

ROYAL VICTORIA EYE AND EAR HOSPITAL

INFORMATION PACKAGE FOR GPS

A&E Service and procedure for requesting OPD appointments
Updated version October 2016





CONTENTS

G.P. LIAISON SERVICE FOR ACCIDENT & EMERGENCY	2
OPHTHALMOLOGY SERVICES IN THE ROYAL VICTORIA EYE AND EAR HOSPITAL.....	3
ENT A&E SERVICE	4
AUDIOLOGY DEPARTMENT.....	5
OUT-PATIENT APPOINTMENT PROCESS.....	6
NEW GUIDELINES FOR GP REFERRAL TO NURSE LED CHALAZION CLINIC	7
THE ROLE OF THE CANCER NURSE CO-ORDINATOR ROYAL VICTORIA EYE AND EAR HOSPITAL..	8
OCULAR ONCOLOGY SERVICE ROYAL VICTORIA EYE AND EAR HOSPITAL.....	9
HSE PRIMARY AND COMMUNITY CARE - AUDIOLOGY SERVICE	10
EYE CLINICS RVEEH:.....	12
CONSULTANT OPHTHALMIC SURGEONS PRIVATE CLINICS.....	13
MEDICAL OPHTHALMOLOGISTS PRIVATE CLINICS.....	15
COMMUNITY OPHTHALMIC PHYSICIANS	16
ENT CONSULTANTS.....	17
ENT CONSULTANT PRIVATE ROOM DETAILS	18
USEFUL RVEEH NUMBERS	19



G.P. LIAISON SERVICE FOR ACCIDENT & EMERGENCY

CONTACT DETAILS: Dolores Boylan GP Liaison Nurse Manager

Office hours: Tuesday, Thursday and Friday. 10am- 4.30pm

Phone: Mobile: 086 8520846, 01 6343647 **Fax:** 01 6343647 office fax

Outside the above hours the Nurse in charge in the A/E department will take emergency queries. Phone: 01 7088535

Our GP Liaison Service was set up to improve communications and provide a **Direct Link** between A&E Department and GP's and other Primary care providers.

GP's should contact GP Liaison Nurse if you have concerns regarding a patient you are referring, or any patient who has already attended the A&E Department. **The GPLN will provide a link to an A&E Doctor if necessary.**

A+E REFERRAL LETTERS:

GP's please use our Referral forms available to download from our website.

Emergency Patients only to be given letter in hand to present in A/E. Please be advised that non-emergency referrals are to be directed to our OPD appointments department.

OPD REFERRAL LETTERS:

PLEASE use HEALTH LINK, POST OR FAX REFERRAL LETTERS TO OPD

PLEASE DO NOT GIVE OPD LETTERS TO PATIENTS TO HAND DELIVER AS THESE PATIENTS USUALLY END UP IN A/E DEPARTMENT.

Always remember that there are **Community based Primary Care Eye Clinic** for all Medical Eye Conditions and minor surgical procedures accepting Medical Cards in Dublin in Ranelagh, Bray, Fairview and Naas. Contact Dr. Kevin Tempany Medical Eye Centre **Ranelagh** Phone: 01-4986921 **NAAS**, Phone: 045 881000

or Dr Garry Tracy **Bray** and **Fairview**. Phone **Bray:** 01 2828065. **Fairview:** 01 8057076

National Optometry Centre at DIT Kevin Street are always looking for volunteer patients who they will **sight test and Eye Examination for free.** Phone: 4024900



OPHTHALMOLOGY SERVICES IN THE ROYAL VICTORIA EYE AND EAR HOSPITAL

The Ophthalmic A/E Department in RVEEH provides a service for patients with emergencies or acute eye problems. Patients are advised to attend their GP for initial assessment who can then refer them in if necessary.

After 5 pm there is an on call team available to see genuine emergencies only and it is advisable to first ring to discuss cases. The on call doctor can give advice regarding the most appropriate care pathway for the patient.

Ophthalmology A+E Hours of Service: MONDAY TO SUNDAY – 8a.m. to 8p.m.
Outside of these hours doctors referrals only with prior agreement over the telephone.
No walk in service 8pm to 8am Acute Emergencies only Bank Holidays and Weekends.

Non-emergency referrals need to be directed by Healthlink, fax or mail to the OPD Department so a timely appointment can be arranged.

