

**The Cork Road Clinic**  
022-21579

**The Medical Centre**  
022-21551

**The Red House Family Practice**  
022-21478

**4th Practice Enhanced  
Medical Services**  
022-52944

All practices operate on an appointment system, however emergencies will also be accommodated.

## Opening Hours:

The Mallow Primary Healthcare Centre building is open from:

*8am to 7pm, from Monday to Friday.*

Urgent medical issues which can not be attended to during regular weekday opening hours will be seen on:

*Saturdays, from 8am -1pm.*



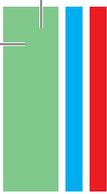
**Mallow Primary  
Healthcare Centre**



**Mallow Primary Healthcare Centre**  
A New Approach to Primary Care

# Welcome to the MPHC





## History

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In 2001 the Government published its Primary Care Strategy, 'Quality and Fairness: A Health System For You', which set out how Primary Care Services would be delivered in Ireland going forward. One of the goals of the strategy was that HSE primary care services and general practitioners would work together in Primary Care Teams and where possible these teams would be located in one building. The GPs in Mallow recognised, in 2003, that Mallow would be an ideal place to set up one of these centres.

The 3 group practices in the town, The Medical Centre, The Red House Family Practice and The Cork Road Clinic had a long history of cooperating together and they used this experience to start laying the plans for what would become MPHHC. In 2006 they entered negotiations with the HSE and together they finalised plans for the centre in 2008. In March 2009 the first sod was turned on a site in Mallow Business Park and construction of MPHHC took just twelve months to complete. MPHHC opened on May 4th 2010 with the 3 general practices moving to the centre.



## MPHHC Mission Statement

Mallow Primary Healthcare Centre is developed to provide caring, considerate and modern primary medical care in a state of the art building. We provide open access primary care to all the community of Mallow and it's environs to best standards, encompassing the latest technology, which helps us fulfil our aim of bringing modern facilities, diagnostic examinations and medical care to the patient in the community.

We are supported in this aim by the close association between GPs and the HSE personnel working together in the one environment with the aim of patient care delivery, through the Primary Care Teams. MPHHC will continue to look for new ways of providing extra services to our patients and will work in close association with our supporting hospitals, Mallow General Hospital and the Cork City Hospitals.

The organisation recognises it's responsibilities to it's staff, patients, regulators and the general public and is committed to the continual improvement of the operating environment of it's facilities. To this end MPHHC maintains documented Health, Safety, Environmental & Quality Management System which conforms to: The Primary Care Standard 2008, ISO 14001:2004 and OHSAS18001;2007 and takes into account all regulatory and legislative requirements pertinent to it's sector, local operating environment and patient requirements.

## Our Objectives:

The Mallow Primary Healthcare Centre organisation's objectives include the following:

- Provide patient satisfaction
- Communicating it's policies both internally and externally (patients, general community, staff and regulators) as appropriate
- Commitment to continual improvement in performance of patient care and long term compliance research
- Prevention of injury and ill health where possible
- Using the input of staff, patients, local authorities, interested third parties and the general public with multidisciplinary education
- Awareness and training on health, safety, environmental & quality issues
- Compliance with all pertinent applicable regulations, legislation and licences
- Access to care in an equal, safe & secure environment free from any type of discrimination on the basis of age, race, gender, marital status, religious belief, sexual orientation, disability or family status
- Considerate and respectful care that will enhance patient comfort
- Protection of privacy and confidentiality of information related to medical care
- Clear and concise explanation of the patients' condition, proposed treatments or procedures, the benefits and any potential risks of proposed treatments, expected recuperation and the likelihood of success of treatments or procedures
- Willingness to let the patient and their family take the lead in decision making regarding your care and treatment
- Attentive courteous responses to any concerns the patient or their family may have
- Diagnostic tests not available in MPHHC are conducted at other sites
- In the event of the patient developing a serious complication, transfer to an approved secondary or tertiary hospital is arranged
- Creating a better environment for all, through the reduction, recycling and re-use of waste, the optimum usage of resources and the elimination of polluting releases to the environment
- Prevention of pollution

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# Standards

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MPHC is able to demonstrate and measure patient care standards in a comprehensive manner through the building and management standards it uses.

