

# THE DOCTORS

DR MICHAEL GRIFFITHS  
MBBS London 1983 BSC 1979 DCH 1985 DRCOG 1986

DR. DAVID K MINTON  
MBChB Liverpool 1994 DFFP 2000 MRCGP 2000

DR. SUSAN E EVANS  
MBBCh Cardiff 1980 DRCOG 1982 DCH 1984

DR SHALLINI SUBBU  
MBBCh 2000 DFFP 2007 MRCGP 2007

DR. DAVID MILLER  
BMedSci 1996 BMBS 1998 MD 2005 MRCS 2002  
MRCGP 2008 DHSRH 2008

## PRACTICE STAFF

Practice Manager  
Mrs. Shirley Turner

Administration Officer/Secretary  
Reception/IT Manager  
Senior Receptionist  
Receptionist/Phlebotomist  
Receptionist/Phlebotomist  
Senior Administration Officer  
Receptionist  
Receptionist  
Receptionist  
Receptionist

Mrs. Lindsey Rosser  
Mrs. Angela Skinner  
Mrs. Diane Williams  
Mrs. Joan Rawlins  
Mrs. Rosemary Hales  
Mrs. Penny Robins  
Mrs. Christina Kestell  
Mrs. Claire Pitt  
Mrs. Shirley Thompson  
Mrs. Wendy Davies

### **Nurses**

Ms. Janette Rzyz (RGN)  
CHD Specialist Nurse

Ms. Susan Lawrence (RGN)  
CHD Specialist Nurse

Mrs. Elizabeth Whitney (RGN)

### **Attached Staff**

4 District Nurses  
2 Health Visitors  
2 Midwives  
1 Counsellor  
1 Dietician

## **SURGERY HOURS**

### **CAERPHILLY**

Monday	9.00 - 11.00am	5.00 – 6.30pm
Tuesday	9.00 - 11.00am	5.00 – 6.30pm
Wednesday	9.00 – 11.00am	5.00 – 6.30pm
Thursday	9.00 – 11.00am	5.00 – 6.30pm
Friday	9.00 – 11.00am	5.00 – 6.30pm

### **SENGHENYDD**

Monday	9.00 – 11.00am	5.00 – 6.30pm
Tuesday	9.00 – 11.00am	5.00 – 6.30pm
Wednesday	9.00 – 11.00am	5.00 – 6.30pm
Thursday	9.00 – 11.00am	5.00 – 6.30pm
Friday	9.00 – 11.00am	No evening

### **TRECENYDD**

Monday	9.00 - 11.00am	No evening
Tuesday	9.00 - 11.00am	No evening
Wednesday	9.00 - 11.00am	No evening
Thursday	9.00 - 11.00am	No evening
Friday	9.00 - 11.00am	No evening

We run open surgeries at Caerphilly and Senghenydd. Appointments are not needed, simply turn up between 9.00 and 11.00 am.

Evening surgery is by appointment only

Appointment system only at Trecenydd

## **HOME VISITS**

If you are unwell and unable to come to surgery please make your request for a home visit before 10.30am if possible.

If you are ill and need a doctor at a time when the surgery is closed, please ring (029)20883174. You will find a recorded message telling you how to contact the out of hours services.

## **PRESCRIPTIONS**

Our prescription line operates between 9.00 to 11.00am Tel. (029)20867036

Prescription requests can be made in writing or by telephone. You must give us 48 hours notice not including weekends to process your request. Repeat prescriptions will not be issued during evening surgeries. We issue 1 month's prescription at a time other than in exceptional circumstances.

## **BLOOD AND SWABS FOR TESTING**

Blood tests are carried out daily by appointment at all surgeries. Swabs are taken daily at all surgeries if needed.

## **HEALTH VISITORS**

Our Health Visitors are based at Senghenydd Health Centre Tel. (029) 2083328 and Denscombe clinic Tel. 20884378

## **MIDWIVES**

Our attached midwives are based at Caerphilly District Miners hospital.  
Birthing centre Tel. No. (029) 2080731  
Ante Natal Tel No. (029) 20807220

## **NURSING APPOINTMENT CLINICS**

### **Caerphilly Surgery Nurse**

Monday	9.15 – 10.15am	Diabetic bloods
	10.20am - 12.40pm	General nursing/Asthma/COPD
	14.00 - 16.40pm	General nursing
Tuesday	8.15 – 10.15am	Diabetic bloods
	10.20am - 12.40pm	General nursing
	14.00 -16.40pm	General nursing
	17.00 -18.00pm	Evening Clinic
Wednesday	9.15 - 10.15am	CHD/Early Bloods
	10.20 – 11.40am	General nursing
	13.30-15.30pm	Baby Clinic (Alternate Weeks)
	8.15 - 11.00am	Asthma clinic/HT Bloods
Thursday	8.15-10.15am	HT/Early Bloods
	10.20am - 12.40pm	General nursing/Asthma/COPD
	14.00 – 16.40pm	General nursing
	17.00 – 18.00pm	Evening Clinic
Friday	9.15 – 10.15am	HT/bloods
	10.20 –11.50am	General nursing

