

***Coming Soon – online appointments!***

We are currently working with our local community pharmacies’ to streamline the service we provide.

The pharmacists are trained to deal with a number of minor ailments & you will receive quick, expert advice without unnecessary delays in waiting for a prescription to be processed by your GP. **This service is free of charge!**

***Ailments covered are:***

***Oral Thrush - Vaginal Thrush - Headlice***

***Cold Sores - Mouth Ulcers - Threadworms***

***Althetes’ foot - Groin itch - Diarrhoea - Ear Wax***

**In some cases the pharmacist may need to refer you to the GP but in a majority of cases the pharmacist will be able to treat you.**

***Practice Website***

Visit our practice website at:

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

Available 24 hours per day/ 7 days a week! Currently you can:

* Order your repeat medication.
* Cancel your appointment
* Update your information.
* Keep up to date with practice information & new services via our notice board.

These are only a few benefits of our website, visit us today!

***Minor Ailments & your local pharmacy***

Keen to avoid the queue at reception! Use the self-check in touch screen situated on the wall to the right of the reception desk. By following these simple steps you can inform the Doctor or Nurse that you have arrived.

1. Touch the screen to start.
2. Select the day you were born i.e. 28th
3. Select the month you were born i.e. October
4. Select the Year you were born i.e. 1961
5. Select Finish (there will be a tick or a message to report to the reception desk).

Unfortunately this service is not available for all clinics such as Podiatry, Baby Clinic, Counselors or if the Doctor has asked you to attend following the morning triage system

***Self Check-in***

January 2014



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**! Beat the Queue !**

Old School surgery

Newsletter

Old School Surgery, 54 Station Road, Greenisland, BT38 8TP| www.theoldschoolsurgery.co.uk | 02890864455

DNA’s have an enormous impact on the services we provide within the practice. On average we have approximately 120 – 170 missed appointments each month with the GPs, Practice Nurses and Treatment room. To place it in practical terms this is full time GP or Nurse whose time is wasted by patients failing to attend their pre- arranged booked appointments.

As a practice we would like to reduce our rate of DNAs, which will:

* Increase the availability of appointments for all patients
* Reduce the pressure placed on the GPs, Nurses, Administration staff & services offered by the practice
* Reduce the current waste of resources.

We do appreciate that everyone forgets an appointment on the odd occasion. However repeated offences are unacceptable.

**What can you do to help?**

Please notify the surgery if you cannot attend an appointment giving as much notice as possible. Cancellations can be made in the following ways:

1. In person - via Reception.
2. Telephone - by contacting the practice via the main telephone number: 028 90 864455.
3. Website - cancellations may be made up to 24 hours in advance via the website.

***Further Information***

Please visit our website for further information on the above items. Alternatively speak to a member or our Administration team.

***Did Not Attend (DNA) Policy***

***Minor Injuries Unit***

**Minor injuries Unit** - **Opening hours Monday - Friday 9am - 5pm.**

Whiteabbey & Mid Ulster Hospitals Minor Injuries Unit offer treatment for a range of simple and minor injuries/accidents without the need for a referral or appointment.  You can attend if you have:

**Cuts/Wounds  -  Broken Limbs/Sprains  -Animal/Dog Bites  -  Burns/Scalds  -  Eye Injuries**

\* Unfortunately you cannot attend the Unit if you  have hip, back, neck or head injuries or Children under three.

It is advisable to telephone the unit first if you are unsure whether you can be treated:

**Whiteabbey Hospital:   02890 552635**



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www.website.com

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