

WELCOME TO CATHAYS SURGERY

Our practice is located in the heart of the city. It was brought from Woodville Road to Cathays Terrace by Dr H A Devlin and its present location is on one of the main routes into town used by commuters and a great number of students. Originally housed in one terraced house with basic facilities; now comprises of two houses which in 1993 won the 'Surgery of the Year' award for its facilities including access for the disabled. The practice continues to grow, develop and maintain its skills through the hard work of its current partners and team. We have a highly trained and motivated Primary Healthcare Team, that continually updates the services offered. We hope, as our patient, you will benefit from the varied expertise the team provides.

DOCTORS

Dr Joanne C Davies MB MCh 1998 (Wales) MRCGP 2002 DFFP 2002 A part time partner. Her interests include Child Health, Women's Health and Family Planning.

Dr Rebecca Carter Thomas MBBCh 2004 (Wales) MRCGP 2009 DFSRH 2009 Dr Carter Thomas joined the practice in 2017 as a part time partner. Her interests include Family Planning, Women's Health, Child Health, Joint Injections and Dermatology.

Dr Nicola Lewis MBBCh 1998 (Wales) MRCGP 2003 Dip Palliative Care 2013 DFSRH 2013 Dr Lewis joined the practice in 2020 as a part time partner. Her interests include Palliative care, Mental health, Prescribing and Women's Health

Dr David Foxwell MBChB 2009 (Wales) MRCP 2012 (UK London) MRCGP 2020 Dr Foxwell joined us in December 2021 and became a part-time partner in early 2022. His interests include Renal medicine, Chronic Kidney Disease, Hypertension and Cardiovascular Disease.

PRACTICE MANAGER

Mrs Nicola Short is responsible for the management of the practice and staff. She will be pleased to discuss any non-medical problems and receive any suggestions for improving the services offered.

RECEPTIONISTS & ADMINISTRATIVE TEAM

Miss Debbie Lovering, Mrs Helen Langbridge, Mrs Nicola Graham, Mrs Debbie Eckley, Miss Helen Sacre, Miss Louise McGee. Our receptionists are fully trained and equipped to answer many of your questions. If you are unsure as to whether to consult a doctor, nurse or health visitor etc. The receptionist will be able to advise you. If you wish to speak privately with a receptionist, please ask and a room will be made available. In order to help obtain the best possible service they may sometimes need to judge the urgency of your request by asking a few questions. Rest assured that the rules of confidentiality apply equally to all practice staff; a brief explanation may enable them to suggest the right person for advice. Please help them to help you.

PRACTICE NURSES

Sister Sue Stone RGN & Sister Jyothy Nair RGN Trained in providing general health screening examinations, vaccinations, travel advice, injections, routine disease management and family planning. They can arrange for repeat prescriptions of the oral contraceptive pill.

HEALTH VISITOR

The health visiting team are available on 02920 335619. Their main responsibility centres on working with pre-school children and their families. They are also available for advice and support for families with special needs or stresses, and postnatal support.

PHLEBOTOMIST (Blood Tests)

Routine blood tests requested by the doctor or hospital is taken by a phlebotomist on: Monday mornings (8.30 – 10.30 am), Tuesday and Thursday afternoons (1.30 – 2.30 pm).

COMMUNITY NURSES

The District Nursing Team are based at Roath Clinic. If you are confined to your home and need nursing assistance, your doctor or the hospital will arrange for a community nurse to visit you.

MIDWIFE

Every fortnight Friday a midwife attends to all our 'Mums to Be' throughout their pregnancy, at the practice. This service is an addition to that provided by the hospitals in the locality. If you have a positive pregnancy test, make an appointment with the midwife. It is not necessary to see the doctor.

PHARMACIST

We have a Local Health Board employed pharmacist who provides support and advice relating to prescriptions.

MENTAL HEALTH LIAISON NURSE

We offer telephone appointments with a MHL nurse. Please contact reception to book an appointment.

APPOINTMENTS WITH THE DOCTORS OR PRACTICE NURSES

To book an appointment, you must call us on 02920 353020.

The reception staff will ask you a couple of questions to help understand the kind of appointment you may need and which clinician might be best to see/speak to you. You may have an appointment with any doctor or nurse of your choice. If you have several problems or a complex problem, please alert the receptionist and they will book a longer appointment. Separate appointments must be booked for each family member if you are wishing to discuss the health of more than one person. **If you require an interpreter, please let reception know when you book an appointment.**

If you require an urgent appointment, please telephone before 11.00am. Emergency appointments can only be booked on the day. We would be grateful if you would be brief and discuss only the urgent problem during the appointment. This will avoid delays with routine pre-booked appointments. **If you are unable to attend your appointment, please let us know so we can book another patient in your place.**

Consultation times

DOCTORS

Mon - Fri
Morning clinic: 8am - 11am
Afternoon clinic: 2.30pm - 5.30pm

NURSES

Monday: 8am - 12noon & 1pm - 6pm
Tuesday: 8am - 12noon & 1pm - 5pm
Wednesday: 8am - 12noon & 1pm - 6pm
Thursday: 8am - 12noon & Baby clinic 1pm - 6pm
Friday: 8am - 12noon

Medical Students visit the practice for short periods to learn about general practice. They may sit in with the doctor and occasionally examine patients. Reception will let you know when medical students will be present during a doctor's consultation.

Locum doctors are also employed during busy periods at the practice to provide extra surgeries.

Chaperones. All patients are entitled to have a chaperone present when an intimate examination or procedure will take place. If you would like a chaperone please ask and a staff member can be present during an appointment and/or intimate examination to help make you feel more comfortable. All of our receptionists are certified chaperones. In some appropriate circumstances the chaperone could be a family member or friend.