### **Caerphilly Surgery Phlebotomist**

Monday – Friday	8.15 – 9.00am	Phlebotomist
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## NURSING APPOINTMENT CLINICS

### Senghenydd Surgery Nurse

Monday	8.15 - 10.15am	Early Bloods
	10.30am - 12.30pm	General Nursing
	alternate 1.30 – 3.30pm	Baby Clinic
	weeks 1.30 – 4.30pm	Asthma/COPD
	5.00 – 6.00pm	Evening Surgery
Tuesday	8.15 - 10.15am	CHD/Early Bloods
	10.20 -12.30pm	General Nursing
	15.30 - 18.00pm	General Nursing
Thursday	8.15 – 10.15am	Early Bloods
	10.20 – 12.30pm	General Nursing
Friday	8.15 - 10.10am	Diabetic/Early Bloods
	10.20 -12.30pm	General Nursing/asthma

### Senghenydd Surgery Phlebotomist

Monday – Thursday	8.15 – 9.00	Phlebotomist
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## NURSING APPOINTMENT CLINICS

### Trecenydd Surgery Nurse

Monday	8.15 - 10.15am	Early Bloods
	10.20 - 11.20pm	General Nursing/Asthma/COPD
	11.20am – 1.20pm	General Nursing
Tuesday	9.15 - 10.15am	HT/Early Bloods
	10.25am -12.25pm	General Nursing
Wednesday	9.15-10.15am	CHD/Early Bloods
	10.20am – 12.40pm	General Nursing
Thursday	9.15 – 10.15am	Diabetic Bloods
	10.00am – 12.20pm	General Nursing
Friday	9.15 - 10.15am	Diabetic Bloods
	10.20am -12.00pm	General Nursing
	12.20 – 12.40pm	Minor Ops with Dr

# **CLINICS**

## **Midwife Ante Natal**

Caerphilly	Monday	1.30 – 2.45pm *
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\* alternate weeks

## **Baby Clinic**

### **Doctor and Health Visitor (alternate weeks)**

Caerphilly	Wednesday	1.30 – 3.30pm
Senghenydd	Monday	1.30 – 3.30pm

### **Counsellor (weekly)**

Caerphilly	Tuesday & Thursday	9.30 – 12.30pm
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### **Dietician (monthly)**

Caerphilly	Tuesday	1.30 – 3.30pm
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## **HOW TO JOIN THE PRACTICE**

If you wish to become a patient in this practice, please bring your old NHS medical card along. If you cannot find your medical card, inform the receptionist who will be able to help you. You do not require the signature of your previous GP to join the practice. You will be asked to fill in a questionnaire about your general health and an Appointment will be made for you to see the Practice Nurse for a general check up and discussion about the completed questionnaire. You can register with any Doctor.

We do not discriminate on the ground of race, colour, social class, illness, cost of medication, disability, age, religion, sexual orientation or appearance.

## **PRACTICE AREA**

Caerphilly, Senghenydd, Abertridwr, Rudry, Nantgarw, Llanbradach.

## **COMPLAINTS**

If you have a problem or complaint about the service we provide please let us know we may be able to help. Please contact Mrs. Turner, our Practice Manager

## **DISABLED PATIENTS**

All surgeries have suitable access for disabled patients. If in doubt, please ask at reception.

## **MEDICAL STUDENTS**

We occasionally take medical students into the practice as a part of their training. Patients' consent will always be sought before they have any contact with these students.

## **WELSH SPEAKING**

If you wish to consult in Welsh please make an appointment with Dr. Griffiths.

## **PRIVATE MEDICALS**

These are not covered by the National Health Service and will usually carry a fee. If you require a medical (e.g. for employment or insurance purposes) please contact reception to make an appointment and receive advice on the nature of the fee involved. Please state the type of examination you require.

## **SELF TREATMENT OF COMMON ILLNESSES**

Advice on self treatment of common illnesses is always available from the surgery. We will be able to provide you with information leaflets on many common ailments. Ask at reception for details.

## **PRACTICE PATIENTS CHARTER**

### Practice Aims

We are pleased to welcome you as a patient of our practice. We aim to provide you with the highest quality of health care through the team of health care professionals at our surgery.

The receptionists, who will help you to make the best use of our services, will greet you courteously. You are guaranteed confidentiality at all times. If you wish to speak to any member of the Primary Health Care Team in confidence, please ask. If you are unsure as to which member of the team can best help you – please ask and we shall point you in the right direction.

