



Park Surgery  
Windsor Street, Aberdare, CF44 8LL  
Tel: 01685 872040  
e-mail:enquiries.W95001@wales.nhs.uk

St John's Medical Practice  
High Street, Aberdare, CF44 7DD  
Tel: 01685 874614  
e-mail:enquiries.W95001@wales.nhs.uk

Danescourt Surgery  
Rachel Close, Cardiff CF5 2SH  
Tel: 02920 578686  
e-mail:enquiries.W97068@wales.nhs.uk

Green Mount Surgery  
25 Church Road, Ely, Cardiff. CF5 5LQ  
Tel: 02920 593003  
e-mail:enquiries.W97068@wales.nhs.uk

## Welcome to our Surgery

The Partners and staff of St John's Medical Practice and Park Surgery would like to welcome you to the Surgery. We hope you will be happy with the service we provide and are always pleased to receive compliments/suggestions.

Please note this leaflet is also available in **large print** – please ask the receptionist if you would like to receive one.

## Opening Times

	<b>St John's Medical Practice</b>	<b>Park Surgery</b>
Monday	8.00am – 6.30pm	8.00 – 5.00pm
Tuesday	8.00am – 6.30pm	8.00 – 5.00pm
Wednesday	8.00am – 6.30pm	8.00 – 5.00pm
Thursday	8.00am – 6.30pm	8.00 – 5.00pm
Friday	8.00am – 6.30pm	8.00 – 5.00pm

## Prescriptions

All requests for repeat medication need to be placed in writing, using your repeat medication request slip, alternatively you can register with NHS Wales App where you can order your repeat prescription electronically (please ask at reception), at least **72 hours**, before

your medication runs out. Should you have a query regarding your prescription please ring after **10am**.

If you have asked a chemist to collect your prescription, please remember they only attend the surgery once a day and it may be beneficial to you to request your prescription **72 hours** before you require medication to ensure your prescription has been collected when you call to the chemist.

**Please note only those items ticked will be issued.**

### **Test Results**

Should you need to contact the Practice with regard to test results, then you should telephone on **01685 874614/01685 872040 after 10.00 am**.

### **Making appointments**

We provide three types of access at St John's Medical Practice and Park Surgery.

**Book on the Day appointment** can be made every day and our phones open at 8am. Please note this is a very busy time of day and our reception staff answer the telephones as quickly as they can. We have a number of different clinicians providing appointments and therefore the receptionist will request brief details of your illness to ensure you are allocated to the most appropriate clinician. Patients can also book a 20 minute appointment.

**Pre-bookable appointments** are also available two weeks in advance. There are fewer of these appointments due to the hundreds of patients who book and then fail to attend this type of appointment.

We provide a **telephone appointment** for any patient that considers their problem to be medically urgent for that day. This means the receptionist will ask for your telephone number and a brief reason for the call. This information will then be passed to the doctor who will prioritise the urgency on the information you have provided and call you back. Please note this is a very busy service and you need to ensure you are available to answer the phone.

You are entitled to see your preferred GP for routine appointments. However, this will not be possible for urgent or emergency

appointments that must be seen that day. You may also find that you have to wait longer than usual if you only want to see your preferred GP.

Our reception staff will ask you for a brief idea of what your problem is to enable them to direct you to the most appropriate healthcare professional.

You can also use our new E-Consult which can be found on <http://Tariangroup.co.uk>

### **Choose Pharmacy**

Your Community Pharmacist can provide free confidential NHS advice and treatment without you having to make an appointment to see you GP. It covers many of the minor ailments free of charge, please ring your local pharmacy for advice.

**All patients must telephone the Practice before attending.**

### **Cancelling Appointments**

Please ensure you cancel any appointment no longer required. There are hundreds of wasted appointments each month with both the doctor and the nurse due to patients not attending and not cancelling unwanted appointments. Please see the latest poster for accurate figures.

### **Home Visits**

Our doctors typically see five patients in the Practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the surgery if at all possible. Please **telephone before 10.30am** for all requests for home visits. The final decision as to whether a home visit is appropriate is made by the doctor.

### **Out of Hours**

The Out of Hours Service provides medical cover to our patients from 6.30pm to 8am every day. This service also applies to the weekend and bank Holidays. If you feel you require medical attention outside of our normal hours please ring **0300 1235060**. If you require health information or advice please ring **NHS Direct on 0845 4647** or **website details [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)**.

## **Accidents and Emergencies**

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest emergency department or **call 999**. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

## **Clinics**

The Practice offers many services including Baby Clinic, INR, Near Patient Testing, Steroid Injections, Phlebotomy, Chronic Disease Management, Well Woman Clinic/Family Planning, Travel Vaccinations and Children's Asthma. All of these services can be accessed by making an appointment with one of our receptionists.