Please use the designated RVEEH referral forms, available to download on the website and on **health link** Patients should not be advised to hand deliver the letters or to hand them in to A/E as this does not expediate their appropriate OPD appointment and only leads to increased waiting times for patients with genuine acute eye problems. All referrals must meet the HIQA minimum data set standards. <http://www.cuh.hse.ie/Patients-Visitors/Your-Outpatient-Appointment/GP-OPD-Referral-Process/HIQA-Outpatient-Referral-Form.pdf>

Any queries regarding the above – please contact the GP liaison Nurse for advice. For further details: see GP liaison page.

Community Based Primary Care Clinics. There are a number of Primary Eye Clinics for all medical eye conditions and minor surgical procedures who accept patients with Medical Cards **directly** for assessment. In the local area these include:

Dr. Anne Early Naas: 045 876480	Dr. Kevin Tempany Medical Eye Centre: Ranelagh: 01 4986921 Vista Clinic Naas: 045 881000	Dr. Gary Treacy Bray: 01 2828065; Fairview: 01 8057076.	Dr. John Keane Athlone: 090 6472069
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A full list of nationwide clinics is available on our website.

National Optometry Centre at DIT Kevin Street – available for vision assessment for volunteer patients for free.



Children's' Ophthalmic services: Children with non-urgent conditions may be referred but those requiring urgent intervention and all children aged 3 and under should be referred to paediatric Hospital.

ENT A&E SERVICE

ENT A+E Hours of Service: MONDAY TO FRIDAY – 9a.m. to 4p.m.
Children under the age of 14 years should be referred to local Paediatric Hospital
Children 14 years and over only seen in our ENT A/E

NO SERVICE AT WEEKENDS OR BANK HOLIDAYS - patients must be referred to nearest General Hospital.

Audiology Service not available via A/E (Except in sudden sensory neural loss)

Other Services: Ear Syringing /Irrigation Courses for GP Nurses held at RVEEH for details or email sabrina.kelly@rveeh.ie

Nurse Led Microsuction clinic –access presently via GP Liaison Nurse Fax 01- 6343647

USEFUL NUMBERS

- **HSE Hearing Service/Audiology Service for adults and children.** North Great Georges Street, Dublin 7. Ph: 01-8747726 Fax: 01- 8747792 emailaudiology@hse.ie
(Patients must be medical Card holder). Hearing aid check/repair walk in service is available during the following hours: Monday – Friday 09.30 -12md and 14.00 to 16.30hrs.
- **National Association for deaf and hard of hearing people.** Ph: 01-8723800 or info@deaf.ie (both provide Audiology service).
- **Tinnitus Association** 01-8723800



AUDIOLOGY DEPARTMENT

Guidelines for Direct Referral to Audiology of Adults with Hearing Difficulty

A patient of 50 years and above can be referred to Direct Audiology Clinic provided there is no ENT contraindication. Patient will be discharged from audiology clinic and a letter will be sent to their GP and if required then patient will be referred to ENT OPD.

Referrals are accepted from RVEEH ENT team and GPs.

Contra-indications

- Persistent pain affecting either ear (defined as earache lasting more than 7 days in the past 90 days before appointment);
- History of discharge other than wax from either ear within the last 90 days
- Sudden loss or sudden deterioration of hearing (sudden=within 1 week, in which case send to A&E or Urgent Care ENT clinic)
- Rapid loss or rapid deterioration of hearing (rapid=90 days or less)
- Fluctuating hearing loss, other than associated with colds
- Unilateral or asymmetrical, or pulsatile or distressing tinnitus lasting more than 5 minutes at a time
- Troublesome, tinnitus which may lead to sleep disturbance or be associated with symptoms of anxiety or depression
- Vertigo
- Abnormal appearance of the outer ear and/or the eardrum (e.g., inflammation of the external auditory canal, perforated eardrum, active discharge).

To Refer

Please send referral form to audiology department and patient will be contacted with an appointment.

DEEPAK KUMAR
BSh, MD(AM), MSc(ASc), MIAA
Audiology Department
Royal Victoria Eye & Ear Hospital,
Adelaide Road,
Dublin 2
Tel: 01-7088534
Email: deepak.kumar@rveeh.ie



OUT-PATIENT APPOINTMENT PROCESS

1. **OPD REFERRAL LETTERS:** PLEASE forward referrals via Healthlink, POST OR FAX REFERRAL LETTERS TO OPD

All referrals must meet the HIQA minimum data set for outpatient referrals

OPD REFERRAL LETTERS CANNOT BE HAND DELIVERED BY PATIENT.