The building is built to the highest medical building standards namely the UK Technical Memorandum Standards. We looked at the available international management standards the ISO 9001 2008 Quality Standard, ISO 14001 2004 Environment Standard and the OHSAS 18001 2007 Occupational Health and Safety Assessment Specification and the Medical Standards, Joint Commission International for Primary Care. We wrote the MPHC standard using all of these standards and on June

18th 2010 we were awarded OHSAS certification.

This is the first time a medical institution in Ireland has been certified to OHSAS 18001:2007. What this means is that we have clear objectives and targets with a continuous improvement programme in place. Equipment is calibrated and serviced regularly. Clinical, managerial and regulatory activities are reviewed on an ongoing basis. Complaints and incidents are handled in an organised way and responded to. All of this is assisted by a state of the art computer system.



# The Practices

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## The Medical Centre

The Medical Centre was founded by Dr Harry O'Grady in 1945 in Westend, Mallow and in 1966 took over the Mallow Dispensary which was situated on O'Brien Street. In 1970 Dr Michael O'Grady joined his father in practice and the practice opened a second surgery in Townview. Dr Pat O'Riordan joined the practice in 1975 and Dr Harry Casey in 1979. They were later joined by Dr Tommy Carroll in 1997, Dr Helen Barrow in 2001 and Dr Marilyn O'Keeffe in 2002.

## The Red House Family Practice

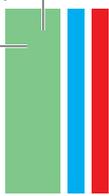
The practice was set up in 1946 by Dr. James Molony, when he came to Mallow as Medical Officer to the Beet Factory, on retiring from the Army. His first surgery was set up in Annabella then 1 Shortcastle, and in 1953 moved to The Red House, Mallow, as well as a rural dispensary in Ballyclough village.

In 1981, Dr David Molony 'came home'. Dr Kevin Brennan joined the practice in 1989 which also saw the opening of a satellite surgery in Bellevue. Dr Vanessa Goodall joined the practice in 2000.

## The Cork Road Clinic

Dr. M.B. Barry started practice in Glantane in November 1962 and expanded his practice into Mallow Town in 1964. He was joined in Practice by Dr. Tony Heffernan in 1989. The practice moved to the Cork Road in 1993 and Dr. Betty Hyde joined the practice shortly afterwards. This surgery was upgraded in 2003 and opened by Minister for Health Micheál Martin. Dr Giovanni Baldassini joined the practice in 2009.





# The 4th Practice

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Each of the three general practices operate individual surgeries, but share together and operate a joint practice called the 4th Practice. Here expertise is pooled, preferences and talents in various aspects of medicine are offered which enhance care to each patient. These extra facilities and enhanced diagnostic procedures are open to all general practices and their patients. The enhanced joint care clinics are supported by the GPs according to their special interests in association with medical and other specialists.

The practice consists of a reception with waiting area and 7 consultation rooms/suites covering 1500 square feet as well as a minor surgery suite in development, diagnostics and research and education suite on the top floor.

To find out more information on the services of the 4th Practice

Call 022-52944

or visit [www.MPHC.ie](http://www.MPHC.ie)

## Medical Eye Clinic

Dr Mark James, Community Ophthalmologist, and also Clinical Lecturer in Ophthalmology in UCC. He is a community ophthalmic physician responsible for the development of the Diabetic Retinopathy Screening Programme for the Mid-West in January 2010. The Medical Eye Clinic provides an extensive treatment facility at MPH.C.

