

Practice Leaflet

LAST UPDATED JANUARY 19 V5.19.1



Nantgarw Road Medical Centre

(N.R.M.C.)

4 Beddau Way

CAERPHILLY

CF83 2AX

Branch Surgery: Senghenydd Health Centre

Parc Place, Senghenydd, CF83 4HB

Telephone Numbers

NRMC CAERPHILLY

Tel: 029 20888118

SENGHENYDD

Tel: 029 20830351

Fax: 029 2088 8604

Fax: 029 2083297

Out of Hours

Tel: 01633 744285

THE DOCTORS

GP PARTNERS

DR. DAVID K MINTON

MBChB Liverpool 1994 DFFP 2000 MRCGP 2000

DR MICHAEL GRIFFITHS

MBBS London 1983 BSC 1979 DCH 1985 DRCOG 1986

DR GARETH ROYAL

BSc 2002 MbBCh 2007 MRCGP 2012

DR SAMANTHI KULATILAKE

MBBS BSc 2008, MRCGP 2013

DR GEMMA ROGERS

MBBCh 2006 DFSRH 2011, MRCGP 2012

SESSIONAL GPs Dr Rebecca Wren, Dr Gemma Phillips

PRACTICE STAFF

Nurses /HCA

Ms. Janette Ryzy (RGN) Lead Nurse

Mrs. Elizabeth Whitney (RGN)

Mrs Laurie Treherne (RGN)

Mrs. Rosemary Hales Health Care Assistant

Mr David Rogers Health Care Assistant

Management/Administrative Staff

Practice Manager Mr. Andrew Langley, (MSc).

Deputy Practice Manager Mrs. Penny Robins

Senior Receptionist Mrs. Diane Williams

Senior Receptionist/
Prescribing clerk Mrs. Claire Pitt

Receptionist/Administrator Mrs. Wendy Davies

Receptionist Mrs. Angela Bond

Receptionist Ms Lisa Thompson

Administrative assistant Mr. Michael Roche

Receptionist /
Prescribing clerk Mrs Jennifer White

Receptionist/HCA Mr David Rogers

Receptionist Mrs Sara Taylor

Receptionist Ms Kerry Davies

Receptionist Mrs Nicola Roche

Attached Staff

District Nurses [Based at medical centre]

Health Visiting team

Midwife

Counsellor
Primary care Mental Health practitioner

Access

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

Urgent calls outside these hours contact out of hours service **01633 744285**.

For general health queries contact NHS Direct Wales **0845 46 47** Or online: www.nhs.online.net

CAERPHILLY

DAY	MORNING SURGERY	EVENING SURGERY
-----	-----------------	-----------------

We operate a 'walk-in' open surgery during morning surgery hours (indicated with) as well as pre-booked appointments from 9–12pm. Walk-in appointments available on day to 11am daily.
(subject to change)*

DAY	MORNING SURGERY	EVENING SURGERY
Monday	Dr. Minton, Dr Kulatilake, Dr Phillips	Dr. Minton, Dr Kulatilake, Dr Phillips
Tuesday	Dr. Minton Dr. Kulatilake Dr. Royal	Dr Griffiths Dr. Royal
Wednesday	Dr. Griffiths Dr.Rogers	Dr. Griffiths Dr Wren

DAY	MORNING SURGERY	EVENING SURGERY
	Dr Wren	
Thursday	Dr. Griffiths Dr. Royal Dr. Rogers	Dr Royal Dr. Rogers Dr Phillips
Friday	Dr. Minton	Dr Phillips

DAY	MORNING SURGERY	EVENING SURGERY
	Dr. Royal Dr. Phillips	Dr. Royal

Nursing Appointments – Caerphilly

DAY	MORNING SURGERY	EVENING SURGERY
<p><i>Some appointments within these times are reserved for chronic disease management and other clinics.</i></p>		
Monday	8.30am to 1pm	1.00pm to 3pm

