

TRAINING PRACTICE

This practice is attached to the Waterford Vocational Training Scheme for general practice. Doctors who have completed their hospital training and are specialising in general practice, work with us for the final year of their training. We also take medical students from Trinity College Dublin and The Royal College of Surgeons who are in their fourth year of training. They spend a week with one of the doctors in the practice. If a student is sitting in with a doctor you will be informed of this in advance and given the option of seeing the doctor alone if you prefer.

PATIENT ACCOUNTS

In view of the high cost of postage and of sending out bills generally we are no longer in a position to run accounts. It would be most helpful if payment could be made at the time of consultation. If this causes any inconvenience please speak to Dr Cox.

BLOOD TESTS

These are carried out on a Tuesday morning. It takes one week for the results to come back. If the test result is abnormal the patient will be contacted.

SURGERY HOURS

FETHARD

Monday	9.00am-5.00pm
Tuesday	9.00am-5.00pm
Wednesday	9.00am-11.00am
Thursday	9.00am-5.00pm
Friday	9.00am-5.00pm



PATIENT INFORMATION LEAFLET

Dr John Cox
Fethard-On-Sea
New Ross,
Co. Wexford

Tel (051) 397111
Fax (051) 397532

Email: john.cox@drjohncox.ie



THE PRACTICE TEAM

Dr John Cox FRCPI FRCGP
Nurse Berna Rackard - Practice Nurse
Tanya White - Practice Manager
Eileen Molloy - Practice Receptionist
Majella Mythen - Practice Receptionist
Margaret Benson - Practice Receptionist

This leaflet is designed to help you to make the most of the services we provide

MAKING AN APPOINTMENT

To make our service more efficient we encourage all our patients to make an appointment. This can be arranged with Eileen, Majella, or Margaret our receptionists, either in person or by phone from 9am to 1pm and 2pm to 5pm, Monday to Friday, except Wednesday (9am to 11am).

Very ill persons will always be seen as a priority.
Please explain the circumstances to Eileen, Majella or Margaret so they can be seen promptly.

THE PRACTICE NURSE

Berna Rackard, our Practice Nurse, may also be seen by appointment. She will help with family planning, ante-natal care, immunisation, cervical smears, dressings, minor injuries, blood pressure screening, dietary advice, advice on asthma and its treatment, travel vaccinations, smoking cessation and weight reduction.

HOME VISITS

Wherever possible we encourage our patients to attend the surgery. If however, you need a doctor to call to your home, a visit may be arranged by phoning Eileen before 11.00am and briefly outlining the problem. House calls are usually made between 11.30am and 2.00pm. **Urgent house calls, at any time, will be attended to as quickly as possible.**

OUT OF HOURS CALLS

For urgent medical advice or in the case of an emergency the practice provides a seven day twenty four hour service. Out of hours cover is provided by CAREDOC, Wexford. If you telephone the surgery at (051) 397111 a recorded message will tell you how to contact the Dr on duty or Caredoc. The telephone number for CAREDOC is 1850334999.

TO SPEAK TO YOUR DOCTOR

Telephone interruptions during patient consultations are disturbing for both patient and doctor. Eileen, Majella or Margaret will pass on your telephone message to the doctor, who will return your call at his earliest convenience. **However if the matter is urgent you will be put through to the Doctor immediately.**

REPEAT MEDICATION

If you are taking regular medications you may arrange through Eileen, Majella or Margaret to have repeat medication dispensed to you by giving 2 days notice. Repeat medication will normally be ready for collection at 3.00pm on the following day. From time to time you may be requested to see the doctor so that your medication may be reviewed.

SOCIAL WELFARE CERTS can be collected weekly by arrangement. Please bring your PPS number with you.

SUGGESTIONS – CONCERNS If you have a suggestion or a concern regarding our service, please feel free to speak to any staff member. Your suggestion and concerns are very welcome.

PREVENTATIVE MEDICINE

We provide a full service in the following areas to protect and promote your health.

- *Childhood Vaccinations
- *Child Developmental Checks
- *Adult Vaccinations
- *Family Planning
- *Pre-Pregnancy Advice
- *Maternity Care – ante-natal and post-natal
- *Cervical Smears at recommended intervals
- *Blood pressure checks – every 5 years for those over 35 year.
- *Travel vaccinations and advice including yellow fever vaccination
- *Menopause counselling and hormone replacement therapy.
- *Advice on diet, weight control, exercise, alcohol and smoking.

INSURANCE MEDICALS: When you are booking an insurance medical please inform Majella, Eileen or Margaret of this as it will take 30-40 minutes to carry out. Also check that the insurance company has sent on the forms and that they have arrived.