## Neurologist

Dr Desiree Fernandez MB BCH BAO MRCP(UK) MD is a UCC honours graduate. Following her specialist training in the United Kingdom and Ireland in neurology, she completed a doctorate in medicine for her research thesis on Migraine Genetics, for which she has won several prizes at the Irish Neurological Association meeting. She has also previously worked in the Headache Clinic at Cork University Hospital.

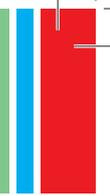
Her special areas of interest include Headache Management and Migraine Genetics. She is providing a service in the management of Primary Headache Disorders in the 4th Practice. This would include migraine, tension type headache, cluster headache and chronic daily headache. Dr Fernandez would also be happy to assist in the diagnosis and management of more difficult forms of headache as well as other neurological disorders.

## Sports Injury Clinic

The 4th Practice is developing a sports injury clinic with GPs, physiotherapists and Mr Declan Bowler consultant in Orthopaedic and Sports Injuries who attends once a month.

MPHC is also one of three recognised centres in Ireland accredited by the Turf Club for the assessment of injured concussed jockeys.

MPHC is a co-sponsor of Mallow GAA Juvenile Club Primary Schools Initiative. This programme is designed to develop a fully integrated programme of training, exercise and diet for the teachers and children of 6 primary schools in the Mallow area with the assistance of the schools and the wider community.

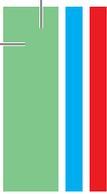


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## Audiology Clinic

The Audiology Clinic is a private independent audiological practice where specialists provide prevention, assessment and management of tinnitus, hearing and balance disorders from newborn to the elderly. All patients at the audiology clinic see our Consultant Audiological Scientist Mr. Deepak Kumar.

We provide services which include basic behavioural hearing tests as well as sophisticated computerised otoneurological evaluations. See the full list of procedures on MPH.C.ie. A detailed audiological report is issued with further recommendation and if necessary then appropriate referral is made to other medical professionals.



# The 4th Practice

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## Physiotherapy

The Physio Company is a fresh, innovative and forward thinking private Chartered Physiotherapy provider. Since its inception in 2007, The Physio Company has become Ireland's largest Chartered Physiotherapy provider with 15 clinics located across Dublin, Cork and Galway. They have combined the best of medical excellence with best business practices to bring a modern approach to private practice Chartered Physiotherapy.

Whether you have hurt yourself at home, at work or on the sporting field, our Chartered Physiotherapists will help you recover faster and minimise your chance of re-injury. We focus on getting you back doing the things that you love as fast and safely as possible, and making sure that you achieve lasting freedom from pain, not just temporary relief.

We also run a number of Pilates classes and ante- and post-natal classes.

For further information and for class timetables please contact our patient services team on:

# 1890 749 746



## Ultrasound Diagnostic Clinic

The Mallow Primary Healthcare Centre is one of the first primary care centres in Ireland to provide a dedicated community ultrasound service to its patients in conjunction with Global Diagnostics.

The ultrasound service has been designed to provide patients with faster access to diagnostic ultrasound scans, following a referral from their GP. Ultrasound is a quick and safe procedure that is often used by GPs, allowing them to treat their patient more effectively. It uses safe high frequency.

The scans normally take around 30 minutes to complete and reported to the GP normally within 48 hours. Global Diagnostics is an Irish Healthcare company which delivers similar programmes in the UK and Australia for the last 18 years, and draws from this experience to provide a quality and patient focused approach to the service in Mallow.



## Clinical & Counselling Psychology

Imagine Health provides Clinical and Counselling Psychology in the 4th Practice. A range of psychological and emotional difficulties can be addressed in confidence including Depression, Anxiety, Stress Management, Relationship Problems, Panic Attacks, Post-Natal Depression, Bereavement, Addiction, Compulsive Behaviours.

Our staff are also highly trained in the assessment and treatment of a range of Child/ Adolescent issues such as behavioural/emotional problems, school or academic difficulties and social/relational difficulties. An initial session with an Imagine Health clinician will help you clarify what the needs of your child are and the options for addressing those with reports issued to family, teachers or GPs as needed.

