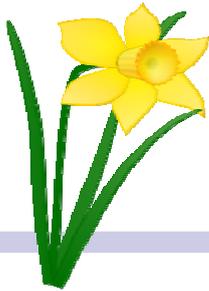


Spring 2009



Dundonald Medical Centre

# Practice News

## Special points of interest:

- Dr H J Curran
- Prescriptions
- Patient Survey
- Hay Fever
- Travel vaccinations

## Dr H J Curran leaves

As most of you are aware, I am leaving Dundonald Medical Centre after nearly 24 years to pursue a further career with the Department of Health, working on behalf of all patients in Northern Ireland.

This has not been an easy decision and I am humbled and gratified by the response of many of you who have expressed your regret at my departure.

I have thoroughly enjoyed my time in Dundonald over the years, helping to build the practice up and forming long-term relationships with many of you

through good times and bad.

If I have helped you, then it is no more than my job, and the rewards to me were great in seeing and helping my patients. If I have upset and offended anyone over the years, then I beg your apology.

I know that I am leaving you in good hands and I wish you all health and happiness for the future.

Hubert Curran

## Helping us to help you - Prescriptions

Every day this practice can issue up to 500 prescriptions each of which must be checked and signed by a doctor.

To improve the service we provide repeat prescriptions can be requested in 3 ways

On-line—this is our preferred method but you must register with reception first.  
by telephone between 9.30-11.30am and 3.00-5.00pm  
by leaving a written request at the reception desk.

In each case you must know which drugs you require and at what strength.  
Antibiotics **cannot** be ordered in this way.

It can take up to 48 hours to have your

prescriptions ready for collection.

It is not always possible to have prescriptions ordered on a Thursday or Friday available in the same week.

Please check all items requested are on the prescription on collection.

Certain prescriptions will only be given to the patient in person.



The doctors and staff

would like to take this opportunity to wish Dr Hubert Curran well as he moves on to the Department of Health after nearly 24 years with this practice.

at Dundonald Medical Centre

## Patient Survey

The Practice Survey for 2008/2009 was carried out in the first two weeks of January using a recognised survey format. We gave out and received back 150 completed questionnaires.

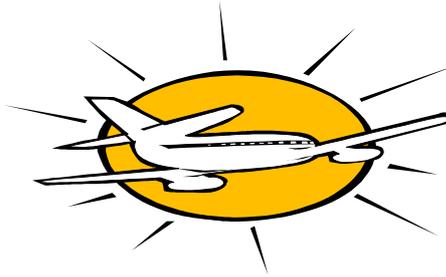
The area in which the practice scored highest was on questions regarding the Doctors' care, concern and treatment.

Waiting time before a consultation begins is still not meeting patients expectations although open surgery remains very popular.



Despite having upgraded our telephone system, patients still find it difficult to speak with a doctor. We are looking into all options to improve this access.

In general the survey was favourable towards the practice with our overall score increasing from 67% in 2007/08 to 69% this year.



## Hay Fever



Hay fever is caused by an allergy to grass or hay pollens. Symptoms are due to the immune system reacting to the pollen. Cells on the lining of the nose and eyes release chemicals when they come in contact with pollen causing inflammation in the nose and eyes.

Common symptoms include a runny and itchy nose, blocked nose, sneezing, itchy and watery eyes and an itchy throat. Asthma symptoms may get worse if you have asthma.

The following may help when the pollen

- count is high.
- Stay indoors if possible
- Keep windows/ doors shut
- Avoid cutting grass
- Avoid camping
- Wear wrap-round sunglasses
- Keep car windows shut
- Consider a pollen filter for car

## 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.

**“please contact us at least 6 weeks before travel ”**