### **As an NHS patient of this practice you are entitled to:**

- Be registered with a GP
- Patient's aged 16 to 74 who have not seen the Doctor for 3 years may request a consultation
- A yearly check-up
- Receive a clear explanation of the treatment you are offered
- Courtesy from the staff
- Respect for religious and cultural beliefs
- Be seen within 30 minutes if you have an appointment. If for any reason you cannot be seen, a clear explanation will be given. If you don't have an appointment, you will be seen in order of attendance

- A consultation on the same day if you need to see a doctor urgently. You may however, have to wait longer for a booked appointment, unless it is a genuine emergency
- A health check on registering with the practice
- Be offered advice on a health lifestyle
- Be referred to a consultant when the GP feels that it is necessary
- A copy of the practice information booklet
- Have any constructive comments, complaints or suggestions heard by the Practice Manager in private
- Be reviewed at regular intervals, if taking regular medication. Repeat prescriptions will be available 48 hours after they are requested
- You will be advised of any steps you can take to promote good health and avoid illness
- Health education leaflets are freely available
- Instruments and equipment used are regularly serviced and calibrated to ensure accuracy
- Access Medical Records. As an NHS patient you have access to your medical records (written after November 1991) and information of identity of the individuals who can ascertain and the right of patients in relation to disclosure of such information

## **ACCESS TO MEDICAL RECORDS**

All applications for access to records, whether paper or electronic of living person are now made under the DPA 1998.

For deceased persons, applications are made under sections of the 1990 Access to Health Records Act.

Applications can be made by:

### **The Patient**

Children 16 years or over and mentally competent

Parents or an individual given parental responsibility by a court for children under 16.

Patient representatives with written authorisation from patient for person (i.e. Solicitor or relative).

Court representatives

### **Deceased patient's**

Applications may be made by patient's personal representative or any person who may have a claim arising out of the patient's death.

## **Children and Family Court Advisory and Support Services (CAFCASS)**

Where CAFCASS has been appointed to write a report to advise a judge in relation to child welfare issues. Patients or parents consent should be obtained. A copy of report would be forwarded to the Child Protection Team for approval.

## **PATIENTS RESPONSIBILITIES**

We would request that you help us to help you!

Patients have responsibilities as well as rights.

The practice asks you to:

- Be punctual
- Inform the practice if you are unable to keep an appointment
- The first hour in the morning is the busiest time. Unless your call is urgent, please leave it until after 10am
- Only make requests for home visits if you are too ill to attend the surgery
- If possible, request a home visit by 10.30am
- Mondays are particularly busy; it might be advantageous to both patient and doctor if follow up consultations could be on other weekdays
- Please remember, despite increasing patient demand and expectation, the final decision to visit lies with the doctor
- Treat the members of the Primary Health Care Team with courtesy
- Act in a responsible way when on surgery premises. Please keep young children under control and supervision at all times
- Smoking is not allowed at the surgery
- Give 48 hours notice when ordering a repeat prescription
- Please make separate appointments for each family member needing to see a doctor
- Inform the receptionist of any change of circumstances e.g name, address or telephone number
- Please be patient. Appreciate that delay is sometimes unavoidable
- Patients who are violent and abusive to Doctors, staff and other persons present on the practice premise or in the place treatment is provided will be asked to find another Practice, details how to obtain information regarding this will be given by the Practice Manager Mrs.Turner.

**WE APPRECIATE YOUR CO-OPERATION**

# PRIMARY CARE SERVICES

You may obtain details of primary care medical services in the area from

Caerphilly Teaching Local Health Board  
Llanarth House  
Unit 1 Newbridge Gateway  
Bridge Street  
Newbridge NP11 5GH  
Tel No. 01495 241200  
Fax No. 01495 241201  
E-mail: [enquiry@caerphillylhb.wales.nhs.uk](mailto:enquiry@caerphillylhb.wales.nhs.uk)  
Website: [www.caerphillylhb.wales.uk](http://www.caerphillylhb.wales.uk)

## OUT OF HOURS

This service covers the hours of 6.30pm to 8.00am on Monday to Friday and all weekends, Bank holidays and Public holidays. You must telephone and arrange an appointment time before arriving at the Primary Care Centre which is based at:

Ystrad Mynach Hospital  
Caerphilly Road  
Ystrad Mynach  
Hengoed

**OUT OF HOURS Tel No. 0845 600 1231**

**NHS DIRECT 0845 46 47**

**NHS ONLINE [www.nhs.online.net](http://www.nhs.online.net)**

## USEFUL TELEPHONE NUMBERS

Caerphilly District	(029) 20851811	Llandough	(029) 20711711
Caerphilly Miners Birthing Centre	(029) 20807231	Royal Gwent	(01633) 234234
Caerphilly Miners Ante Natal	(029) 20807220	Redwood	(01685) 840314
UHW	(029) 20747747	Aberbargoed	(01443) 828728
Royal Glamorgan	(01443) 443443		

### Local Health

Caerphilly LHB	(01495) 241200	Community Health Council	(01485) 740555 (01485) 757600
Emergency Dentist	(01495) 765100	Community Health Office	(01443) 812201
Smoking Cessation	(0800) 0852219	NHS Direct Wales	(0845) 4647

## Social Services

Health & Social Security	(01443) 875666	Social Services	(029) 20424300
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## Local Services

Job Centre	(029) 20424200	Citizen's Advice	(029) 20882105
Police (Caerphilly)	(029) 20852999	Registrar Births & Deaths	(01443) 863318

## Help & Support

Alcoholics Anonymous	(029) 20373939	Marriage Guidance	(029) 20229850
Child Line	(0800) 1111	Samaritans	(029) 20344022 (029) 20344023
Blood Donor Service	(029) 20890302	Relate	(029) 20229850
Cruse	(0845) 7585565 (029) 20889227		