## **The Practice Doctors**

Dr Owen Thomas - MB BCh MRCGP DRCOG DFRS

Dr Jane Ramsay - MB BCh BSc (Hons) MRCGP

Dr Marianne Embrey - MB BCh BSc (Hons) MRCGP

Dr Nicholas Willetts - MB BCh BSc (Hons) MRCGP

Dr Dan Baker – MB BS, MSc, MRCGP, MAcadMEd, PgCert

Dr Sabaht Bilal – MB BCh, MRCGP

Dr Leo Coyle - MBChB (Birmingham) MRCGP DTM&H

Dr Williams Meades – MBChB MRCGP

## **Nurse Practitioners**

Mrs Myrna Rees

Mrs Victoria Brake

Mrs Sam Hughes

Mrs Jayne Griffiths

Mrs Eirlys Allman

## **Pharmacists**

Mr Rhys Evans

Mrs Nicole Gibbs

Mrs Lorna Phillips

## **Our Practice Nursing Team**

We have also an experienced nursing team within the Practice. For your information, we would like to introduce these Nurses and Health Care Assistants:-

Naomi Baker – Lead Practice Nurse  
Hannah Holmes, Julie Davies, Lauren Corfield, Bethan Gillam  
Carys Morgan and Amy Gough

Health Care Assistants

Kelly Francis, Lisa Jeffries,  
Jessica Gunter, Katie Stevenson, Kaci Smith

### **Our Administrative Staff**

Lynwen Francis - Managing Partner  
Katrina Williams - Practice Manager  
Angela Davies – Assistant Practice Manager  
Clair Francis – Operational Manager  
Kendal Cannon – Hub Supervisor

Reception team: Stacey Benbow,  
Joanne Harford, Jade Davies, Whitney Hodkinson, Helen Roberts,  
Ainsleigh Parsons, Tracy Allen, Katie Stevenson, Caitlin Davies,  
Bethan Bailyes, Samantha Steele, Jennifer Roberts and Shannon  
Giles.

### **Extended Team**

We have an extended team that include Physiotherapists,  
Community Care Coordinators and Care & Repair

### **New Patients**

We are happy to register new patients providing they live within our practice boundary, which covers the areas of: Hirwaun, Penywaun, Trecynon, Aberdare Cwmdare and Cwmbach. You can register at reception by completing a registration form and new patient questionnaire. This will assist us in managing your health needs whilst we wait for your medical records to arrive. All new patients are entitled to a new patient health check with the practice

nurse. Please make an appointment with the reception staff if you wish to be seen.

### **Complaints and Suggestions**

We are always grateful for any sensible suggestions you may have. Please put these in writing with a contact number so that our Practice Manager can speak with you.

We try at all times to provide a service to the highest standard. If you wish to make a comment or complaint, please speak with the Senior Receptionist or Assistant Practice Manager in the first instance. If you remain dissatisfied, please put your concerns in writing to Mrs Katrina Williams. We will send an acknowledgment within two working days and you will receive a full written response within 30 working days of receipt of your letter. If for any reason this does not prove possible you will be informed in writing of the new timescale.

If your concern remains unresolved you can contact your Local Health Board on

01443 744915.

You can also request support from Llais who provide an independent advocacy service for those aged 18 and over. They can be contacted on 02920 235 558 or email [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)

You also have the right to take the complaint to the Public Service Ombudsman for Wales on 0300 790 0203.

You may find the 'Putting Things Right' leaflet helpful which can be downloaded on [www.cymru.gov.uk](http://www.cymru.gov.uk)

### **Zero Tolerance**

In common with the rest of the NHS we operate a zero tolerance policy on any issues of abuse whether verbal or physical on any member of staff or person on the premises. We have the right to remove a patient from our list and to inform the police of any such incident.

## **Confidentiality**

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement.

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal information by anyone not involved in your care.

Please note that it is the Practice's policy to record all telephone calls for the purposes of patient and staff care, security and dispute resolution. Recordings and their use will be at the discretion of the Practice.

## **Change of address and telephone numbers**

It is most important that you notify us of any change to your address or telephone numbers. We can only use the current details and if they have not been updated then we may not be able to contact you when necessary.

If you move out of our practice area you will be asked to register at a nearest doctor to you. You will be given 28 days to do this.

If you require assistance with obtaining a new doctor please ring the Cwm Taf Morgannwg University Health Board.

## **Medical Students**

The Practice may occasionally host medical students. Your consent is required for the medical student to be present during your appointment. Patients are of course able to refuse consent to the presence of students during their consultation and/or examination. They should be reassured that their decision will, in no way, affect their treatment.

## **Patients' rights to General Medical Services**

Patients have the right to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a health check on joining the practice
- receive emergency care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agrees
- view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.
- The Practice does not discriminate on the grounds of race, gender, social class, age, religion, disability or medical condition.

### **Patient Responsibilities**

Please be courteous to the staff at all times - remember they are working under Doctors' orders.

Please respond in a positive way to questions asked by the reception staff.

Please attend appointments on time or give the practice adequate notice that you wish to cancel. Someone else could use your appointment.

An appointment is for **one** person only - where another member of the family needs to be seen or discussed, another appointment should be made.

Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.

Appointment times are for **10 minutes duration**. Please be aware other patients are waiting.

### **Breastfeeding Area**

If you require privacy to feed your baby please speak with a member of staff who will endeavour to find a room for you.

### **Patients who require assistance**



The Practice has disabled access and facilities for patients. If you require assistance to the Doctors or nurses rooms please inform the receptionist who will help you.

If you have hearing or visual impairment please let our staff know and they can assist you whilst you are visiting our surgery.

If you require assistance with language interpretation, please inform the staff when you are making your appointment and they can arrange for this service to be available.

If you require a private area to discuss your concerns please state this to the receptionist who will make arrangements for you to speak privately. This may take a short time to arrange.

### **Further Practice Information**

This surgery is a partnership (not limited). Our Partners are

Dr Owen Thomas, Dr Marianne Embrey, Dr Jane Ramsay,

Dr Dan Baker, Dr Nicholas Willetts and Mrs Lynwen Francis.

We try to make sure you see the doctor of your choice but if they are not available we will offer you the opportunity to see an alternative doctor.

### **Local Health Board**

Cwm Taf University Local Health Board is based at Ynysmeurig House, Navigation Park, Abercynon CF45 4SN. Telephone 01443 744800.

