

# Meddygfa Penygroes Surgery

## CONTACT US

### MEDDYGFA PENYGROES SURGERY

Heol y Bont, Penygroes, Llanelli,  
Carmarthenshire, SA14 7RP

Tel / Ffôn: 01269 831 193

### CROSSHANDS HEALTH CENTRE

Heol Caerfyrddin, Cross Hands,  
Llanelli, Carmarthenshire, SA14 6SP

Tel / Ffôn: 01269 831 180

Email: [penygroes.surgery@wales.nhs.uk](mailto:penygroes.surgery@wales.nhs.uk)

Website:

[www.meddygfapenygroessurgery.wales.nhs.uk](http://www.meddygfapenygroessurgery.wales.nhs.uk)

Facebook:

 Meddygfa Penygroes Surgery



# Practice Leaflet

## Welcome

Welcome to Meddygfa Penygroes Surgery. We are a two site Practice with a main surgery at Penygroes and a branch site at Cross Hands Health Centre providing general medical services to over 8,700 patients in the locality.

We are fully committed to the principles of the NHS and aim to provide our patients with the best possible medical care. Our services include child and adult immunisation, health promotion clinics, a seasonal influenza programme and minor surgery.

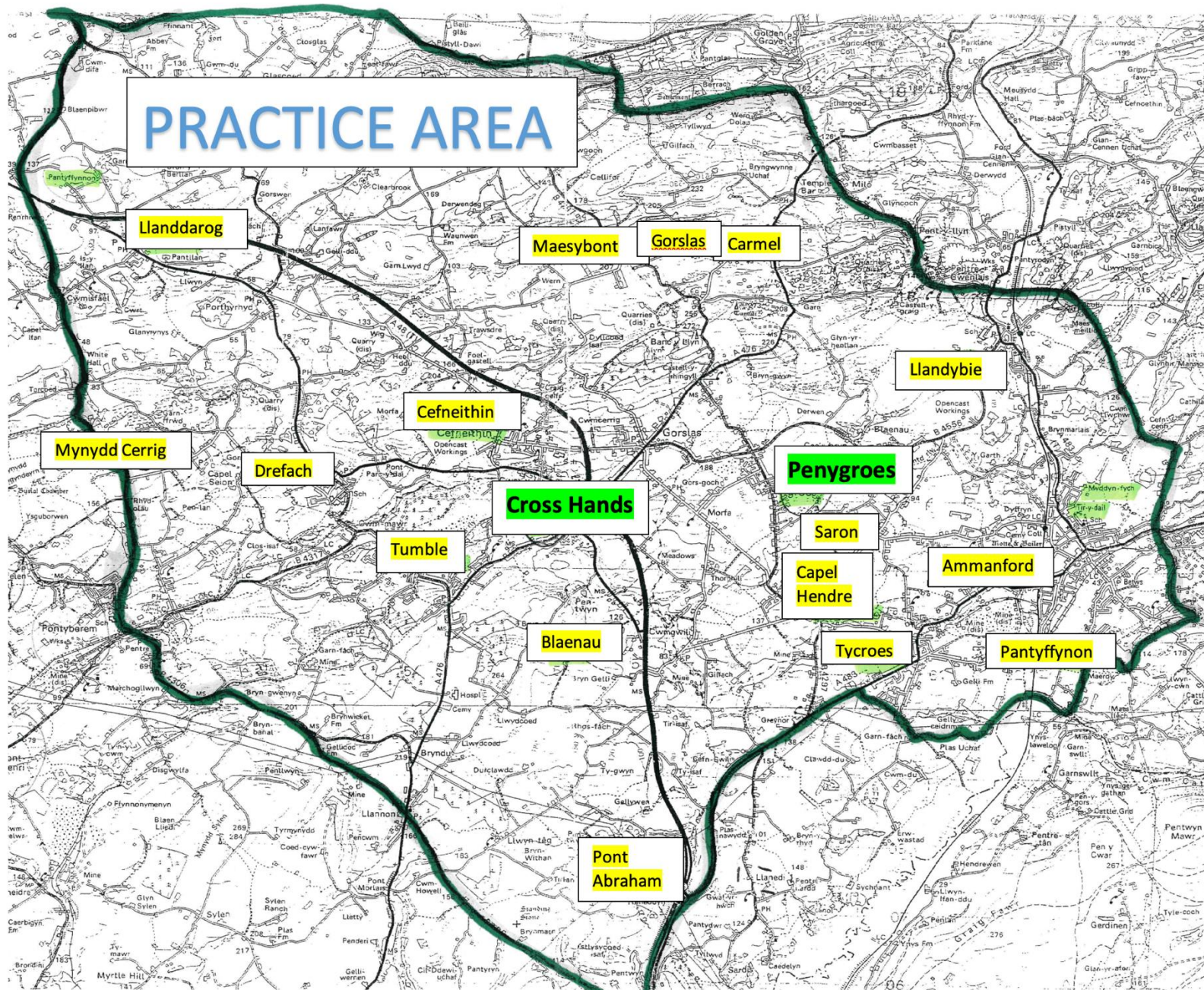
*The Practice does not and shall not discriminate against patients request to join the list on the basis of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.*