To make an appointment or to enquire:

To the receptionist in the 4th Practice and available to all GPs.

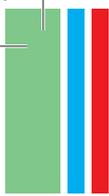
Visit the Imagine Health Website at: [www.imaginehealth.ie](http://www.imaginehealth.ie)

Contact the Imagine Health Head Office on: 01 6629100

All enquiries will be dealt with in complete confidence.

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# The 4th Practice

## Dietetics Department

Dietitians are specialist practitioners qualified to give advice on nutrition and diet. They provide specialist dietary advice to encourage healthy eating, prevent disease and help in the management of illness.

Nutritional advice can help to prevent or alleviate nutrition related problems and medical conditions. Anne Marie O'Connor is a state registered dietitian and a member of the Irish Nutrition and Dietetic Institute (INDI). She currently provides a private dietetic service on a part-time basis in Mallow Primary Healthcare Centre.

## Osteopath

In brief, Osteopathy is a way of detecting and treating damaged parts of the body such as muscles, ligaments, nerves and joints. When the body is balanced and efficient, just like a well tuned engine, it will function with the minimum of wear and tear, leaving more energy for living.

As all osteopathic techniques are safe, gentle and highly effective, everyone from the newborn to the elderly can benefit from osteopathic treatments. Commonly treated conditions include Disc Injuries, Back and Neck Pain, Hip, Knee and Ankle Pain, Muscular strains, Whiplash injuries, Arthritic conditions, Migraines/Headaches,

Pre & Post Natal Care, Pregnancy related back pain/Pubic Symphysis pain, Birthing Trauma, Sinus problems, Behavioural problems.

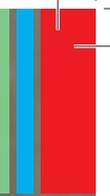
Bookings for an Osteopath consultation can be done by phoning Judith O'Sullivan on 086 1063491

## Counselling & Psychotherapy

Counselling/Psychotherapy provides the opportunity to reflect & talk through any concern or difficulty that you are experiencing, with a skilled Professional in a confidential, non-judgemental space.

Many people experience difficulties at some time within their lives. People come to Counselling/Psychotherapy for very different reasons. Some may come to work through a current problem or some may have experienced difficulties for a long time and finally want to do something about it. Counselling/Psychotherapy can help people clarify their thoughts and feelings, so that they can arrive at their own solutions, or even make major changes in their lives.

The counsellors are Cathy Daly, Margaret Jennings and Breda O'Sullivan, all experienced and can be contacted through the 4th Practice.



## Diabetic Clinic

This service supplements our in practice chronic disease management programmes for diabetes.

