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**Useful Telephone Numbers**

Causeway Hospital 028 7032 7032

Altnagelvin Hospital 028 7134 5171

Antrim Hospital 028 9442 4000

Belfast City Hospital 028 9032 9241

Royal Victoria Hospital 028 9024 0503

Alcoholics Anonymous 028 9043 4848

Citizens Advice Bureau 028 7034 4817

Cruse Bereavement Care 028 2766 6686

Samaritans 0845 7909 090

0845 7909 192

Childline 08001111

Relate 028 7137 1502

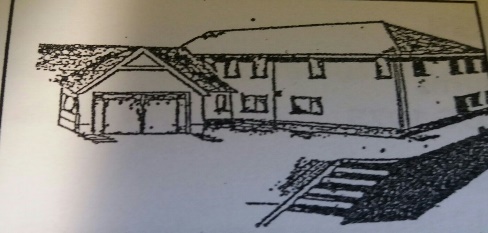
Causeway Care in Crisis 028 7032 7717

Mencap Info Services 028 7069 1351

Nexus Institute 028 7126 0566

***Lodge Health***

***20 Lodge Manor, Coleraine, BT52 1JX***

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**Opening Hours**

Mon-Fri 8.30am – 12.45pm,

1.45pm – 5.00pm

**Telephone Numbers**

**028 703 44494**

**028 704 49927**-District Nurses

**028 704 49925/6**- Health Visitors

**079 5874 2686**- Midwives

**Prescription Line-** 028 703 44430

Operates a 24 hour message service

**Website**: www.lodgehealth.co.uk

**Emergency Out of Hours Cover**

**Dalriada Urgent Care-** 028 256 63500

*(After 5pm Monday – Friday,*

*Weekends & Bank Holidays)*

**Practice Charter**

* An appointment is for one person only- where another member of the family needs to be seen or discussed, another appointment should be made and the Medical Record be made available.
* Please attend appointment or be availabe for the telephone consultant on time or give the Practice adequate notice of cancellation. Someone else could use your appointment!
* Courtesy to the staff at all times-remember they are working under the authority of the GP Partners. Abusive behaviour (verbal or physical) to the Receptionists, Doctors or Nurses will not be tolerated and will result in the removal of the offender from the Practice list.
* Patients should make every effort when consulting the Surgery to make best use of Nursing and Medical time – home visits should be medically justifiable and not requested for social convenience.
* Please allow 72 hours before collection of repeat prescriptions from your nominated chemist.
* Out-of-hours calls (e.g. evenings, nights and weekends) should only be requested if they are felt to be truly necessary.

**Health Care**

We constantly strive to maintain and improve our high standard of care for our patients, and at times may ask you to complete a questionnaire in order to assist us in this process. If you have any other helpful suggestions, please feel free to place these in the suggestion box at Reception.

Finally, we look forward to working together with you in the years to come and to seeing you at your next visit to Lodge Health.

**DOCTORS**

**Siobhan Wallace**

MB CHB (DUNDEE) 1992

DRCOG MRCGP DFSRH

**Dr Sandra Shannon**

MB BCH BAO (QUB) 2004

MRCGP DRCOG DFSRH

Diploma in Primary Care Diabetes

**Dr Neil Clements**

MB BCH BAO (QUB) 2004

MRCGP

**Dr Peter Campbell**

MB BCH BAO (QUB) 2000

MRCGP DCH DMH

**Dr Gillian Barnes**

MB BCH BAO (QUB) 2008

MRCGP DRCOG DFSRH

DGM DMH

**Dr Hazel Watton**

MBBS (NEWCASTLE)

DIPLOMAS IN PALLIATIVE CARE

**Dr Christopher Edwards**

BMBS (NOTTINGHAM)

MRCGP

**Practice Manager**

Mrs Joanne Mulholland

**Business & IT Manager**

Mrs Sandra Holmes / Montgomery

**Practice Nurses**

Miss Karen Vandevyver

The Practice Nurse run clinics in Diabetes, Asthma, Hypertension & Well Women Issues

**Health Visitors**

Jacqueline McLaughlin

Michelle McLernon

Our Health Visitors provide help for parents on numerous issues such as parenting skills, feeding problems, breast feeding support, childhood immunisation and development

**Medical Receptionists**

There to help sign-post to the correct clinician we provide. All information given to them is treated in confidence. Please remember that they do a very difficult and demanding job and will deal with you efficiently and sympathetically as possible

**District Nurses**

Provide an essential role in caring for our patients in the community

**Midwives**

Our midwives run antenatal clinics and are in Lodge Health

on Tuesday mornings

**Pharmacist**

Michael Ritchie

**Treatment Room**

Opening Hours- 8.30am-12.45pm & 1.45pm-4.50pm

***Last Lab Collection 4.00pm***

***An appointment system is in operation***



**Multi-disciplinary Team**

**Federation Pharmacists**

Nastasha O’Neill

Adrian McErlean

**Physio**

Mark O’Kane

**Mental Health**

Julie Robinson

**Social Workers**

Claire Reid

Anna Nicholl

Kerry Feron

Jacqueline White

**Training Practice**

Our Practice is approved to train doctors to become fully qualified General Practitioners. New doctors in training will be with the Practice for up to 1 year. The new doctors will have completed several years in the hospital already by the time they start GP training and will be a great asset to the practice.

**Comments and Complaints**

Comments and complaints should be addressed to the Practice Manager in writing and we will respond within 10 days. If a complaint reveals a problem, we will take action to rectify it. A copy of our complaints procedure can be obtained at the front desk.

**Registering with the Practice**

To register with the practice please call at reception and complete our “New Patient Questionnaire” which is then taken to our Practice weekly meeting and discussed with the Doctors. If you have been accepted, you need to leave in your medical card and you will receive a copy of our Practice Leaflet. If you don’t have your medical card a form can be obtained from Reception. We accept Patients within a 6.5 mile radius – Excluding Ballymoney and Bushmills.

**Data Protection Act**

The practice conforms with the provisions of the Data Protection Act.

**Confidentiality**

The practice abides by the legislation of the Data Protection Act in the confidential handling of patient details.

**Freedom of Information Act**

Under the FOI Act 2000 the practice is obliged to produce a Publication Scheme. Procedures for access to this information is available from Reception.

**Violent or Verbally Abusive Behaviour**

The practice will not tolerate violent or verbally abusive behaviour from anyone. We would ask that you treat staff, doctors and other patients with courtesy and respect.

**Outside Normal Opening Hours**

Between the hours of 5pm and 8.30am and at the weekends, please contact Dalriada Urgent Care on 02825663500.