This booklet is available in larger print / tape recording for those who are visually impaired  
This publication is also available in Welsh. Our Premises are wheelchair friendly.

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## **PRACTICE STAFF**

### **General Practitioners**

Dr G Ellis-Williams MB, BCh, DFFP

University of Wales College of Medicine 1988

Dr J C Kinnear MB, BCh

University of Wales College of Medicine 1990

Dr B J Price MB, BCh

University of Wales College of Medicine 2013

Dr. Ceri Williams MBChB, MRCG

School of Medicine, University of Liverpool 2014

### **Practice Pharmacist**

Widatalla Awadalla

Practice pharmacists work closely with GPs, community pharmacists as well as other healthcare professionals to support the safe effective use of medicines and may also advise on the best use of the NHS medicines budget

### **Advanced Nurse Practitioner**

Rachel Griffiths

Rachel sees a wide range of minor illness and manages patients with chronic diseases

### **Practice Nurses**

Karen Marshall  
Menna Dyer  
Delma Stephens  
Lisa Davies

Practice nurses can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses also run clinics for long term health conditions such as asthma or diabetes, minor ailment clinics and cervical smears

### **Health Care Assistant**

Bethan Davies

Health checks, Smoking Cessation, Blood Pressure, Weight Checks  
Dressings, Phlebotomy, B12 injections, vaccinations, Hypertension  
Clinic ECG's.

### **Phlebotomist**

Jo Evans

Bloods, Blood Pressure checks, Wound Care

**\*Providing Primacy Care Services on behalf of Hywel Dda University Health Board, Corporate Offices, Ystwyth Building, Hafan Derwen, St Davids Park, Jobswell Rd, Carmarthen SA31 1BB. Telephone 01267 235151**

### **ADMINISTRATION STAFF**

<b>Practice Manager</b>	Mrs Wendy Currums
<b>Deputy Practice Manager</b>	Mrs Jayne Kinnear
<b>IT Manager</b>	Mrs Beverley Jones
<b>Secretary</b>	Mrs Mandy Davies
<b>Prescribing Clerk</b>	Mrs Alison Stephens
<b>Senior Receptionists</b>	Mrs Helen Lewis, Mrs Jackie Davies
<b>Receptionists</b>	Mrs Wendy Crisp, Miss Natalie James, Miss Emily Enoch, Mrs Helen Williams, Miss Gemma Jones, Mrs Suzanne Stewart, Mrs Sarah Davies, Miss Megan Currums, Miss Emma Rees

## **ALLIED PROFESSIONALS**

### **Community Staff**

Community Staff are employed by the Hywel Dda University Health Board and are attached to the practice at our sites at Penygroes and Cross Hands

#### **Social Prescriber**

Helen Rawlinson

Role: Supporting patients aged >18 with non-clinical needs. e.g.