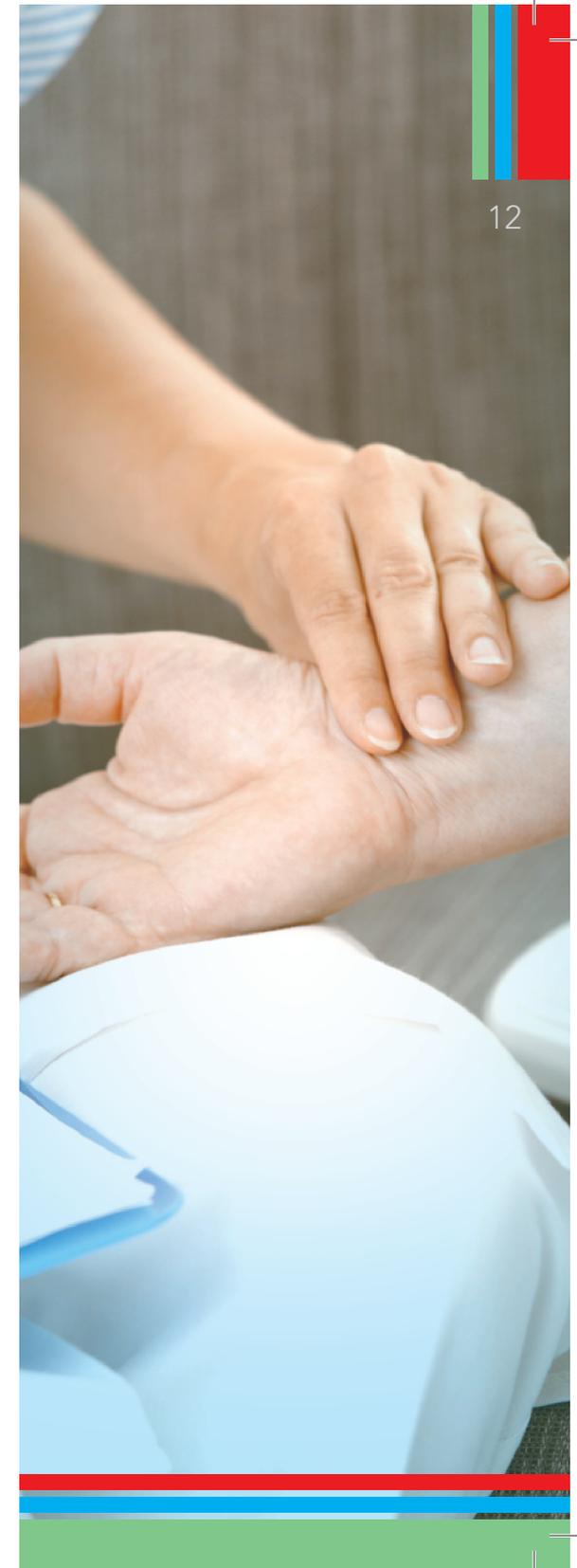
The Diabetes Nurse Specialist works solely with diabetic patients and their carers, helping them control, understand and manage their diabetes, and helping physicians care for diabetic patients. This is a weekly clinic and patients can be referred by all GPs in the area.

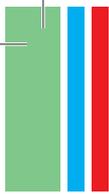
## Personal & Business Coach

Coaching puts you (the individual) in the driving seat of your life, helping you to feel empowered and most importantly, gaining the ability to move forward to live your best life. This is achieved by raising your awareness and helping you to get clarity in the areas of your life where you are getting in your own way.

All this is done in a supportive environment and at a pace that is comfortable for you.

A session is generally one to one based or couples based if relationship coaching. Ideally 6 sessions are recommended in order to create permanent changes. For more information log on to [www.MPHC.ie](http://www.MPHC.ie)





# The 4th Practice

## Respiratory Clinic

This clinic offers comprehensive information on asthma and COPD, from causes and diagnosis to detailed information on self-management and treatment and all the latest news on developments in respiratory care. Patients can be referred by all GPs in the area.

## Psoriasis Clinic

Psoriasis is an hereditary skin condition that causes redness and irritation affecting certain areas of the body and it is a recurring condition. This clinic aims to help patients treat their psoriasis in conjunction with their GPs and give them advice on how to manage the disease properly. Patients can be referred by all GPs in the area.

## Cardiac Clinic

This provides best pre-hospital cardiac services. Modern blood pressure treatments require regular review using 24 hour BP monitors to ensure appropriate therapy.

We also provide Electro Cardiographs, 24 hour ECG monitors and cardiac stress tests soon to come.

## Warfarin Clinic

This clinic is set up to best international standards using the Rosendaal linear interpolation with computer decision support software and is under constant review.

## Venesection Clinic

Haemochromatosis is a disease caused by excess iron in the body. The main treatment for haemochromatosis is regular bloodletting known as therapeutic venesection. We provide this treatment with follow up and recall if required. Patients can be referred by all GPs in the area.