Referral templates are available at rveeh.ie for download. A separate template for each speciality

2. LETTER SHOULD BE LEGIBLE AND DETAILED – Please ensure that name, address, D.O.B and contact telephone numbers are included.

3. Please include the following:

- FULL DETAILS OF PATIENTS CONDITION
- LIST OF MEDICATIONS
- PAST RELEVANT MEDICAL HISTORY
- PREVIOUS ATTENDANCE AT EYE AND EAR AND WHICH CONSULTANT.
- PATIENT DETAILS WILL BE ENTERED ON HOSPITAL DATA BASE.
- ALL REFERRALS MUST MEET THE HIQA MIMIMUM DATA SET

<http://www.cuh.hse.ie/Patients-Visitors/Your-Outpatient-Appointment/GP-OPD-Referral-Process/HIQA-Outpatient-Referral-Form.pdf>

4. YOUR REFERRAL LETTER WILL BE ASSESSED – All referral letters are assessed by a member of the medical team / Consultant and a category of urgency is applied depending on the level of information stated on the letter. Please make sure that all relevant detail is stated on the letter. The instruction is then given to the appointments staff to make the most appropriate appointment for the patient.

ROUTINE APPOINTMENT WAIT TIME 12 months for Ophthalmology and up to 18 months for ENT. GPs should mark letter **URGENT / SOON OR ROUTINE**

PLEASE REMEMBER: WE CANNOT GIVE APPOINTMENTS TO YOU OR YOUR PATIENTS OVER THE PHONE - unless they are return patients.
WE CANNOT ARRANGE APPOINTMENTS FOR PRIVATE PATIENTS.

- ✓ PATIENTS MUST ATTEND FOR THEIR APPOINTMENT ON TIME.
- ✓ IF A PATIENT FAILS TO ATTEND A CLINIC THEY WILL NOT BE RE-APPOINTED AUTOMATICALLY- Our DNA policy allows for a max of two consecutive D.N.A's and then the patient will be discharged from our service.
- ✓ **NON ATTENDEES** ARE A **MAJOR PROBLEM**. PLEASE ADVISE YOUR PATIENTS TO CONTACT US IF THEY NO LONGER WANT THEIR APPOINTMENT.
- ✓ IF PATIENTS HAVE TO CANCEL AND RE-SCHEDULE THEY WILL HAVE TO WAIT FOR THE NEXT AVAILABLE SLOT.



- ✓ IF PATIENTS HAVE NOT ATTENDED IN THE LAST 18 MONTHS OR HAVE BEEN DISCHARGED THEY MUST SUBMIT A NEW LETTER OF REFERRAL FROM THEIR GP.

NEW GUIDELINES FOR GP REFERRAL TO NURSE LED CHALAZION CLINIC

A chalazion is a condition where an obstructed meibomian gland causes a granuloma within the tarsal plate.

Symptoms

- Acute or chronic eyelid lump.
- Swelling, pain, tenderness or erythema of eyelid.

Signs

- Visible or palpable well-defined subcutaneous nodule in the eyelid.

Treatment

- If associated with blepharitis instruct patient re lid hygiene.
- Warm compress to eyelid with massage four times a day for 2 weeks.
- Fucidic Acid 1% drops BD for 1 week or Chloramphenicol drops or ointment QDS for 1 week.
- If the chalazion has not resolved 2 weeks after completing treatment refer to chalazion clinic for assessment. From there, if appropriate, appointment for incision and curettage will be arranged.

Referral

- Contact GP liaison nurse and fax in referral letter.
- **Phone 086 8520846 Fax 01 6343647**
- Patient will be sent out appointment for assessment.
- Patients will be listed from there for incision & curettage to either nurses' list or if not suitable to day ward list.

Exclusions

- Patients under 16 (refer to OPD).
- **Patients outside catchment area (send to local ophthalmic unit).**
- Any lid lesion which is *not* a chalazion (refer to OPD).