Low level mental health concerns, Issues in relation to specific conditions e.g. Autism /Learning Disability, Housing Issues, Financial issues, Parenting and family concerns, Carers issues, Relationship issues, General Wellbeing Support, Employment Issues, Social Isolation

#### **Mental Health Practitioner**

Ian Holloway

Role: Provide mental health support to Patients over the age of 18

Whether you are experiencing a deterioration of an existing mental health problem or experiencing problems for the first time the Mental Health Practitioner can provide;

- A screening and assessment of individual need
- Advice and treatment options
- Ongoing review/update of agreed treatment plan in collaboration with the Practice Team
- Medication review of patients on antidepressants, anxiolytics, antipsychotics

## **FOR**

- Anxiety, Stress, Depression, Low Mood, Emotional Distress
- Any Psychotic Presentation, Mania, Schizophrenia

### **District Nurses**

The district nurses work closely with the practice and visits are arranged by the nurse, doctor or hospital. The district nurse can be contacted by telephoning the surgery, at Meddygfa Penygroes or Cross Hands Health Centre.

### **Health Visitors**

The Health Visitors role is to promote, enhance and maintain the health of individuals, families and communities. The health visitors can be contacted by telephoning the surgery at Meddygfa Penygroes or the Cross Hands Health Centre.

### **Midwifery Team**

The midwife team is a specialist group of health workers involved with the care of both expectant mother and their babies. They can be contacted by telephoning the surgery at Meddygfa Penygroes/Cross Hands Health Centre

## Opening Times

Meddygfa Penygroes Surgery / Cross Hands Health Centre	
Monday	08.00 - 18.30*
Tuesday	08.00 - 18.30*
Wednesday	08.00 - 18.30*
Thursday	08.00 - 18.30*
Friday	08.00 - 18.30*

\*Please note the on-call surgery will remain open until 18.30pm the other site will close at 18.00. Please phone ahead to check.

# Appointments

## On the Day Appointments

On the day appointments are available every morning Monday – Friday. Please ring between 08.00 - 10.00\*am for an appointment. \*Slots may be full before 10.00am.

Our reception team will ask you for a brief description of your problem and refer to our signposting criteria to allocate you to the most appropriate clinician or service for your symptoms.

## Booked Appointments

Please ring after 10:30am to book a routine appointment.

**Please note: Patients arriving late may be asked to make an alternative appointment**

## Extended Hours Appointments:

We offer an evening surgery on Tuesday evenings from 18.30 to 20.30 at Cross Hands Health Centre evenings for advanced bookings only. Please speak to the receptionist if you wish to book appointment.

## Cancelling Appointments:

**Please contact the surgery if you no longer need the appointment. This will allow us to free up that appointment for somebody else.**

# Emergencies

In an emergency you should call **999**

Medical emergencies can include:

- Loss of consciousness
- Fits, Persistent / Severe Chest Pain
- Breathing Difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds

## When We Are Closed

- For urgent medical advice out of hours please contact the Out of Hours Service\* on **111**  
\*The Out of Hours Service is provided by Hywel Dda University Health Board
- NHS Direct Wales 24 Hour Advice Service is also available by telephoning **111**  
Or can be found on the internet at: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### Chemists / \*Pharmacy Walk In Centre

Harlow and Knowles Penygroes *	01269	842204
Cross Hands Pharmacy – Alex Duckett	01269	842288
Nigel Williams Cross Hands *	01269	842345
Mr J R G Williams Llandybie	01269	850302
Nigel Williams Tymbi	01269	841287
Tycroes Pharmacy	01269	594445

## Home Visits

Home visits are reserved for patients who are genuinely housebound and who do not leave the house for any reason.



If you require a home visit please telephone **before 10.00 am.**

We will only visit if the patient's clinical condition prevents them from travelling to the surgery and they have a medical condition that necessitates an urgent medical opinion. Please give your name, address and telephone number and a brief description of your problem to the receptionist. The GP or Nurse Practitioner will be able to return your call and speak with you to arrange a visit if it is medically appropriate to do so, or to arrange an alternative course of action.

## Test Results

Test results can be obtained **between 14.00 – 15.30**

**Please help us by not ringing for results during busy morning or afternoon surgery or during lunchtime (12 - 2pm) when only one Receptionist will be answering calls.**



Results will only be given to the patient concerned, except in the case of children under 16 years old.

Test results not seen by a GP cannot be given out. The receptionists are unable to discuss medical matters but will refer you to a doctor, or nurse, if available.

## Repeat Prescriptions

You may request your repeat prescription in one of the following ways



- In writing
- By taking your repeat medication slip to your local Pharmacy
- My Health on Line - Please complete a registration form available at Reception or download from our website.
- Ask your GP or Pharmacist about the Batch Repeat Dispensing - a convenient way to get your prescriptions. A patient information leaflet is downloadable from our website.

