs to be seen.
- Be prepared to make further appointments if you have numerous or complicated problems.
- Be patient if appointment times are running late as it may be you who needs the extra time on another occasion.
- Only ask for a home visit if you are unable to attend the surgery due to illness.
- Only contact an out-of-hours doctor if your medical complaint cannot wait until the next working day.
- Be prepared to see another doctor if your own is unavailable.
- Be very careful to follow treatment prescribed by your doctor.
- Make constructive comments, suggestions or complaints to the practice manager.

**Stay in touch with our website: [www.oldbanksurgery.co.uk](http://www.oldbanksurgery.co.uk)**

## Northern Health and Social Services Board

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Details of primary medical services in the area may be obtained from:  
HSCB Northern Office, Directorate of Integrated Care, County Hall,  
182 Galgorm Road, Ballymena BT42 1QB  
Tel: 028 2531 1140.

## When Bereavement Occurs

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**If the death happens at home** please telephone the doctor to come and certify the death (the doctor will tell you when the medical certificate of death will be available).

**If the death is sudden** the doctor may not be able to give you a death certificate, but will instead ask a coroner to be involved.

**After death in hospital** a member of staff will explain to you when to collect the medical certificate of death and when the undertakers should arrive.

Telephone your funeral director and give him instructions. You can discuss the funeral arrangements with him later.

Go to the Registrar of Births and Deaths (Ardeevin) during office hours, taking with you:

- The death certificate (get extra copies needed for closing bank accounts etc).
- The NHS card.
- Pension book if applicable.
- Birth certificate if possible.

You will be asked:

- The full name (and maiden name) of the deceased.
- His/her place and date of birth.
- His/her occupation (and the occupation of the widow(er)).
- His/her usual address.
- The name and date of birth of the widow(er).

You will be given a death certificate by the registrar.

## Management of Common Ailments

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Many conditions get better on their own and can be treated successfully at home. Your pharmacist may be able to help you with these and advise about medicines you can buy over the counter.

### COLD AND FLU

These usually start with a runny nose, cough, temperature and aches. Children with these symptoms often get swollen glands at the same time. These are mostly caused by a virus and antibiotics are of no use in their management. Treatment with paracetamol and other simple remedies is usually enough. Remember to drink plenty of fluids. If you or your child seems very unwell, or if the symptoms last more than a few days, you should consult your doctor.

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

## DIARRHOEA AND VOMITING

In adults and older children, diarrhoea and vomiting will usually get better on its own. Treatment consists of replacing the fluid you have lost and resting the digestive system by having nothing to eat for 24 hours. Fluids in small quantities should be taken frequently. If the diarrhoea contains blood or there is severe pain or high fever you should discuss it with your doctor.

Diarrhoea and vomiting in small babies and young children should be treated with caution, and your doctor will be happy to advise you about this over the phone and arrange to see you if necessary. Elderly people and those with medical conditions (eg diabetes) should consult the doctor.

## BACK PAIN

Most acute strains and sprains will settle within a few days. It is considered best to keep mobile and control pain with simple painkillers such as paracetamol. If the pain is difficult to control or not improving, then consult your doctor.

## SPRAIN

First apply a cold compress containing ice (eg a packet of frozen peas) for 15 minutes to reduce the swelling. Apply a firm crepe bandage and give a sprain plenty of rest until the discomfort has subsided.

## HEAD LICE

Head lice may affect anyone and are not a sign of poor hygiene. Medicated head lotion can be obtained from the chemist without a prescription.

## INSECT BITES AND STINGS

Most of these do not need treatment. Anti-histamine tablets can be obtained from the chemist without prescription and will relieve most symptoms.

## WORMS

These are common in children. It is worth checking to see if others in the family are affected. Some medical staff like to treat only the family members affected but many like to treat the whole family, just in case. Treatments are available from the chemist.

## NOSEBLEEDS

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for about 10 minutes by which time the bleeding usually stops. If bleeding continues, consult your doctor.

## BURNS AND SCALDS

Remove any clothing from the area and apply lots of cold water. Do not burst any blisters that form. If there is a large area involved or if the blisters are broken you should see the nurse for a dressing or seek medical help.

## Childhood Problems

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### THE CHILD WITH A TEMPERATURE

We are aware of how worrying it can be to have a sick child. If you are concerned about your child we will always be able to see them the same day at the surgery. We do ask that whenever possible you bring your child to the surgery rather than request a home visit. A child will come to no harm being brought to the surgery and can usually be seen sooner. Your co-operation in this matter is greatly appreciated. It is always wise to keep a supply of children's paracetamol (Calpol or Disprol) at home. Paracetamol reduces a child's temperature so should be given four-hourly whenever a child has a temperature. In most minor illnesses in childhood this is the only treatment required.

If you are worried about the child or the child fails to improve in two or three days, he or she should be brought to the surgery for a check.

### CHICKENPOX

This is the most common childhood infection which we cannot prevent by immunisation. The rash typically takes the form of small blisters and is infectious for one week from the time the spots first appear. Usually it is fairly mild and only needs treatment with calamine lotion to ease the itching and paracetamol to help the fever. Both of these can be bought from a chemist.

### GERMAN MEASLES (RUBELLA)

The rash appears during the first day of illness; it is usually faint and fades within two or three days. It is infectious for about a week.

The only danger is to unborn babies and it is important to avoid people who are pregnant, although nowadays most expectant mothers have been immunised as schoolgirls.

IMMUNISATION CAN PREVENT THIS DISEASE.

### MUMPS

Mumps is a viral infection involving the salivary glands and presents as swelling of one or both sides of the face and neck.

IMMUNISATION CAN PREVENT THIS DISEASE.

WE HOPE ALL CHILDREN WILL NOW BE IMMUNISED AGAINST MEASLES, MUMPS AND GERMAN MEASLES BY HAVING THE MMR INJECTION SOON AFTER THEIR FIRST BIRTHDAY, WITH A BOOSTER AT AGE FOUR.

All the above infections are caused by viruses and usually require no treatment from the doctor. However, if your child appears particularly unwell or if you are worried, your doctor will be happy to give you advice.

# Important Notice

YOU CAN NOW VISIT OUR

# SURGERY

# WEBSITE AT

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

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



To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

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# Our Practice Area