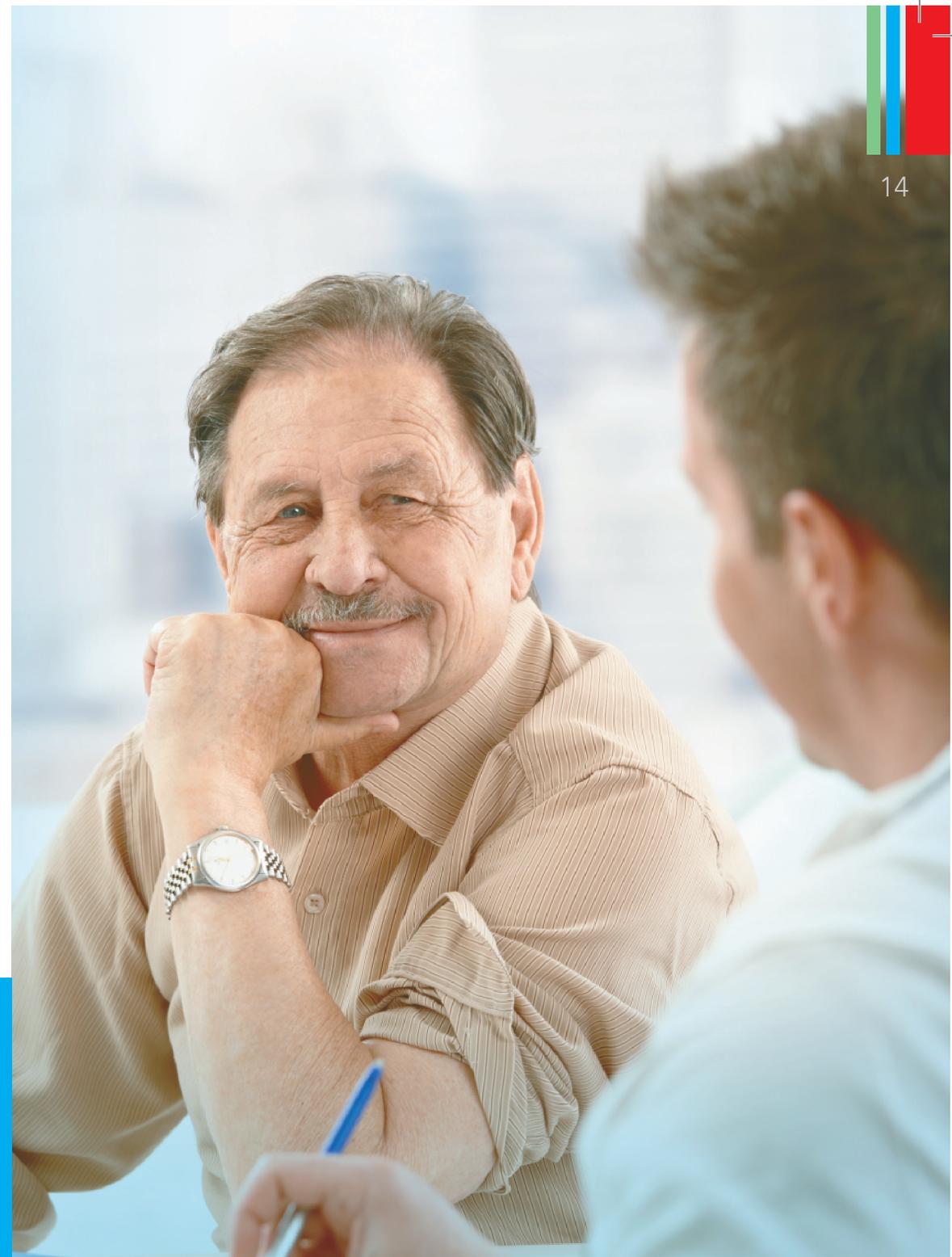
## Phlebotomy Clinic

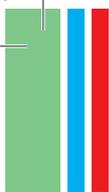
Blood samples are needed to help screen and diagnose many conditions by analysing the substances contained within it. We provide this service on a daily basis and it is available to all patients through their GPs in the area.