Please be aware it can take up to **72 hours to process** your repeat prescription request and it is recommended you re-order when you have seven days' worth of medication remaining.

Please **DO NOT** ask the reception staff to rush through a prescription for you, it may seem like a small matter to request us to deal with your urgent request but we deal with a large volume of prescriptions on a daily basis. **We cannot treat late prescription requests for repeat medication as an emergency unless medically necessary.**

## **Sickness Certificates**

You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website [www.hmrc.gov](http://www.hmrc.gov). For any illness lasting for more than seven days, you will need to see the Doctor for him/her to issue a fitness to work certificate (Med 3). Please telephone requests after 10.00am. Forms can be collected or posted.

We will only accept a Med 3 renewal request on the day it is due, not before.

## **Evidence that you are sick**

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay). It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work' from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

## **Clinics and Services**

### **Antenatal Clinics**

Antenatal care is organised by our community midwives. To book an appointment (after a positive pregnancy test), please ring Reception

### **Anti-Coagulation Clinic**

### **Asthma Clinic**

You will be sent an appointment to have a check-up at least once a year. It is important you attend the appointment

### **Baby Clinic & Child Health Services**

Your child will be invited to attend for development checks at intervals that are consistent with the national guidelines. Further information regarding these checks and other issues can be discussed with your health visitor. Development checks are carried out in our baby clinic by the GP. Childhood immunisations are also available during baby clinics.

## **Blood Tests**

These can be arranged with the Phlebotomist / HCA. Please ask at the Reception. **\*Please note this service is only available for those who are unable to attend hospital.**

## **Carers**

If you look after someone please let the staff know and complete a carer's form at Reception. We have a dedicated Carer Lead who can provide you with help and information.

## **Cervical Smears**

It is recommended that every woman between the ages of 25-50 have a smear test every three years and patients 50-65 every five years. Please make an appointment with the Practice Nurse.

## **CHD (Coronary Heart Disease) & Hypertension Clinic**

You will be sent an appointment to have a check-up at least once a year. It is important you attend the appointment.

## **COPD (Chronic Obstructive Pulmonary Disease) Clinic**

You will be sent an appointment to have a check-up at least once a year. It is important you attend the appointment.

### **Diabetic Clinic & Pre-Diabetic Screening**

You will be sent an appointment to have a check-up at least once a year. It is important you attend the appointment

### **ECG's, Dressings and Ear Syringing**

Can be arranged with the Practice Nurse Team.

### **Flu Vaccinations**

Clinics are carried out between October and December every year and we offer free Flu vaccinations to patients, particularly those over 65 years old or with a history of heart or chest disease, diabetes and those who live or work in institutions or nursing homes.

### **Immunisations & Travel Vaccinations**

Please ask a receptionist for a travel vaccination form to complete. A fee may be payable for this service. *Please allow at least 6 weeks before you travel to complete your vaccinations.*

**Minor Surgery:** Joint Injection, Musculoskeletal medicine, Minor excisions

### **Phlebotomy Service**

## **Smoking Cessation Service**

### **Non- NHS Services: Medicals, Reports & Private Certificates**

Medical examinations for special purposes, elderly drivers, fitness to undertake sport, travel, HGV and taxi licence medical etc may be booked with the receptionist and a fee is payable. Medicals for insurance companies are generally paid for by the insurance company.

A fee is normally payable for non-NHS services. The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

## Your GP

All patients, including children, are allocated a named, accountable GP who is responsible for their overall care at the Practice. This is referred to as your “usual GP”. You should be informed of your usual GP when you register but you can also check this information with any member of staff at any time. We encourage you to see your usual GP where possible, particularly for on-going problems, so that we can provide you with better continuity of care, but this is not exclusive. If he/she is fully booked, you can ask for an appointment with another Doctor.

## Changing your GP

We will make every effort to accommodate any requests to change a usual GP. Please speak to one of our Reception Team

## Keeping Your Personal Details up to date

It is important to let us know if you change your address or telephone number so that we can keep our records up to date and ensure any referrals or hospital appointments can be directed appropriately. We will also need to advise you whether your new address is within our practice area. If any of your details change please complete a change of details form available at Reception.