THE ROLE OF THE CANCER NURSE CO-ORDINATOR ROYAL VICTORIA EYE AND EAR HOSPITAL

1. To provide information, advice & support to patients and their families from the time of diagnosis.
2. The point of contact within the hospital for patients. The Cancer Nurse Co-ordinator is a resource and contact for the primary care team.
3. If GPs have queries about any patients or wish to fast track a patient who they may think is positive for a malignancy they can contact the co-ordinator.
4. GPs should continue to refer patients to the RVEEH as usual; the co-ordinator is only available for high-risk cases.
5. Co-ordinate transfer of patients to other hospitals e.g., St. Luke's. Ensure all information is received to and from other hospitals, track patients. Formulate discharge plans.
6. The Cancer Nurse Co-ordinators can inform GPs (by phone or by letter) of their patient's discharge and the treatment/procedures which they have undergone.
7. Ensure patients received OPD appointments for follow-up after Radiotherapy or Chemotherapy is completed.
8. The Cancer Nurse Co-ordinators ensures that primary care services are in place when patients are discharged from hospital.
9. I have the responsibility for two sites. RVEEH and SVUH.

Fiona Bradley

ENT/Head & Neck Cancer Nurse Co-ordinator RVEEH

Mobile: 086 7359744



OCULAR ONCOLOGY SERVICE ROYAL VICTORIA EYE AND EAR HOSPITAL

Patients are referred to the clinic with a suspicious neavus, mass or lesion for specialist investigation.

Patients are referred via the A&E department, Ophthalmologists internally and externally, Opticians GP's and other hospitals.

In many cases these are benign, but on average 50 patients a year are diagnosed with a uveal melanoma.

Uveal melanoma arises from the pigmented cells (melanocytes) of the uvea. The uvea is divided into three parts the iris, ciliary body and choroid. The uvea is comprised of blood vessels and melanocytes. A malignant melanoma of the uvea originates from these melanocytes.

Once diagnosed, the best suited treatment pathway is discussed with the patient and family, namely Ocular Plaque Brachytherapy, Enucleation or Proton Beam Radiation.

If you require any further information on the ocular oncology service, please contact

Valerie O'Neill

Ocular Oncology Clinical Nurse Specialist.

0863751148

valerie.oneill@rveeh.ie



HSE PRIMARY AND COMMUNITY CARE - AUDIOLOGY SERVICE

INTRODUCTION

The objective of the Audiology service is to provide people with a hearing impairment with amplification devices, advice and information to enable them to overcome or reduce the effects of their hearing impairment.

REFERRALS

a) Adults

Eligibility for the adult service is restricted to those who hold medical cards. Referrals are received from medical practitioners and it is essential that each patient should receive a full medical examination prior to being referred. In either case, the referral to the hearing service should be especially for the fitting of the hearing aid. It is not the policy to accept referrals for other types of Audiological assessment or for legal purposes.

In the case of students who are attending third level education they retain their eligibility provided that they have Student ID card or proof of eligibility.

b) Children

The Audiology service for children is available to all regardless of financial circumstances. All children are eligible for this service from birth until they complete their full-time education. Parental consent is necessary before a child is referred to the Audiology Service. Referrals are accepted from medical practitioners and children should have had a medical examination prior to being referred to the service.

SERVICE PROVIDED

- ❑ Hearing test
- ❑ Fitting of hearing Aid
- ❑ Review in order to ensure that they are coping well with the hearing aid and benefiting from it. In the case of children this also includes monitoring the progress of speech and language and school progress.



OUTREACH CLINICS

Outreach clinics may take place in hospitals, nursing homes, old people centers and in the patient's home. It is the policy of the National Audiology Service to provide outreach clinics where the person with the hearing impairment is unable to attend an Audiology centre. The request for the visit should come from a medical practitioner who can certify that the person has a disability that prevents them from attending the Audiology centre. In the case of elderly people in long-term care, a request from the medical officer is sufficient. Where a visit to the patient's home is requested, a standard form should be completed including details of how to locate the home of the patient.

Currently clinics are provided in the following locations:

- ❑ North Great Georges Street
- ❑ Tallaght
- ❑ Sandymount
- ❑ Newbridge
- ❑ Arklow
- ❑ Wicklow
- ❑ Bray

TECHNICAL DEPARTMENT

The technical department provide a repair service for the aids that are provided by our clinicians. This is a nationwide using the latest technologies. There is a walk-in service between the hours of 09.30 – 12.30 and 14.00 – 16.30 in North Great Georges Street and a postal service is also available to the clients.

