



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 Greenmount & Danescourt 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.

Door Opening Times

	Greenmount Surgery	Danescourt Surgery
Monday	8.30 – 6:00pm	8.30 – 6:00pm
Tuesday	8.30 – 6:00pm	8.30 – 6:00pm
Wednesday	8.30 – 6:00pm	8.30 – 6:00pm
Thursday	8.30 – 6:00pm	8.30 – 6:00pm
Friday	8.30 – 6:00pm	8.30 – 6:00pm

Our telephone lines are open 08:00 – 18:30hrs, Monday to Friday (excluding Bank Holidays)

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 **029 2059 3003/029 2057 8686 after 10.00 am.**

Making appointments

We provide three types of access at Greenmount Surgery and Danescourt 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 four 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.

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 your 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 **111**. If you require health information or advice please ring **NHS Direct on 111 or website details www.111.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.

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.

The Practice Doctors

Dr Owen Thomas -	MB BCh MRCGP DRCOG DFSRH
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 Shallini Subbu	MBBCh ,MRCGP, PGDiPMedEd
Dr Amr Elbendary	MB BCh MRCGP
Dr Raea Clarke	MBBS MRCGP, PGCertMedEd MAcadMEd
Dr Rabia Noor	MBBS BSc, MRCGP International, MRCGP
Dr William Meades	MBChB MRCGP
Dr Emmanuel Tochi Princewill Izuagba	MBBS. DCH. FWACP(Paeds). MRCGP. CCFP

Advanced Nurse Practitioner

Mrs Jincy Paul

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:-

Nurses

Naomi Baker – Lead Practice Nurse
Rachel Scott, Anwen Davies, Ceri Smale

Health Care Assistants

Nena Joseph, Cathryn Clifton

Our Administrative Staff

Lynwen Francis - Managing Partner
Katrina Williams - Practice Manager
Mark Gall – Practice Manager
Angela Davies – Assistant Practice Manager
Clair Francis – Operations Manager

Reception team:

Wendy Rendle (Senior Receptionist)
Ivana Roberts (Senior Receptionist)
Kayleigh Yarwood
Cathryn Clifton
Tania Roberts
Anne Marie Shelbourne
Elin Berry

Extended Team

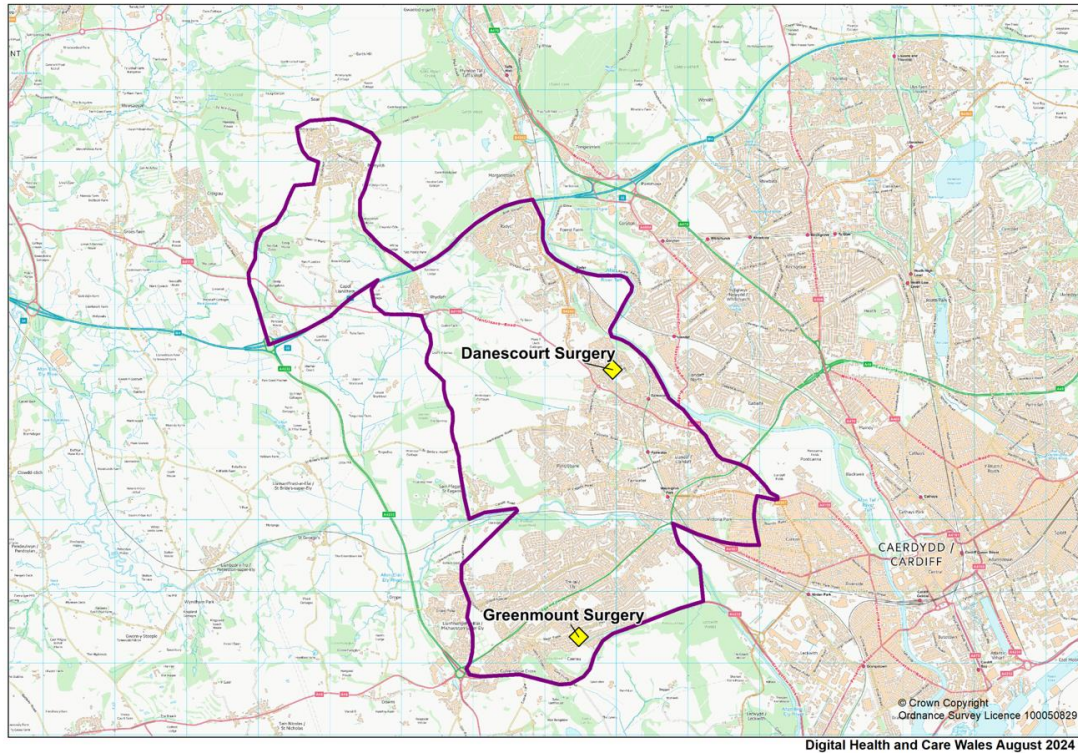
We have an extended team that include Physiotherapists, Community Care Coordinators and Care & Repair

New Patients

We are happy to register new patients providing they live within our practice boundary, which predominantly covers the areas of:

Caerau, Fairwater, Pentreban, Llandaff, Llandaff North, Pontcanna, Victoria Park, Ely, Pentyrch & St Fagans, Radyr:

Cardiff and Vale UHB Practice boundary - W97068 Greenmount Surgery



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 Practice Manager in the first instance. If you

remain dissatisfied, please put your concerns in writing to Mr Mark Gall. We will send an acknowledgment within two working days and you will then receive a full written response within 30 working days. 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

- **029 218 36318**

You can also request support from LLAIS (formerly known as the Community Health Council) who provide an independent advocacy service for those aged 18 and over. They can be contacted on 02920 750112 or via email:

- cardiffandvaleenquiries@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

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 Business Service Centre on 029 2150 1521 or 029 2150 1511.

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

Cardiff & Vale University Health Board is based at University Hospital of Wales, Heath Park, Cardiff CF14 4XW. Telephone: 029 2074 7747.