To find out more information on the Services of the 4th Practice

Call 022-52944

or visit [www.MPHC.ie](http://www.MPHC.ie)





## Future Clinics

The following are the services and clinics which will be provided in the future.

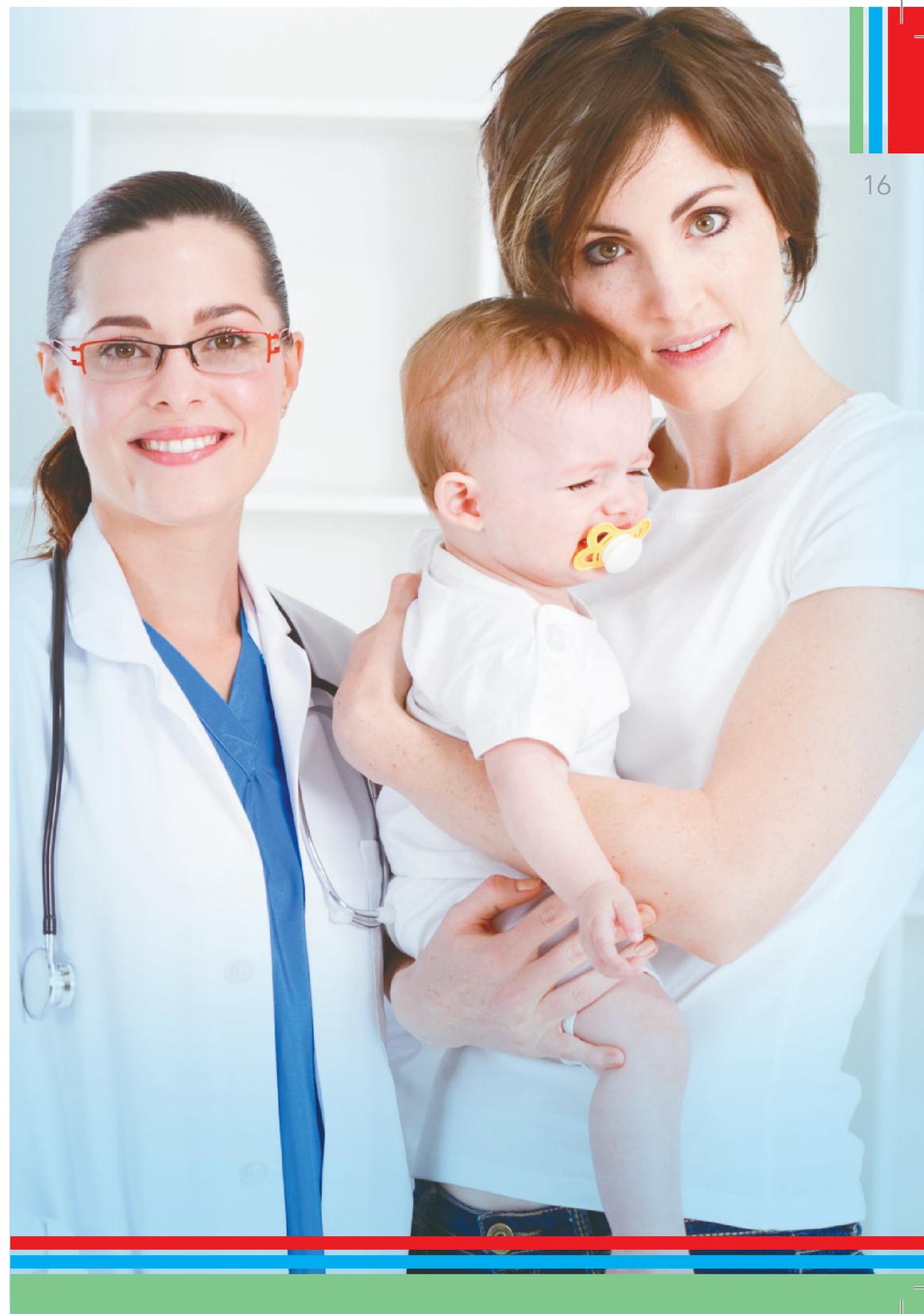
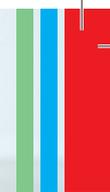
- Family Planning Clinics
- Minor Operations
- Outreach Clinics
- Endoscopy
- Health Screening
- Cosmetic Surgery
- Laser-eye Surgery
- Weight Management
- Diagnostics
- Occupational Health
- Dermatology
- Foreign Travel

