

**PONTARDAWE
PRIMARY CARE
CENTRE**

**PATIENT INFORMATION
LEAFLET**



**DR. WONG & PARTNERS
PONTARDAWE PRIMARY
CARE CENTRE
TAWE TERRACE
PONTARDAWE
SWANSEA
SA8 4JU**

TEL: 01792 863103

www.pontardaweprimarycarecentre.co.uk

**Pontardawe Primary Care Centre is a
partnership practice (non-limited).**

**Please ask at reception if you
require a large print version of
this leaflet.**

The Practice

Our approach to your healthcare

Pontardawe Primary Care Centre is a partnership practice (non-limited). For more details about our practice status look at 'Explanations'.

We are committed to giving you the best possible treatment and the highest-quality care when you need it. We train our staff so they are well able to support the medical staff who deliver our services, and are able to meet all future demands of the National Health Service.

- We expect you to keep your appointments. If you cannot keep an appointment let us know as soon as possible.
- If you have a chronic (long-term) condition, it is important to attend the clinics when invited. We use these clinics to monitor your conditions.
- We hope you will understand that you must ask for a home visit only if it is

absolutely necessary for medical reasons.

- We do not tolerate violence or threatening behaviour and we may remove you from our practice list if you abuse us verbally or physically.
- We will treat you with respect and dignity at all times and in return we will expect the same courtesy from you.

Facilities for patients with disabilities

We work from a purpose-built building which was completed in 2003. The building has recently undergone significant investment, which included the addition of clinical rooms and added administrative space, as well as general renovation. This is to ensure the practice can continue to grow and facilitate good service level delivery both now and in the future.

We have two toilets for patients directly in front of the main doors and all the doctors' services are on the ground floor as well as a new baby change facility.

Some services provided by SBU Health Board are run from the first floor and there is a lift for those patients who cannot use the

stairs. Please contact **01639 640600** if you have any concerns about this.

There are some information signs in the main reception area in Braille, and some in raised white print on a black background. Please tell us if you think there should be more. We are happy to take advice from our visually-impaired patients about this.

We have a portable loop system for your use. Please ask at the reception desk if you need this service.

We rely on a display system that alerts patients when it is their turn to see the doctor or nurse. If you are visually impaired, please tell the receptionist who will be happy to make sure that you are called personally when your turn comes.

The entrance to the practice has a ramp and rails as well as steps.

The important thing to remember is that if you experience any problems, we want you to let us know and we will do everything we can to make any changes needed.

GDPR

Owain Gimblett our Practice Manager, is our GDPR representative, however the practice is a signatory to the NWIS Data Protection Officer Support Service. The practice has a clear privacy policy which is available to all patients through the website or upon request in person.

As a general medical practice we hold highly confidential information on our patients. All our staff (who need access to this information to be able to do their jobs) work under the strictest code of confidence. Breaking this confidence is considered to be an act of gross misconduct.

Sometimes we may also need to share information about you with other healthcare professionals as part of your care. Please let us know if you do not want us to do this. We will always ask for your permission in writing before we give information about you to other professionals, such as insurance companies.

If you call at the health centre to pick up reports for someone else, we will ask you for written consent from the patient. The report will always be in a sealed envelope.

We are all responsible for making sure that a person's confidentiality is protected. We ask you to co-operate with us on this sensitive matter. Please let the practice manager know if you are concerned with any issues affecting confidentiality.

We welcome your suggestions to improve our service

We welcome your suggestions to improve our service. Please tell the staff on the reception desk about anything you would like us to consider, or give us your comments in writing.

If you are not satisfied with the service you receive from any member of the practice team, or you want to make a complaint, please contact our practice manager, Owain Gimblett, who will make arrangements to meet you or deal with any complaint made in line with the practice' complaints procedures.

We hope that if you have a problem, you will use our complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and also give us an opportunity to improve our practice. But this does not affect your right to approach the local health authority. If you feel you cannot raise your complaint with us

or you are not satisfied with the result of our investigation, you should contact the Neath Port Talbot Local Health Board complaints manager for further advice (phone **01792 326500**). You can also get help and support from the Independent Community Health Council Advocacy Service on **01792 324201**

Home Visit Arrangements

How do I arrange a home visit?

In general, it is better if we see you at the surgery where we can examine you and carry out tests in a more efficient manner. You should only ask for a home visit when the patient is too ill to attend the surgery. Please contact us as early as possible and the doctor will decide if a home visit is necessary and ideally, no later than 12.30pm.

Please ask at reception for our home visit policy for further clarification.