**Remember! If you do not inform us of changes we may not be able to contact you with urgent or important information.**

## **SMS Text Messaging Service**

The practice is using an SMS Text messaging service to notify patients of appointment reminders and other communication such as invitation to flu clinics. If you would prefer not to receive text messages, please inform the Receptionist.

## **Patient Removal From GP Register**

A GP may be able to remove you from the patient register in some situations, for example:

- You move out of the practice area
- You do not attend more than 3 appointments without cancelling
- Have been violent, or have threatened to be violent, towards your GP or practice staff
- You are physically or verbally abusive to people at the practice.

## New Patient Registration

We welcome new patients who live within the practice boundary. An indication of this boundary is shown toward the front of this booklet.

In order to register please complete a Registration Form and GMS1 which are available to pick up from Reception. These forms can also be downloaded from our website at [www.meddygfapenygroessurgery.wales.nhs.uk](http://www.meddygfapenygroessurgery.wales.nhs.uk)

Following registration you will be required to attend a 'new patient' check (See also new patient check). It is important that you keep this appointment, as it enables us to record information regarding your medical history, allergies and family history. This gives you the opportunity to provide us with all the information we need to provide you with the best possible care.

## Temporary Registration

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from a GP practice for up to 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

## **Practice Policies**

### **Access to Records**

In accordance with the General Data Protection Regulations and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the Practice Manager and may be subject to an administration charge. No information will be released without patient consent unless we are legally obliged to do so and a subject access request form is completed – these are available at Reception or downloadable from our website.

### **Confidentiality and Your Medical Records**

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get access help from other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases
- Anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administrative staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the clinical staff.

## **Freedom of Information**

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be directed to the Practice Manager

## **Suggestions and Complaints**

We aim to provide a first rate service and a very high quality of care but we want to know if you have any problems.

In the first instance, please discuss your complaint with the staff member concerned or their supervisor. Where the issue cannot be resolved at this stage, please contact the Practice Manager, who will try to verbally resolve the issue and offer you further advice on the complaints procedure.

If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know in writing as soon as possible. If you cannot raise your complaint immediately, please let us know within 6 months of the date on which the event was subject to the complaint. As per practice protocol, once received, an acknowledgement will be sent to you within 3 working days and the issues raised will be investigated and considered in full with a response within 50 working days from the receipt of your complaint.

## **Zero Tolerance on Violence**

We will not tolerate any abuse or violence toward any member of staff, or damage to property belonging to the practice or any of its staff. We reserve the right to remove from our practice list any patient exhibiting inappropriate behaviour. If we consider it necessary, the matter will be reported to the police.

## **Zero Tolerance on Social Media**

We will not tolerate derogatory comments or abusive comments about the practice or members of staff made on social media. Patients who do this risk being reported to the police and off-listed.

# Patient Contract

## Our Commitment to You

- We aim to provide a personal, friendly and confidential service to our patients.
- We will treat all patients equally with dignity and respect.
- We aim to support patients in leading a healthier lifestyle and provide information so that an informed choice may be made.
- We aim to keep patients informed of our services, their rights and any other information which directly affects health treatment.
- We will offer access to our services in line with the patients' assessed need.
- We will keep abreast of advancements by attending regular training sessions and updates.
- We will monitor and improve our systems to ensure we operate as efficiently as possible within the resources available to us.
- We operate a practice complaints procedure which may be used in confidence.
- We welcome and consider all feedback from patients on our services.

## **Your Commitment to Us**

- Keep appointments made with us or cancel in plenty of time.
- Only request a house call if too ill to attend surgery.
- Report to receptionist on arrival.
- Bear with us if there is a delay - this may be due to another patient needing additional time or an emergency.
- Use our service responsibly and do not expect immediate treatment for non-urgent / routine conditions.
- Utilise the services of other professionals in the practice - the GP is not necessarily the most appropriate person to see.
- Use other avenues of help - Community Pharmacy, NHS Direct etc where appropriate.
- Allow sufficient time for processing of repeat prescription requests and do not pressure staff to process unauthorised medication requests.
- Keep us informed of any name, address and telephone number changes.
- Treat us with respect. We will not tolerate verbal or physical abuse.