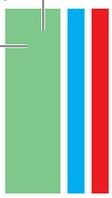


Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

HSE clinics and services which are based at the MPHCC – again allowing patients access to many services under one roof and deliver Primary Care Teams to North Cork.

- Podiatry
- Physiotherapy
- Occupational Therapy
- Psychology
- Mallow and Charleville Community Mental Health Team
- Child Health Services
- Dietetic Service
- Speech and Language Therapy Service
- Mallow Primary Care Nursing Service
- Administration





## Research, Education, Audit & Development

MPHC is committed to medical education and research. Each of the practices is a training practice, with a history of research and audit, and there are 4 GP Registrars in MPHC, all of whom are doing one research project each.

There are also final year Medical Students from UCC and University of Limerick attached to the practices who also carry out research on subjects such as Therapeutic Recall of Patients, Vitamin D Supplementation and Diabetic Retinopathy. The students undertake audits of protocols in the practices and recommend changes to improve patient outcome.

The aim of MPHC and its practices is to audit and review all services in keeping with our commitment to attain best international standards for example the Warfarin Clinic which we set up in the 4th Practice.

In conjunction with UCC and the HSE we have a full time researcher working on a number of projects in the centre including investigating reducing unplanned hospital admissions and hospital stays in the over 70 age group. He is also looking at improving patient compliance through text message reminders and looking at the effect family interventions will have when treating diabetic patients. MPHC has the long term aim to improve patient compliance with medicines and practices.

The training of Medical Students, Interns and GP Registrars is a very important part of the education remit of MPHC and requires input on a daily basis from the doctors into tutorials, coaching sessions, management and parallel consultations.

Many of the HSE departments are also undertaking research and training of students in various disciplines such as Psychology and Public Health. MPHC's aim is to have interdisciplinary team training in the future.

## Ancillary Services

### Mulcahy's Pharmacy

John and Denise Mulcahy operate two pharmacies in Mallow one in MPHC and the second on the Main Street. Mulcahy's is a modern dispensing and retail pharmacy and also sell a wide range of cosmetics.

We dispense all prescriptions including GMS, Drug Payment Scheme and Long Term Illness. Open from 9am to 7.30pm daily.

### Jill Farrell Optician

Jill Farrell operated her clinic in the old Cork Road Clinic before moving to her present location in MPHC. She offers a wide range of eye examinations for adults and children and has a wide variety of frames to choose from. Jill's services were instrumental to the delivery of the retinal and renal screening project in MPHC in 2010 and 2011.

[Phone 022-70505](tel:022-70505)

### The Pain Clinic

According to recent research, approximately 80% of pain related cases are musculoskeletal in nature.

At THE PAIN CLINIC, we specialise in therapies that have consistently proven to bring relief to many painful conditions. These conditions range from acute/sports injuries to conditions that have persisted for years that may not have responded to other treatments.

Some of the therapies used at THE PAIN CLINIC include: Physical Therapy, Neuromuscular Therapy, Acupuncture, Reflexology and Cranial Therapy.

[Phone 022- 51355](tel:022-51355)

### Food Capers

Locally owned and managed by Mattie and Breda Taylor, Food Capers offers soup, sandwiches, paninis, salads and a range of main courses as well as desserts, all of which are homemade on a daily basis trying to maintain a balanced healthy food standard. Food Capers has two sister restaurants in West End, Mallow and Blackpool.