DAY	MORNING SURGERY	EVENING SURGERY
Tuesday	8am to 2.30pm	4.00-5.30pm
Wednesday	8.40-1pm	1pm to 3pm
Thursday	9.10-1pm	1-6pm
Friday	9 to 1.10pm	1.30pm to 6pm alt

Health Care Assistant Appointments Caerphilly

DAY		
Monday to Thursday	8.10am to 1.30pm	
Friday	(alt clinics)	-

Senghenydd Health Centre GP Appointments

DAY	MORNING SURGERY	EVENING SURGERY
<p><i>We operate a 'walk-in' open surgery during morning surgery hours. Evening surgeries are by pre-booked appointment only.</i></p>		
Monday	Dr Royal	Dr Royal
Tuesday	Dr Griffiths	Dr Minton
Wednesday	Dr Kulatilake	-

DAY	MORNING SURGERY	EVENING SURGERY
Thursday	Dr Phillips	
Friday	Dr Rogers	-

Nursing Appointments

DAY	MORNING SURGERY	EVENING SURGERY
<i>Some appointments within these times are reserved for chronic disease management.</i>		
Monday	8.10am to 12.30pm	1.30pm to 6.00pm
Tuesday	8.10am to 13.30pm	
Thursday	8.10am to 12.30pm	1.30pm – 6.20pm
Friday	8.00am to 1pm (alt)	-

HCA Appointments

DAY		
Monday Tue Thursday	8.10am to 8.50am	-
Wed	8.10-10am	-
Friday	8.10-12am (alt)	-

Clinic Times & Locations

CLINIC	DAY	TIMES	WITH
Minor Surgery <i>NRMC</i>	Tue/Wed Thursday	As Require d PM	Dr Griffiths
Antenatal Clinic <i>Senghenydd</i>	Every Wednesday	12.00 noon to 1.00pm	Midwife
Baby Clinic <i>NRMC</i>	Alternate Wednesday	1.30pm to 3.30pm	Doctor & Health Visitor

CLINIC	DAY	TIMES	WITH
Baby Clinic <i>Senghenydd</i>	Alternate Monday	1.30pm to 3.30pm	Doctor & Health Visitor
Counsellor <i>Caerphilly</i>	Every Thursday	9.00am to 12.00 noon	Counsellor (by referral)

Medical Services Available at the Practice

We aim to provide the best possible care to our patients in a friendly but professional environment and recommend that you make the most of the services available to you.

Blood Tests & Swabs

Blood tests are carried out daily by morning appointment at both surgeries. Swabs are taken daily at both surgeries, if needed.

Please allow 5 days before contacting us for results [unless advised differently]

Cervical Smears

Women between the age of 20 and 64 will be normally invited by Cervical screening wales (CSW) for a smear every 3 years. Please contact the practice to book a suitable appointment. Results are usually sent out between 4 – 6 weeks. Regular cervical screening can prevent up to 90% of cancers developing, but like other screening tests it is not perfect. It does not always detect early cell changes that may lead to cancer.

If you have any unusual symptoms such as bleeding after sex or between periods, you should see your doctor, even if you have had a recent negative test.

Chronic Disease Monitoring

Patients who have the following long term conditions will be made appointments to see the practice nurse (or GP if appropriate) for a review at least annually. Heart disease, Diabetes, respiratory conditions (including asthmatics on regular inhalers), Kidney conditions, Stroke/TIA, hypothyroidism, epilepsy

It is important that you attend your appointment, even if you feel well.

Family Planning & Sexual Health Services

Your GP can give you advice on contraception methods, and the contraception pill can be given by any doctor. We also offer emergency contraception and advice, and advice on STDs..

Home Visits

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

Minor surgery

Some of our GPs provide minor procedures that are suitable to be carried out in a primary care setting. The practice has a dedicated and well equipped operating suite.

