

VACCINATIONS

Adults are advised to have current tetanus & polio protection every 10 years. Holiday vaccinations can also be organised by the Treatment Room. Ask the Receptionist for details.

OTHER SERVICES

A wide range of services are located in the Health Centre, including Physiotherapy, Podiatry, Speech Therapy, Community Psychiatric Nursing and Counsellor as well as a full nursing support service with Midwives, District Nurses and Health Visitors.

DISABLED ACCESS

Access for disabled persons is through the double doors at the main entrance.

SUGGESTIONS/ COMPLAINTS

We are here to provide the best service possible for you. If you have any suggestions, or are unhappy about any aspect of our services, please let us know. You can speak directly to the Practice Manager or any of the staff who will pass on your concerns to the Doctor. Alternatively, you can put your complaint in writing, or make an appointment with one of the Doctors to discuss your problems.

TEACHING

We are an approved postgraduate training practice, which means we may have a GP Registrar in the practice for a year. The registrar is a fully qualified doctor who already has a wide range of hospital experience, but who must spend a year with an approved practice before being eligible to work as a principal in general practice.

We are also an approved practice for the training of medical students who must gain experience in general practice. If the doctor has a student with them, the Receptionist will inform you. If you would prefer to see the doctor alone please say so.

CHANGE OF ADDRESS/ DETAILS

It is imperative that we have your correct details at all times. **If you change your name, address or telephone number please let us know.**

FREEDOM OF INFORMATION ACT 2000

As defined under the FOI Act the Practice has produced a Publication Scheme. Copies are available, please ask at Reception.

PATIENTS RIGHTS & RESPONSIBILITIES

These are detailed in the Patients' Charter, copies are available, please ask at Reception. We will not tolerate violent or abusive behaviour to any member of staff within our practice and such behaviour will result in you being removed from the practice list.

HOW PERSONAL HEALTH INFORMATION IS USED

Regulations require the practice to be registered with the Data Protection Act 1998, the NHS confidentiality regulations adhered to and various other requirements. The Practice follows a strict protocol for information sharing with other health professionals.

Please contact the Address below if you have any queries regarding the services provided by the surgery:

**Health and Social Care Board
Integrated Care
County Hall
182 Galgorm Road
BALLYMENA
BT42 1OB**

KILLOWEN MEDICAL CENTRE

Castlerock Road, Coleraine BT51 3HP

TEL. 028 7034 4834 FAX. 028 7035 8914

Email: www.killowenmedicalcentre.com.

DR TJ TRACEY

DR A CONVERY
DR R DONAGHY

DR HL McMILLAN

CONTACT US:

Touch Tone Phone System Choices:

PRESS 1 FOR	APPOINTMENTS/ TEST RESULTS/ HOUSE CALLS/ OPERATOR.
PRESS 2 FOR	REPEAT PRESCRIPTIONS.
PRESS 3 FOR	EMERGENCY CALLS (of a medical nature)
PRESS 6 FOR	TREATMENT ROOM.
PRESS 7 FOR	PRACTICE MANAGER.

PLEASE NOTE
your telephone call
may be recorded

REGISTERING WITH THE PRACTICE

Please contact one of our Reception staff for further details.