Health Checks Patients between the ages of 16-74 who have not been seen at the surgery for a period of 3 years may request a consultation with a GP, at which any appropriate inquiries, examinations and investigations will be made. Consultations can also be requested by patients over the age of 75 who have not been seen at the surgery for 12 months.

Home visits Requests for house calls will be assessed by the clinical team and should a visit be considered appropriate then a member of the team (Dr, District Nurse, Midwife or Health Visitor) will visit. Please phone, using the main surgery number, before 12.00pm on the day you require the house call. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the surgery.

Out of Hours/Urgent Care The 'Out of Hours' service will handle medical emergencies for the practice when we are closed (during the following times: Monday to Friday between 6.30pm & 8.00am and from Friday 6.30pm to Monday 8.00am) you can ring the practice and your call can be transferred to 'Out of Hours' or you can **call NHS 111**. Out of Hours NHS 111 is provided by Cardiff and Vale UHB.

NHS direct Tel: 0345 4647 - www.111.wales.nhs.uk/
CAV 24/7 Tel: 03001020247 should only be used for A&E not Out of Hours
Dental emergency helpline: 03001020247

Repeat Prescriptions You can request repeat prescriptions online via MyHealthOnline or at your local pharmacy. Requests can take 72 hours to fulfil so please give plenty notice so that you do not run out of medication. You can also request repeats in writing or via email. We do not take repeat prescription requests over the phone. If you would like us to post the prescription to you, please enclose a stamped addressed envelope. If you request your repeat via a pharmacy, the prescription will be sent directly to the pharmacy.

If you or someone you care for use the same medicines regularly you may not need to get a new prescription every time you need more medicine.

Instead you may be able to benefit from Batch Repeat Dispensing from your pharmacy. This means you won't have to visit the surgery or make an appointment to see the doctor, practice nurse or practice pharmacist every time you need more medicine. Talk to either your prescriber (doctor, practice nurse or practice pharmacist) or your community pharmacist who regularly dispenses your prescriptions and ask them if you are suitable for Batch Repeat Dispensing.

FURTHER SERVICES & CLINICS AVAILABLE

Sickness Certificates, Letters, Reports for University / College / Third Parties

Please note we will only consider providing letters for education organisations relating to your health, if the request is accompanied by a letter from the college or university making the request. The letter should outline what specific medical information about you is required and for what purpose. With the request letter we will also need your written consent to release this information (consent forms are available on our website). A minimum fee of £40 will be payable at the time of request. This fee will be higher for more complex/ detailed reports and you will be informed if that is likely to be the case. These notes/reports can take up to 14 days to be completed. Some reports may take up to 30 days to complete, we will tell you the estimate.

Sexual Health Services and contraception advice Sexual Health Advice and screening is offered. For more information, visit our website page 'Sexual Health'.

Smoking Cessation advice Our local chemist Woodville Pharmacy offer a FREE Smoking Cessation advice service. Tel No: 02920 227835 and you can visit the NHS website: www.helpmequit.wales for advice and support.

Choose Pharmacy Do you need to see the doctor today? You can now get FREE NHS ADVICE and FREE TREATMENT for a range of common ailments from our local community pharmacists without having to make an appointment with a GP. The introduction of this service will increase the NHS appointments available to our patients. Local pharmacies providing this service are:

Crwys Pharmacy (Crwys Road) are now offering the Choose Pharmacy service Monday – Saturday. For more information visit the NHS111 Wales website or contact the pharmacies.

Woodville Pharmacy (Woodville Road) are now offering the Choose Pharmacy service Monday – Friday. Woodville pharmacy will see patients suffering with the following: contraception, sore throat, mild skin conditions (rashes), ear infections, and UTIs for women aged 16-65.

Physio Service The new service called "Think Physio" is now live and is for any patients are who are suffering from the following problems: Soft tissue injuries, Arthritis, Joint pain, Ligament or muscle injury, Spinal pain, Sciatica This service will provide availability of appointments with a physiotherapist within either Cathays Surgery or within a local partnered practice. If you have any of the above listed issues then you may be offered an appointment with this service instead of with a GP. This is to help reduce patient waiting times and to provide a more specialist service for the listed ailments.

Travel Immunisations We are not currently offering a travel immunisations service at the practice. When we resume this service, it will be announced on our website.

Adult Immunisations The flu vaccine is offered every October to all patients 65 years and over, and those who fall into 'At Risk' groups such as diabetes, heart disease and asthma. Further details are available at reception. Clinics Asthma, Travel Vaccinations, Diabetes, Family Planning, Antenatal, Phlebotomy. Please make appointments for clinics at reception.

Private Services Some services fall outside the NHS and for these a charge may be made. A full list of these services is displayed on our notice board at reception together with a BMA recommended price list. Failure to attend an appointment will incur a fee.

SUPPORT AVAILABLE

Interpreter Services are available for your appointments. If you do not speak and/or understand English well please inform reception so that the service can be arranged for your appointment with the Doctor/Nurse. We will do our best to ensure we can help you and communicate with you in a way that you can understand. Unfortunately we do not have an interpreter service for the reception team, so we apologise in advance if you have difficulty communicating with the reception team in English. A double appointment will need to be booked if you require an interpreter service.

Disabled Access A front door bell at wheelchair height is available to call for assistance with the main entrance doors. Once in the building, wheelchair users will gain access to all services with comparative ease. Patients with mobility and breathing difficulties can arrange to be seen downstairs.

Hearing Loop System available in practice, just ask reception.