How do I?

How do I get my test results?

You can ring the surgery for test results on 01792 863103. We cannot always give results over the phone. if the result is

complicated, we may ask you to speak to the nurse or doctor. Please try and avoid our busy times to make enquiries about results. Alternatively, you can log on to www.pontardaweprimarycarecentre.co.uk and complete an online administration form through our Engage Health Care systems and request your test results from there.

How can I register with the practice?

We are proud of the facilities and services that we offer. We work very hard to make sure that every patient feels comfortable and relaxed in our care, and we welcome new patients into this environment.

To register, simply ask at the desk and the receptionist will go through the procedure with you. This will now include the completion of a health questionnaire which will enable the practice to garner important information about for your records. We also offer registration via the website with the registration form and questionnaire downloadable from the website for ease of convenience. This can also be submitted online via the website, avoiding the need for you to attend the surgery.

How do I get a repeat prescription?

- If you are on regular treatment and need repeat medication, there are 3 main options for all of our patients:
 - Order through the NHS App – you can now order repeat medications through the NHS App. This is the recommended preference for the practice. You can order up to 7 days from the day your medication will expire.
 - If patients are unable or unwilling to use the NHS App, repeat medication can be issued by the patient completing the repeat slip on their previous prescription and either posting this on site at the health centre to the prescription drop off point, or by handing this in at reception. Patients are also able to post the repeat slip to the practice.
 - Patients are also able to request a local pharmacy to order their repeat medications. Patients will need to contact the Pharmacy directly to arrange this.

- Please allow 72 hours between asking for your repeat prescription and collecting it (not including Saturdays and Sundays or Bank Holidays).
- Please ask at the desk for our policy on repeat prescriptions or read it on our patient information system in the waiting room.
- Patients can nominate where they would like their prescriptions to be collected from, with the options being:
 - Healthcentre collection
 - Well Pharmacy
 - Pontardawe Pharmacy
- Patients who require their medications to be delivered to them (for example those patients who are housebound) can request this service from their local pharmacy.

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- We expect you to keep your appointments. If you cannot keep an

appointment let us know as soon as possible.

- If you have a chronic (long term) condition, it is important to attend the clinics when invited. We use these clinics to monitor your condition. If you have a chronic (long term) condition and you have not been invited to a special clinic, please let us know and we will look into it.
- We hope you will understand that you must ask for a home visit only if it is absolutely necessary for medical reasons.
- We do not tolerate violence or threatening behaviour and we may remove you from our practice list if you abuse us verbally or physically.
- We will treat you with respect and dignity at all times and in return we will expect the same courtesy from you

Who is Who in the Practice

Please find on following pages the details of

- your doctors
- your practice manager and assistant
- your nurses and health care support workers
- your reception team
- your health visitors

Clinicians In the Practice

Doctors	Role	Working days	Male/Female
Dr Patricia Wong	GP	Monday Tuesday Friday	Female
Dr Chiranjib Ghosh	GP	Monday Thursday Friday	Male
Dr Eamon Murphy	GP	Monday Wednesday Thursday	Male
Dr David Cooper	GP	Tuesday Wednesday Thursday	Male
Dr Rosemary Louise Garner	GP	Monday Tuesday Thursday Friday	Female
Dr Alex Browne	GP	Wednesday Thursday Friday	Male
Dr Penelope Davies	GP	Monday Tuesday Wednesday	Female
Dr Laura Staley	GP	Monday Tuesday	Female

Nancy Davies	Advanced Nurse Practitioner	Monday - Friday	Female
GP registrars	We are a training practice and so will have GP trainees working in the practice. They are generally on 6-12 month rotations and their working days will vary over time.		

The Practice Manager and Management Team

The Practice Manager	<i>Owain Gimblett</i>
Qualifications	<i>BSC(Econ) Hons</i>
Responsibilities	<i>Overall management of the Primary Care Centre, GDPR Officer, Complaints Officer</i>
HR/Finance Manager	Sharon Cockings
Operations Manager	Rachel Topper
Reception Manager	Leanne Jones

Nurses and Health Care Assistants

Nurses	Qualifications	Special Interests
Rhianne Jenkins	SRN	Respiratory Disease
		(Asthma/COPD)
Sister Julie Phillips	SRN	Diabetes
	Diploma in Wound Care	Cytology
	Diploma in Research and Critical Thinking	Childhood Immunisations
	Diploma in Cervical Screening & Breast Awareness	
Sister Stephanie Redman	SRN	Cytology and Childhood Immunisations
Health Care Support Workers	Amber Daniels, Kathryn Smith, Helen Davies	Chronic Disease measures

Prescribing Team

Sarah Farid (Pharmacy Technician):

Sarah joined the practice in March 2019 as a Pharmacy Technician. Her role is to deal with medication queries and assist in the general management of the provision of services relating to prescriptions.