Private Medical Examinations and reports

These are not covered by the National Health Service and will usually carry a fee (please ask for a quote before requesting). If you require a medical (e.g. for employment or insurance purposes), please contact Reception to make an appointment and we will advise you on the nature of the fee involved and whether or not the GPs can do the work. Please state the type of examination you require. Please note that GPs will only accept private requests within their expertise. Please note these exams are not done in normal surgery time, and are arranged at times when GP is not normally providing NHS sessions.

Also the doctors do not routinely accept to do private letters of support regarding housing, sickness benefits, mental capacity, bus/rail cards etc. Generally information requested from organisations regarding your health is contained in your medical notes which you can use for support. You do have the right to request copy (please see Patient information pages on confidentiality). Unfortunately we do not counter sign passport applications.

Travel Vaccinations and advice

Our nurses are able to provide travel vaccinations and travel advice for areas where vaccine protection are

recommended. Please note, some courses need to be administered 6 weeks before travel. Some protection such as malaria tablets are not available via the NHS, and therefore will incur charges via private prescription. Before contacting us you may wish to check general and vaccination advice on destinations on the following website

<http://www.fitfortravel.nhs.uk/home.aspx>

PRESCRIPTIONS

Prescription requests can be made online (regular meds) in writing or via your pharmacy.

We do not accept telephone requests, nor requests more than 1 week in advance of the date your tablets are due. You must give us 48 hours notice not including weekends to process your request (from time we receive request).

We usually issue one month's prescription at a time other than in exceptional circumstances. Patients will be asked to see a GP to review continuation of regular medicines periodically.

How to Join the Practice

To join the Practice, Simply call in or contact us for the appropriate registration forms – one per each family member. You will be asked to fill in a questionnaire about your general health and an appointment can be made for you to see the Practice Nurse for a general check up and discussion about the completed questionnaire.

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

Our Practice boundary covers the areas of Caerphilly, Senghenydd, Abertridwr, Central Llanbradach, and Nantgarw (Caerphilly side of A470)

COMPLAINTS

If you have a problem or complaint about the service we provide please let us know, we may be able to help. We aim for a local resolution if this is possible, and many complaints may be resolved by discussing your concerns with the practice manager.

Formal complaints will be acknowledged within two days of receipt, and you will be given a copy of our complaints procedure. This outlines your right to hold a meeting with the practice, and information on the process, and your options.

Please contact Mr Andrew Langley, Practice Manager for further information.

CONFIDENTIALITY

All GPs, training GPs and staff are bound by our practice confidentiality policy.

Your records will only be viewed by those who have a duty to view them in relation to your healthcare. It may be necessary to share some information with other health care provider clinicians such as hospitals and the Gwent Out of Hours Service in relation to your healthcare. Under the data protection act, you may opt out of having your information automatically shared without your express permission. Please contact the Practice Manager for more information on our fair processing policy.

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

You have a right to access your medical records and to request copies. There is an administration charge made for copies of records to cover the costs of photocopying and administration time. We will require your explicit written consent to release information to a third party (such as a solicitor or insurance company).

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 or 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

Shared Services Partnership
Mahmilhad House
Block A
Mamhilad Park Estate
PONTYPOOL
NP4 0YP
01495 332000

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:
Ysbyty Ystrad Fawr

OUT OF HOURS Tel no. 01633 744285

NHS DIRECT 0845 46 47

NHS HOTLINE www.nhs.online.net

OTHER USEFUL TELEPHONE NUMBERS

Ysbyty Ystrad Fawr (01443) 802272 Llandough Hospital (029) 20711711

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

Royal Glamorgan Hospital (01443) 443443

Local Health

Aneurin Bevan Health Board 01495 241200
E-mail: abhb.enquiries@wales.nhs.uk
Website: www.aneurinbevanhb.wales.uk

Community Health Council (01633) 838516
Emergency Dentist (01495) 765100
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