

**DISABLED ACCESS/PARKING:** There are a number of disabled parking spaces next to the main entrance to the medical centre. There is a ramp at the entrance and automatic doors. We have toilets, a lower section of the reception desk and seating specifically for disabled users. If there is anything that our staff can assist you with please ask. We also have an induction loop for the benefit of those with hearing aids.

**BABY CHANGING/BREAST FEEDING:** The practice will do all it can to provide facilities to patients on request.

**INFORMATION:** We ask for information to assist with patient care and it is protected under the **General Data Protection Regulations**. Patients have the right to request access to that information and can do that when they are with their doctor or by submitting a request in writing. Under the “Freedom of Information Act” the practice also has a Publication Scheme setting out what information can be made available by the practice.

**ZERO TOLERANCE:** Practice staff are entitled to feel safe and to be treated with respect. We will take steps to remove from the register anyone who abuses or threatens staff.

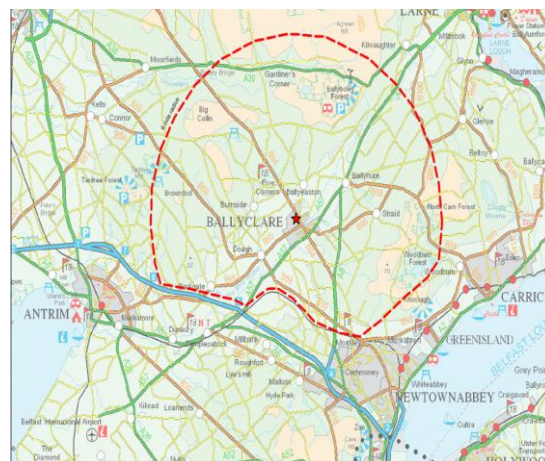
**Patients over-75** – or who haven’t been seen in 3 year – should arrange for a check-up with their GP.

**CONTRACTUAL OBLIGATIONS:** Under the GMS Contract 2004, the practice has a responsibility to provide patients with essential general medical services. The practice also provides a range of additional and enhanced services – including minor

surgery, flu vaccinations, etc. The responsibility for contracting for the full range of services lies with the HSC Board, 12-22 Linenhall Street, Belfast, BT2 8BS, 02895363926.

## PRACTICE AREA

Our Practice Area is a 6-mile radius. The practice accepts patients from within this practice area. (*See our Mapped Boundary*).



## BALLYCLARE GROUP PRACTICE

### General Medical Practice

## 2025 PRACTICE LEAFLET

### Ballyclare Medical Centre

George Avenue, Ballyclare, Co  
Antrim, BT39 9HL

[www.ballyclarepractice.com](http://www.ballyclarepractice.com)

**Order your repeat  
prescriptions online**

### TELEPHONE

Main line: 028 93322575

Appointments: 028 93343500

Prescriptions: 028 93343501

Emergencies: 028 93322260

Treatment Room: 028 93343502

**The Partners in the practice are:**

**Dr Colm Rafferty**

**Dr Ian Clarkson**

**Dr Louise Hughes**

**Dr Michael Rodgers**

**Dr Claire Crawford**

**Dr Lai-Yan Li**

**Dr Nambi Ramamoorthy**

**Salaried GPs:** Dr Pirkis and Dr Lundy

**Nurse Prescriber:** Louise Bowman

**Practice Nurse:** Eleanor Millar

**Practice Manager:** Paula Douglas

**Practice Administrator:** Fiona Wylie

**Deputy Practice Administrator:** Fiona McMurtry

**Administrator:** Linda Shaw

**Office Team Leader:** Caroline Thompson

**Admin Team:** Gail Marshall, Elizabeth Gillen, Frances Wright, Margaret Hatton, Regan De Leeuwe, Kerry Crowe, Jemma Curran, Sarah Mackey, Sharon McAuley, Julie Boyd, Rochelle Taylor, Jenni Savage, Adeline Shields, Mandy DeCarteret

**ACCESS TO SERVICES:** The medical centre is open Monday to Friday, 9.00am – 6.00pm.

**Making an appointment:** Contact 93343500 to request a consultation with your GP. Staff will take your details and the GP will call you back asap to discuss your medical problem. An appointment may be arranged during this consultation. Please cooperate with staff who are asking for a reason for the request to inform the GP.

**To order a prescription:** The prescription telephone lines are open 11am-12pm and 2-3.30pm (93343501). No requests will be taken on the phone outside those hours. We recommend that patients register to **order their repeat prescriptions online** by bringing a form of ID to the practice and speaking to a receptionist. They will explain how to access the service - going to the new website (<https://www.ballyclarepractice.co.uk>) you can then follow the instructions. This can be accessed at any time. **Please note that the practice requires 2 full working days to prepare, check and issue repeat prescriptions.**

**Other services:** if you need to contact the practice for anything other than an appointment or prescription you can do so on 93322575. If lines are closed it is because the capacity for managing workload for that day has been reached. Non-urgent needs can be addressed the next day, but for an emergency please use the emergency line.

**Emergencies:** In the case of an emergency patients can contact the practice on 93322260. This number should not be used for any other purpose.

**HOME VISITS:** The practice can only make home visits to those patients who are not well enough to attend the medical centre.

**TREATMENT ROOM:** Open Monday to Friday 9am-1pm, 2-5.30pm, the treatment room operates an appointment system and can be contacted on 028 93343502.

**OUT-OF-HOURS:** If you require emergency medical care at weekends or between 6pm and 8am, Monday to Friday, you should contact Dalriada Urgent Care on 028 25663500.

**TEST RESULTS:** Patients will only be contacted by the doctor if results are abnormal.

**HOW TO REGISTER:** You must live in the practice area to register - see the diagram at the back of the leaflet. If you wish to register you must come to reception to receive the required forms and to be given an appointment at the Registration Clinic. You must be registered to receive medical services from the practice. *If you change your name or address it is important that you let us know as soon as possible, so that we can update your records.*

**TEACHING / TRAINING PRACTICE:** We provide training for undergraduate and postgraduate doctors. Registrars are fully qualified and are bound by a code of confidentiality. Video recording of consultations will only occur with the full consent of patients.

**SUGGESTIONS/COMPLAINTS:** If you have any suggestions or complaints to make please speak to practice staff in the first instance. We have a Complaints Procedure, which will be explained to you on request.

**We recognise that there are times when we get things wrong and we welcome feedback that enables improvements to be made. It is also the case that general practice in Northern Ireland is facing unprecedented pressures and that the service is under threat in many areas. We are doing what we can to provide a safe and sustainable service to our patients.**