Receptionists and Administrators

Prescribing Clerk	Michelle & Sue
Medical Summariser	Claire
Coding and Workflow	Sian & Susan
Scanning	all staff
Lead Care Navigator	Chloe
Reception and telephone call centre	Chantelle, Jessica, Sharon, Donna, Diane, Hannah, Kelly and Julie
Secretarial	Judith

Appointments

When is the surgery open?

Reception opening hours (main doors)

Monday	8:30 AM - 6:00 PM
Tuesday	8:30 AM - 6:00 PM
Wednesday	8:30 AM - 6:00 PM
Thursday	8:30 AM - 6:00 PM
Friday	8:30 AM - 6:00 PM

Phone Lines Opening and Closing times

Monday	8:00 AM - 6:30 PM
Tuesday	8:00 AM - 6:30 PM
Wednesday	8:00 AM - 6:30 PM
Thursday	8:00 AM - 6:30 PM
Friday	8:00 AM - 6:30 PM

The practice will sometimes need to close for mandatory training (6 afternoons a year). Announcements as to the dates of mandatory training will be made on the website once known.

How do I make an appointment?

The practice has made significant advancements into its appointment systems in recent years to account for the new Access Standards Model within the GMS contract.

We now offer both online and telephony systems for access to all patients. By offering online access to patients, we aim to reduce the pressure and backlog on our phone lines, easing access to the service for all patients. Online systems are not designed to alienate those who cannot use them. By offering online systems to those that are able to use them, we aim to free up phone lines for those that cannot use online systems, therefore ensuring a fairer level of access for all patients.

Requesting appointments online:

Our new Engage Client system allows patients to setup an account using either their NHS login credentials or by setting up a username and password. Using this account will enable patients to access online forms including GP appointment request forms, Nurse appointment request forms and a host of other administrative forms. These forms are designed to be easy to complete and

allow patients to request appointments without having to call the practice. When registering with the practice, we recommend all patients visit the website to better understand the appointment systems.

All online appointment requests are received by the practice, reviewed and prioritised with appointments arranged thereafter via call back from the GP or an administrator.

Requesting Appointments by phone:

The practice fully recognises not all patients can use online systems. As such, all patients can call 01792 863103 between the hours of 8am and 6.30pm every weekday to request an appointment. All telephony requests are reviewed in the same way as online requests with priority given and call backs to arrange the appointment time.

Our Appointment System:

The practice offers a wider array of appointment types in an attempt to offer flexibility for our patients. These include:

- On the day face to face appointments
- On the day telephone appointments
- Pre-bookable appointments
- House calls
- Routine pre-bookable telephone appointments

Patients are able to request certain types of appointment. However, demand for appointments is very high and the practice will look to prioritise appointments based on clinical need.

Doctor appointments for under 16's:

We offer same day consultations for children under 16 years of age with acute presentations.

Emergency Appointment

What do I do in an emergency?

Swansea Bay University Health Board is responsible for commissioning our out-of-hours service. If you need the emergency service out of hours, ring the surgery number **01792 863103** and you will be given the phone number of the out-of-hours doctor. A trained call handler will answer your call, and

a doctor will assess what you should do. You may be asked to visit a hospital (transport may be provided if you need help to get there) or the doctor may visit you at home.

You can phone NHS Direct on **111**. NHS Direct gives advice about healthcare and illness. It can advise you whether you need to go to the A&E (Accident and Emergency) department at your nearest hospital.

The out of hours service will operate during the following times:

Monday – Thursday 6.30 pm – 8.00 am

Weekends – from 6.30 pm Friday until 8.00am Monday

The service will also be available on Bank Holidays.

The surgery is not open on Saturday mornings.

Clinics and Services

We provide a wide range of health services locally. Please read the following chapters for fuller information

- Community Services

- Care for Children
- Care for women's health
- Care for patients with chronic (long term) conditions
- Extra services

Clinics run in the Practice

Care for children

Child health development

The practice works with the health visitors to provide child health development checks. All children under school age have regular reviews. You will get a letter inviting you and your child to attend for the child development checks.

the clinic is held every Wednesday from 1pm-3pm. At the first development check we arrange for the mum to have her postnatal check and the baby to have their first immunisation.

