

Clinics and Services

Moy Health Centre has the following Clinics

- Baby and Child Clinic
- Asthma and COPD Clinic
- Diabetes Clinic
- Cervical Cytology (Smear Test) Clinic
- Cholesterol and Lipid Clinic
- Postnatal Clinic
- Full range of Contraceptive and Family Planning services available. Coil Fitting and Implant fitting on site
- Minor Surgery Clinic operates once per month. Services include:
 - Ingrown Toenail
 - Lump and skin tag excision
 - joint injections.

Prescriptions

Repeat Prescriptions can be ordered as follows:

- In Person, please complete a prescription order form then post it into the prescription box located outside on the wall by the front door.
- By Telephone, Prescriptions can be ordered between 09:30-11:30 and 14:30-16:30 daily.
- Online: You can order your repeat prescription online through Patient Access. Please contact reception to get your personnel account log in ID.

PLEASE ALLOW 48 HOURS FOR COLLECTION.

Complaints Procedure

We are committed to providing a high standard of personal medical care for all our patients. If you have any suggestions about how services might be improved, we would be happy to hear from you. If you have a complaint, please contact our Practice Manager at Moy Health Centre who will try and deal quickly and courteously with the problem.

Telephone Access

Patients may ring during surgery hours from 8:30am - 12noon & 2pm - 6pm via telephone. 028 8744 0376. The receptionist records your telephone number and the doctor will ring you back after surgery. **Please note that medically urgent calls will be taken at any time.** In this case it is important that you provide the receptionist with sufficient information to prioritise your call.

Results

You may telephone the surgery for test results on Option 2 between **12:00 - 1:00pm Monday - Friday.** Please note for confidentiality reasons we cannot give out a patient's test results to family or friends unless consent is given to the nurse by the patient. The nurse will make a record of this in the patient's notes.

Disabled Access

Disabled access is via the main entrance from the car park. The building has disabled toilet facilities. A wheelchair is available at the front door. All clinical rooms are on the ground floor.

MOY HEALTH CENTRE

48 CHARLEMONT STREET

MOY, DUNGANNON,

CO, TYRONE

BT71 7SL

TEL: 028 8744 0376

www.moyhealthcentre.hscni.net

DR I. CAMPBELL & DR U. CONROY

DR D. CLEARY, DR S. COLLERAN & DR J. MCSHEA

FAMILY MEDICAL PRACTICE



Surgery Times

DAY	MORNING	AFTERNOON
MONDAY	8:30am to 1:00pm	2:00pm to 6:00pm
TUESDAY	8:30am to 1:00pm	2:00pm to 6:00pm
WEDNESDAY	8:30am to 1:00pm	2:00pm to 6:00pm
THURSDAY	8:30am to 1:00pm	2:00pm to 6:00pm
FRIDAY	8:30am to 1:00pm	2:00pm to 6:00pm

The Surgery closes between 1:00pm and 2:00pm

The Practice

The Campbell & Conroy Family Practice is the first of the two independent medical practices based within Moy Health Centre.

The Cleary, Collieran & McShea Family Practice is the second of the two independent medical practices based in Moy Health Centre.

Moy Health Centre houses several medical and nursing personnel including:

- our Advanced Nurse Practitioner
- Practice Nurses
- Treatment Room Nurses
- Health Visitors
- District Nurses
- Health Care Assistants.

Registrations

Moy Health Centre can register patients who live within their practice boundary. Reception staff will ask you for your address you are living at to check if you fall within the boundary for registering.

You will need to complete a set of HSCR1 registration forms and Health Questionnaire – you will also be asked to provide some evidence to go along with your registration forms. E.g. Passport, proof of address and a brief summary from your previous practice. Once registered your new HCN health card will take 2 to 4 weeks to arrive at your address.

Any patients who have never registered with a GP in Northern Ireland or UK before will need to attend the NINES service in South Tyrone Hospital – Contact 028 3756 1370 to make an appointment.

Abuse Or Violence

Staff are here to help you. We encourage a cordial, caring and professional relationship with all our patients. However, if a patient becomes verbally abusive towards our staff, they will receive a written warning informing them they will be removed from the GP list if their behaviour does not improve. If a patient is physically abusive towards our staff they will automatically be removed from the GP list.

The local health Board contact: HSCB, Southern Office, Tower Hill, Armagh. Tel: 028 9536 2009

Emergencies

In the event of **Chest Pain or Collapse or a serious incident please call 999.**

During normal working hours in the case of an emergency contact Moy Health Centre 028 8744 0376 and press option 1.

Out Of Hours

The Urgent Care (GP) Out of Hours Service should be used for serious urgent problems that cannot wait until your own GP surgery re-opens. Please always phone first on **028 3839 9201** as many patients can be given telephone advice and will not need to attend a centre. Patients who don't phone first may have to wait longer to be seen or be redirected to a more appropriate service.

Nearest Accident & Emergency Department

Your nearest full time Accident and Emergency department is Craigavon Area Hospital:

Tel: 028 38334444.

Phone First

Phone First is for an injury or illness which requires urgent treatment but is not immediately life threatening. You need to ring phone first before attending CAH/MIU on **0300 123 3111** Monday to Friday 9:00am to 9:00pm. Weekends & Bank Holidays - **028 3756 7481** 10:00am to 6:00pm.

Home Visits

We have much better facilities for diagnosing your illness and for treating you at Moy Health Centre. However, if you are completely housebound and unable to visit the Health Centre and need to see a doctor, please telephone the health Centre before 10am to request a Home Visit. Telephoning early will help us to plan the day's house calls.

Telephone Triage Appointments

The Health Centre operates a telephone triage from 8:30am until calls have reached capacity. When calls have reached capacity, you may be advised to contact us the next day unless it is Medically Urgent.

To make a telephone appointment with our practice please telephone from 8:30am on 028 8744 0376 option 4. The reception staff have been asked to get as much clinical information from you as possible, in order to direct your query to the most appropriate person.

Website

For more information, please visit our website at:

www.moyhealthcentre.co.uk

