

# Practice Leaflet

LAST UPDATED APRIL 2010

**Nantgarw Road Surgery, Caerphilly.** 02920 883174

**Senghenydd Health Centre.** 02920 830351

**Trecenydd Surgery, Caerphilly.** 02920 888118

## 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**

### Management/Administrative Staff

Practice Manager	Mr. Andrew Langley, (MSc).
Deputy Practice Manager	Mrs. Penny Robins
Reception/IT Manager	Mrs. Angela Skinner
Administration/Secretary	Mrs. Bethan Gunderson
Senior Receptionist	Mrs. Diane Williams
Receptionist/Phlebotomist	Mrs. Joan Rawlins
Receptionist/Phlebotomist	Mrs. Rosemary Hales
Receptionist	Mrs. Christina Kestell
Receptionist	Mrs. Claire Pitt
Receptionist/Administrator	Mrs. Wendy Davies
Receptionist	Miss. Leah Harris

### **Nurses**

Ms. Janette Ryzy (RGN) CHD Specialist Nurse/Lead Nurse  
Ms. Susan Lawrence (RGN) CHD Specialist Nurse  
Mrs. Elizabeth Whitney (RGN)

### **Attached Staff**

District Nurses  
Health Visitors  
Midwives  
Counsellor

## **Access**

We are responsible for patients 8-6.30pm Monday – Friday (excludes bank holidays)

For urgent calls outside these hours contact out of hours service **0845 600 1231**

For general health queries contact NHS Direct Wales **0845 46 47**

Or online: [www.nhs.online.net](http://www.nhs.online.net)

## **CAERPHILLY**

### GP SURGERY HOURS

Monday	9.00 - 11.00am	5.00 – 6.30pm
Tuesday	9.00 - 11.00am	5.00 – 6.30pm
Wednesday	9.15 – 11.00am	5.00 – 6.30pm
Thursday	9.00 – 11.00am	5.00 – 6.30pm
Friday	9.00 – 11.00am	5.00 – 6.30pm

**Walk in Open surgery available every morning 9-11am**  
**Evening surgeries are by Pre-booked appointment only**

### NURSING HOURS

Monday	9.15am - 12.40pm	2 - 5pm
Tuesday	8.15am - 12.40pm	2 - 6pm
Wednesday	9.15am – 11.30am	
Thursday	8.15am - 12.40pm	2 - 6pm
Friday	9.15am - 11.45am	

Some appointments within these times are reserved for chronic disease management .

Caerphilly Surgery Phlebotomist  
Monday – Thursday 8.10 – 8.40am

## **SENGHENYDD**

### GP SURGERY HOURS

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	-----

**Walk in Open appointments available every morning 9-11am**  
**Evening surgeries are by Pre-booked appointment only**

### NURSING HOURS

Monday	8.15 – 12.15pm	1.30 – 6pm
Tuesday	8.15 – 12.15pm	1.30 – 6pm
Wednesday	-----	-----
Thursday	8.15 – 12.15pm	
Friday	8.15 - 11.30am	

Some appointments within these times are reserved for chronic disease management .

Senghenydd Surgery Phlebotomist Monday – Thursday 8.10 – 8.50am

## **TRECENYDD**

### GP SURGERY HOURS

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

### **Appointment system at Trecenydd**

### NURSING HOURS

Monday	9.15 - 1.20pm
Tuesday	10.00 – 12.30pm
Wednesday	9.15 – 12.30pm
Thursday	9.15 – 12.45pm
Friday	9.15 – 11.45am

Some appointments within these times are reserved for chronic disease management .

## **HOME VISITS**

If you are unwell and unable to come to surgery (housebound, or your condition means you cannot travel) please make your request for a home visit before 10.30am if possible.

## **PRESCRIPTIONS**

Prescription requests can be made in writing or via your pharmacy.

We do not accept telephone requests. You must give us 48 hours notice not including weekends to process your request.

Repeat prescriptions will not be issued during evening surgeries. We usually issue one month's prescription at a time other than in exceptional circumstances.

## **BLOOD TESTS AND SWABS**

Blood tests are carried out daily by morning 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) 20830328**  
and Denscombe clinic Tel. **(029) 20884378**

## MIDWIVES

Our attached midwives are based at Caerphilly District Miners hospital.

Birthing centre Tel. No. **(029) 20807331**

Ante Natal Tel No. **(029) 20807220**

## CLINICS

### Minor Surgery Clinic Trecenydd Surgery

Tuesday 9 -10am Dr Miller

Friday 12 – 12.30pm Dr Griffiths

### Midwife Ante natal (weekly)

Senghenydd Wednesday 12 – 1pm

### Baby Clinic

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

Caerphilly Wednesday 1.30 – 3.30pm

Senghenydd Monday 1.30 – 3.30pm

### Counsellor (weekly)

Caerphilly Thursday 9 – 12pm

## 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.

## **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 Mr Andrew Langley, our Practice Manager.

## **DISABLED PATIENTS**

All surgeries have suitable access for disabled patients.

## **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 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 will help you to make the best use of our services and 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 advise you accordingly.

### **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 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**

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 the 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
  - on the Practice premise will be asked to find another Practice. Details how to obtain information regarding this will be given by the Practice Manager Mr Andrew Langley

## **WE APPRECIATE YOUR CO-OPERATION**

### **PRIMARY CARE SERVICES**

You may obtain details of Primary care medical services in the area from  
Aneurin Bevan Health Board

Mahmilhad House

Block A

Mamhilad Park Estate

PONTYPOOL

NP4 0YP

Tel No. 01873 732732

E-mail: [abhb.enquiries@wales.nhs.uk](mailto:abhb.enquiries@wales.nhs.uk)

Website: [www.aneurinbevanhb.wales.uk](http://www.aneurinbevanhb.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 HOTLINE [www.nhs.online.net](http://www.nhs.online.net)**

### **USEFUL TELEPHONE NUMBERS**

Caerphilly District Miners Hospital (029) 2085181 Llandough Hospital (029) 20711711

Royal Gwent Hospital (01633) 234234 UHW (029) 20747747

Royal Glamorgan Hospital (01443) 443443

#### **Local Health**

Aneurin Bevan

Health Board (01873) 732732 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

#### **Local Services**

Job Centre (029) 20424200 Citizen's Advice (029) 20882105

Police (Caerphilly) (029) 20852999 Registrar Births & Deaths (01443) 863318

Alcoholics Anonymous (029) 20373939 Marriage Guidance (029) 20229850

Child Line (0800) 1111 Samaritans (029) 20344022

#### **Help & Support**

Blood Donor Service (029) 20890302 Relate (029) 20229850

Cruse (0845) 7585565

(029) 20889227