Childhood Immunisations

Babies have their immunisations at two, three and four months, to protect from whooping cough, tetanus, diphtheria, polio, HIB meningitis and meningococcal

meningitis C. We also offer booster immunisation to pre-school children and 15 year-olds.

We hold the immunisation clinic every Wednesdays from 1pm-3pm. If you cannot come to the clinic at these times, please speak to your health visitor who will arrange another time with you.

Care for Women's Health

The antenatal and post natal care.

We have a full antenatal and postnatal service provided by our midwives, health visitors and practice nurses. We will share your care between these healthcare professionals and the hospital. Please contact the community health team for up-to-date times for these clinics. Please ask at the reception desk for an advice pack on the role of the doctor, community midwife, health visitor and hospital clinics in antenatal and postnatal care.

Cervical smears

All women aged between 25 and 64 should have a cervical smear test every three years. You will get a letter reminding you when your smear test is due. You should make your

appointment for about half way between your periods. The practice nurses run regular cytology clinics for smear tests throughout the week. If you are at all anxious about this very important procedure, please ask to speak to them in confidence

Family Planning Services

The doctors and nurses provide advice on all types of family planning. For emergency contraception advice, you need to see a doctor or nurse as soon as possible, and not more than 72 hours after having unprotected sex.

The Asthma or COPD clinic

If you have asthma or COPD (chronic obstructive pulmonary disease) we will regularly monitor your care and help you to improve the way you manage your condition yourself. We will offer you a review every year with the practice nurse. We will review treatment every three to six months for children with more severe asthma.

To make sure you are getting the best treatment, we may do tests using computerised equipment. We can then review your peak flow (how hard you can blow air out of your lungs) and inhaler

techniques and give you up-to-date information about new medications.

When we are you to come for your review, please bring all your medicines, inhalers and anything else that you use to the clinic.

Combined chronic disease clinic

This clinic reviews those patients who suffer from more than one long-term condition, for example asthma, coronary heart disease or diabetes. The appointments are longer and offer you an appointment with the nurse to screen all your problems and a blood test (if appropriate). The clinic is run by the practice nurse.

Continence assessment clinic

If you have a problem with bladder or bowel continence, make an appointment with the doctor first who will refer you to our continence advisory service. This clinic is run on Thursday afternoons by appointment.

The diabetic clinic

We aim to achieve good control of diabetes and prevent complications by providing education and regular check-ups. If you have diabetes, we will write to offer you an

appointment for an annual check-up. This will usually be in the month of your birthday. There is also a follow-up clinic if you need to be seen more often.

When you come to the clinic please bring all your medicines and records of finger-prick and urine testing with you. See "Clinics at a glance" for up-to-date information on when we hold these nurse-led clinics. Times may change. Please check with reception.

First Diagnosis Clinic

This clinic has longer appointments and is aimed at patients who have just been diagnosed with asthma, diabetes or coronary heart disease. It allows you to have an initial in-depth screening. After your visit to this clinic, we will call you for a regular review. The clinic is run by the practice nurse.

The Heart Disease Clinic

If you have angina or have had a heart attack, we will offer you an appointment for a review every year. This will normally be in the month of your birthday. We will review your condition, give you the best treatment, and help you to understand how to lower your 'risk factors' to prevent further illness.

See "Clinics at a glance" to check the times of these clinics. Times may change so please check with reception.

Hypertension (blood pressure) clinic

You should have your blood pressure checked;

- every three to five years if you are under 60; and
- once a year if you are over 60

If your doctor has prescribed medication to control your blood pressure, we will ask you to come in for more frequent checks.

Every hypertensive patient (patient with high blood pressure) will be offered a blood pressure check with our health care support worker every nine months. This clinic is available by appointment only.

Extra Services

Adult Vaccinations

All adults should make sure they have had a tetanus and polio booster in the last 10 years. Our practice nurse can advise you. The practice nurse will also advise on immunisations for travel abroad. Please

arrange an appointment well in advance of your travel date.

Electrocardiogram (ECG) clinic

We offer this procedure to detect abnormal heartbeats and to investigate the cause of chest pain. The ECG test is painless and harmless. The CG machine records electrical impulses coming from your body, it does not put any electricity into your body.

Influenza and Pneumonia vaccines

These are available each autumn for people over 65 and people with certain medical conditions such as chronic chest problems, diabetes and heart disease.

Other health checks

If you are aged between 16 and 74 and you have not had a consultation or been to a clinic at the practice in the last three years, you can ask for a consultation. At his check-up we will carry out any examinations or tests you need.