FOR FURTHER INFORMATION, CONTACT:

**Hearing Service,
LHO (Dublin North Central)
Primary & Community care Directorate,
Dublin / North East Area,
44 North Great Georges Street,
Dublin 1**

Ph: (01)8747726 / 8747727 / 8747728 Fax (01) 8747792



EYE CLINICS RVEEH:

MONDAY:

Prof C Murphy Corneal, 9-11AM
Mr J O Connor, General 9-10:30AM
Mr N Horgan, Medical Retina A.M., Ocular Oncology P.M.
Mr D Kilmartin, Retinal clinic alternate Mondays, 9-11 AM
Mr P Talty, Retinal Clinic, 12:30-1pm
Ms R Khan, Orbital Clinic, 1:30-3pm
Prof L Cassidy, Occuplastic clinic, 1.30-2.30pm
Mr D Brosnahan, Paediatric, 1:30 – 3pm
Mr M Cahill Retinal Clinic 12:00-13:00

TUESDAY:

Ms A Doyle, Glaucoma, 9-10.30am
Mr M O'Connor, 9-11am and 1:30-2.30 am
Mr D Brosnahan, Paediatric, 9-11 am
Mr M Cahill, Retina/AMD clinic, 1-2.30 pm
Ms R Khan, 1:30pm – 3pm

WEDNESDAY:

Ms A Doyle, Glaucoma clinic, 9-10:30am
Profr Conor Murphy, Uveitis Clinic 8:30 – 11:00
Prof L Cassidy, Neuro, 1:30-3:00pm
Mr D O'Malley, Contact lens, 1.30-2.30pm
Mr P Talty, Retina/ clinic, 1-1.30pm
Mr J O Connor General Clinic 8:30 – 10:30

THURSDAY:

Prof W Power, General Clinic, 9-11am
Mr M Cahill, Retina clinic, 8 9.30am
Ms R Khan, Botox clinic, 1-1:30 (twice a month)
Mr D Kilmartin, Retina/uveitis clinic, 1-3.30pm
Prof W Power Corneal Clinic 1:30-2:45pm

FRIDAY:

Mr J O Connor Glaucoma Clinic, 9-10.30am
Mr P Talty, Retina/AMD, 8:30 – 9:00am



CONSULTANT OPHTHALMIC SURGEONS PRIVATE CLINICS

CONSULTANT	ADDRESS	CONTACT DETAILS	PRIVATE ROOM TIMES
Prof. William Power MCh MRCPI FRCS (Glasg.) FRCOphth DO	Blackrock Clinic, Rock Road, Blackrock, Co. Dublin	Blackrock Tel: 01 2787038 Fax: 01 2831033 ivisionltd@gmail.com	
	St. Vincent's Hospital Elm Park, Dublin 4	St Vincent's Tel: 01 2694533 Fax: 012608254	
Miss. Aoife Doyle	Northbrook Clinic, 28A Northbrook Road Dublin 6	Tel: 01 4188427	Mon, Fri
Dr Rizwana Khan	Hermitage Medical Clinic, Lucan Blackrock Clinic	Tel: 01 6459542 Fax: 01 6459543	
Professor Conor Murphy Consultant Ophthalmic Surgeon	Northbrook Clinic, 28A Northbrook Road Dublin 6	Tel: 086 7839202 Fax: 01 4914789 profmurphyappointments@gmail.com	
Mr Noel Horgan, Medical Retina / Ocular Oncology	St Vincent's Private Hospital	Tel: 01 2638826	
Mr Jeremy O'Connor	Northbrook Clinic, 28A Northbrook Road Dublin 6	Tel: 083 8443569 jeremyoconnor.eyesurgeon@gmail.com	



