

Practice News

Launch of Practice Website

Special points of interest:

- Launch of Practice Website
- Meet the Staff
- Patient Survey
- No Smoking Day
- Travel Vaccinations

We are delighted to announce the launch of our new practice website.

Please visit at
www.dundonaldmedicalcentre.co.uk

If you wish to avail of any of the online booking or ordering facilities you will first have to register with reception, please ask for the 'registration letter'.



Meet the Staff - the Practice Manager

With each issue you will be introduced to a different group of staff working within our practice.

In this issue the Practice Manager.

Mrs Joy McGaughey joined the practice in March 1998 in a secretarial role. She moved from a successful career in banking lasting 17 years.

In 1999 she became practice manager. As such she is responsible for managing and facilitating the smooth running of the practice and assisting the partners in the

provision of a high quality patient service within a safe efficient working environment by providing effective administrative support to the GP's and staff and encouraging the development and progress of the practice.



Dr Tracey McCourt is returning to the Practice on 1 April 2008, after the birth of her daughter. She will be available for consultation on Monday and Thursday mornings by appointment.

Patient Survey

The Practice Survey for 2007/2008 was carried out in the second week of January using a recognised survey format.

We gave out and received back 150 completed questionnaires.

The area in which the practice scored highest was on questions regarding the Doctors' care, concern and treatment although it can be difficult to see the doctor of your choice at times. Dr McCourts return to the practice will increase the number of appointments available.

Despite having upgraded our telephone system, the survey demonstrated unhappiness with the telephone system and we are looking into this. With the launch of our website it is now possible to



use online booking and ordering facilities.

In general the survey was favourable towards the practice with our overall score increasing from 55% in 2006/07 to 67% this year.

No Smoking Day

Join with more than 1 million people and kick the habit on 12 March.

Smoking cessation advice and support is available at this practice.

Helpline N.I.— 0800 85 85 85

You don't have to wait long for the health benefits to start after stopping.

After 20 minutes

Pulse and blood pressure return to normal
After 8 hours

Nicotine and carbon monoxide levels are halved

After 24 hours

Carbon monoxide will be eliminated from your body

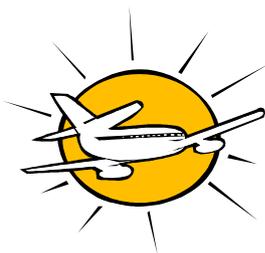
After 48 hours

No nicotine left in your body, smell and taste improved

After 72 hours

Your breathing becomes easier and energy levels increase.

**Take the great
'No Smoking Day'
challenge on
Wednesday 12
March 2008.**



Travel Vaccinations

Most travel vaccinations are available at this practice.

To access this service contact reception and complete the travel risk assessment form. It is important to do this as early as possible, at least **6 weeks** before you travel.

You will be asked to call at the surgery a few days after the completed form is received to collect the necessary prescriptions and make an appointment for their administration.

Comprehensive personalised travel information including vaccinations will be given at

this appointment. This service is not available at open surgery.

Not all vaccinations or prescriptions in connection with travel abroad are available on the NHS. Where advice and/or a prescription is required in relation to any of these there will be a standard fee of £10.00.