If you are over 75 and you have not had a consultation with us in the last 12 months, you can also ask for a consultation.

Phlebotomy services

We have a blood-taking service every morning for drug monitoring (such as warfarin) and for all other blood tests.

Community Services

Health Visitors	Pontardawe Team
Telephone	01792 860804
Child Surveillance Clinic	
Midwife Telephone number:	07766 466 945
District Nurses	
telephone	01792 860800

If you cannot get to a surgery and need a home visit with the community services team, please contact the district nurses to arrange a convenient time.

Information for carers: If you are a carer please let us know. Here is a useful link for current information on their service:

<https://www.carersuk.org/wales/about-us>

Policy for removal of patients from practice list.

Pontardawe Primary Care Centre aims to provide the best possible health care for their patients. However there may be circumstances when it would be considered reasonable, or in the best interests of the patient, to remove patients from the list.

The purpose of this policy, therefore, is to define the practice guidelines for when it is reasonable to remove a patient from the practice list and to ensure that any concerns about removing patients from the list are dealt with fairly. We employ a zero-tolerance policy for the abuse of staff. This policy is clearly sign-posted around the practice.

Situations which justify removal

Violence

When a patient:-

- Is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises.
- Causes physical damage to practice premises or other patient's property.
- Gives verbal abuse or makes threats towards the doctor, practice staff or other patients.
- Gives racist abuse, verbally or physically.
- Is violent, uses or condones threatening behaviour to doctors (or any other members of the primary health care team) while visiting the patient's home. Such behaviour may involve the patient, a relative, a household member, or pets (such as unchained dogs).

Crime & Deception

Where a patient:-

- Fraudulently obtains drugs for non-medical reasons.

- Deliberately lies to the doctor or other member of the primary health care team (e.g. by giving a false name or false medical history) in order to obtain a service or benefit by deception.
- Attempts to use the doctor to conceal or aid any criminal activity.
- Steals from practice premises.

Distance

- Where a patient has moved out of the designated practice area and has failed to register with another GP.

Embarkation

- Where a patient has moved abroad for a period of 6 months or more

Failure to attend pre-booked appointments

- Where a patient fails to attend pre-booked appointments on a number of occasions during a given period.

Irretrievable Breakdown of the Doctor-Patient Relationship

Where a patient's behaviour falls outside of that which is normally considered reasonable and leads to an irretrievable breakdown of the doctor-patient relationship.

Access to medical records

Patients can normally see their own computer record in the consulting room as the doctor or nurse use it. Patients can request access to their own written and computer records if requested, although the records may not be removed from the practice premises. Assistance is given by the assistant practice manager if access is required to the computer record and in this circumstance a member of staff will stay with you at all times to ensure confidentiality of other patients records. If copies or a computer printout are required, a charge is made for this to cover costs incurred. Access to medical records for people outside the health care team (or who are involved in the patient's clinical care) is **only** given with the patient's express written permission.

District nurses and health visitors have access to the medical records of the patients in their care.

COMPLAINTS:

In the unfortunate circumstance that patients are unhappy with the level of service they have received, the practice has a dedicated complaints procedure which we ask patients to follow. Full details of the complaints procedure can be viewed in our separate complaints procedure leaflet which is on the website and available in person on site.

In brief, patients can submit a complaint by:

- Completing a complaints form which is available in reception
- By calling the practice on 01792 863103 and detailing the concerns they have
- By writing to the practice manager and submitting their full complaint in writing

Once received, the practice will look to acknowledge the complaint (and resolve the complaint where possible) within 48 hours.

If resolution within this period of time is not feasible or not achieved, the practice will

formally setup a complaint, and trigger the full complaint process.

Complaints can be complex and the practice will look to resolve and respond to the complaint within a 30 (working days) period.

If, due to complexity or circumstance, more time is required, the practice will endeavour to keep the patient updated of the delays and respond at the earliest possible time.

Details of escalation processes if complaint responses remain contested will be detailed on the complaint's procedure information sent to each patient in the setup process.

The aim of the practice is to work patients through the complaints procedure and consider any feedback constructively where warranted in order to improve the level of service we offer.

Practice Area

The practice will register patients who live within the following areas: -

Pontardawe

Clydach – As far as the Mond

Glais – As far as Tyn Y Fron Cottages

Bryncoch – As far as the Church of Wales
School

Cwmgors – As far as the Old Star Inn

Patients new to the area who have come to live with patients living just outside the practice area or who are born to patients living just outside the practice area may be registered at the doctor's discretion. Our geographical boundaries are constantly under review and may change at short notice.