CONSULTANT OPHTHALMIC SURGEONS PRIVATE CLINICS

CONSULTANT	ADDRESS	CONTACT DETAILS	PRIVATE ROOM TIMES
Mr. Donal Brosnahan M.B. DCH. FRCS Ed. F.R.C. Ophth.	Northbrook Clinic, 28A Northbrook Road Dublin 6	Tel: 01 4915713 Fax: 01 4914803	Tues 12-5.30pm Wed 12-5.30pm
Mr. Mark Cahill Consultant Ophthalmic Surgeon	The Beacon Clinic Beacon Court Sandyford Dublin 18	Tel: 01 2135652 Fax: 01 2920583	
Prof. Lorraine Cassidy M.B. D.O. FRCSI FRC Ophth. (U.K)	26 Elgin Road Ballsbridge Dublin 4	Tel: 01 4909322 Fax: 01 4924136	Thurs 9-1pm <u>Tallaght Hosp</u> Alternate Tues PMs rooms Alternate Fri 9-1pm Private Rooms
Mr. Dara Kilmartin Consultant Ophthalmic Surgeon	The Beacon Clinic Beacon Court Sandyford Dublin 18	Tel: 01 2135651 Fax: 01 2135653	Alternate Mon pm Tues am



MEDICAL OPHTHALMOLOGISTS PRIVATE CLINICS

CONSULTANT	ADDRESS	CONTACT DETAILS	PRIVATE ROOM TIMES
Dr Aideen Hogan MRCOphth, FRCSI	Suite 7 Hermitage Medical Clinic, Old Lucan Road. Dublin 20.	Tel: 01 6459543	
Mr Kesavan Ravikumar M.B.B.S D.O. FRSCEd	The Eye Clinic, 7 Blessington Rd, Naas, Co Kildare.	Tel: 045 876480 Fax: 045875898	



COMMUNITY OPHTHALMIC PHYSICIANS

A&E patients can be referred back for follow up in their local area to see the following ophthalmologists

PATIENTS MUST BRING MEDICAL CARD

Private Ophthalmologists in pilot scheme taking medical card patients

Dr. Garry Treacy	BRAY Medical Optics, 2-3 Castle Street Bray DUBLIN Medical Optics, 19 Fairview, D3.	Tel: 01 2828065 Fax: 01 6852338 Tel: 01 8057076
Dr Kevin Tempny	NAAS The Medical Eye Centre 3 North Main Street RANELAGH Ranelagh Eye Centre 22-26 Sandford Road Ranelagh Dublin 6	Tel: 045 881000 Fax: 045 889018 Tel: 01 4986920 Fax: 01 4986921
Dr John Keane	ATHLONE Verelands, Garden Vale, Athlone.	Tel: 09064 72069 Fax: 09064 75153
Dr. John M. Traynor	CORK 5-6 Lavitts Quay Cork	Tel: 021 4276524 Fax: 021 4851379



ENT CONSULTANTS

CONSULTANT	SPECIALIST INTEREST
Ms Tara Mackle MBBch,BAOI, FRCSI (ORL)	Rhinology / Paediatrics
Mr. Mark Rafferty FRCS FRCSI	Otology
Mr Paul Lennon	Head & Neck Surgery
Prof. Conrad Timon MB, FRCSI, FRCSORL, DMMD, MD	Head & Neck/Thyroid Surgery
Mr. Stephen Hone M.Ch, MRCPI, FRCSI (ORL)	Paediatrics/Otology
Ms Paula Casserly	Rhinology / Paediatrics



ENT CONSULTANT PRIVATE ROOM DETAILS

ENT CONSULTANT	ADDRESS	TEL
Prof. Conrad Timon MB. FRCSI, FRCSORL, DMMD, MD	The Hermitage Clinic, Lucan, Co. Dublin	Tel: 01 6459635 Fax: 01 6459636
	Blackrock Private Clinic, Rock Road, Dublin 18	Tel: 01 2780150
Mr. Stephen Hone M.Ch, MRCPI, FRCSI (ORL)	Northbrook Clinic Ranelagh Dublin 6	Tel: 01 4967111 Fax: 01 6455947
	Hermitage Medical Clinic, Lucan	01-6459545
Mr. Mark Rafferty	St Vincent's Private Hospital, Merrion Road, Dublin 4	Tel: 01 2609270 Fax: 01 2609271



USEFUL RVEEH NUMBERS

Appointments Department

Tel: 01 6644600

Fax: 01 6785462

Patient Services Department

Manager: Oliver Cunningham 01 6343686

Deputy: Ailish Doyle 01 6343699

Radiology 01 7088540

A&E 01 7088537

Admissions 01 6343658

Freedom of information / Routine Access

Administrator: June Clare 01 6343626

Medical Secretaries 01 6343684
01 6644694
01 6644697
01 6644695