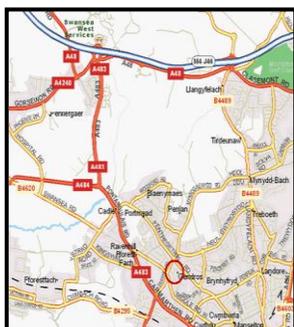




DR D BENSUSAN & PARTNERS

Fforestfach Medical Centre, Ravenhill Road, Swansea, SA5 5AA



Tel: 01792 581666 All calls are recorded.

www.fforestfachmedicalcentre.co.uk

Opening Hours, Monday to Friday:

Call Handlers: 8am – 6:30pm

Surgery doors: 8:30am – 6pm

When the surgery is closed call the SBUHB urgent care service on 111

Phone 111 is also available for medical advice, at any time of day, including when the surgery is open. A range of health information is available online at www.111.wales.nhs.uk

Staff training closures - from time to time we may close for staff training, on these occasions the number to call will be made available via our telephone message and website.

DISABLED ACCESS

The practice has suitable disabled access for wheelchairs, mobility scooters and other aids. There is a disabled toilet which is large enough for wheelchair users.

REGISTRATON

To register at the Practice, you must:

- Complete the necessary registration forms
- Provide ID for registration and online services.
- Provide your last repeat prescription order form
- Comply with our surgery rules.

TEMPORARY RESIDENTS

If a relative or friend of a patient requires medical attention while staying with you, we can treat them under the temporary resident system. Please note a fee may apply for this service. Conversely, if you require medical attention while outside our practice area, you can contact any doctor practicing in that area and request to be treated as a temporary resident.

PHARMACY COMMON AILMENTS SCHEME

Sometimes when you or your family are unwell, you may not need to make an appointment to see your doctor. Your local community pharmacist will be a trained medical professional who can provide free advice and FREE treatment on a range of common ailments.

WELL Pharmacy Gendros also offers:

Nicotine Replacement Therapy (NRT) and Emergency Hormonal Contraception (EHC).

DOCTORS

Dr D Bensusan (f) MB BCh., D.F.F.P., M.R.C.P., M.R.C.G.P., D.R.C.O.G., Loc-IUT, Loc-SDI

Dr E McCarthy (f) MB BCh., M.R.C.G.P., D.R.C.O.G.

Dr H James (f) M.B.B.S, M.R.C.G.P (2016)

Dr D Pacitti (m) BSC (Hons) M.B.B.Ch, M.R.C.G.P (2017)

Salaried:

Dr R Fenn (f) M.R.C.G.P. / Dr B Herbert (m) M.R.C.G.P.

PRACTICE TEAM

Practice Manager, K Morgan

Assistant Manager, Claire Usher

Lead Nurse, L Williams

HR Lead, M Isaac

Practice Nursing Team - provide a wide range of treatment and preventative services. Nurses are available to carry out ECGs, vaccinations, ear syringing, & wound assessment. They can also give advice about holiday vaccinations and provide simple health advice and first aid.

Chronic Disease Management

Our nurses run annual review clinics for a range of long term (chronic) health conditions: such as diabetes, heart disease, stroke, high blood pressure, respiratory problems and other conditions where patients are prescribed regular medication.

Patients receive a letter with a request to book a blood test in advance, and a date for an annual review with a nurse on or around their **month of birth**.

Blood Tests - All blood tests are appointment only and must be booked online or by telephone **01792 601807**, Monday to Friday, between 9am and 4pm.

<https://sbuhb.nhs.wales/hospitals/a-z-hospital-services/blood-tests/>

Health Visitors Based at the practice; direct: **01792 586502**

District Nursing Based at a Central Hub, **01792 343360**
Available to 8am – 5pm, Mon- Fri, Out of Hours; 01792 561155

TRAINING PRACTICE

The practice undertakes the teaching and training of:

- GP Registrars
- GP Medical Students
- Others who intend to become health care professionals such as nurses, pharmacists etc.

GP Registrars are fully qualified doctors who join the practice to complete their specialist training. We may ask you if we can record your consultation as part of the training programme but you do not have to agree. We also have Medical students who are with us for short periods of time to learn about general practice and gain experience with patients. We may ask if you will allow a student to sit in on your consultation, once again you do not have to agree to this.

REPEAT PRESCRIPTIONS & HOW TO ORDER

- **Order Online:** www.forestfachmedicalcentre.co.uk
You must be Registered for My Health Online (this can be requested at reception, but you must provide identification).
- **Repeat Order Slip** - tear off the right-hand side of your last prescription, tick the items required and hand in at the surgery, or post.
- Your prescription will be passed to your pharmacy of choice (we recommend you choose one to save you time), but can also be collected at the surgery.
- **Pharmacy service** – you may prefer for your pharmacy to order your prescriptions, contact the pharmacy who can advise you.

Prescription collection is 3 working days after the day of ordering and after 2pm.

Please note, for any prescription requests made *after 4pm* you must allow 3 days from the following working day.

APPOINTMENTS

Receptionists are trained in Care Navigation and will take key details to enable them to deal with your enquiry and signpost to the most appropriate services as best they can.

- To make an appointment call **01792 581666**.
- We have an on-call GP for urgent medical problems.
- We offer a range of appointments, face to face, telephone, on the day, pre-bookable, etc.
- Where we are able to, we will give you an appointment with a doctor of choice, but this is not always possible.
- For non-urgent requests only, you may contact us via email, whether you are a patient or other health professional please visit our website for the correct email for your enquiry.
- Cancel appointments on my Health online, some appointments are available for booking.
- **We ask you kindly to let us know if you cannot attend an appointment, it is important that we offer it to someone who needs it.**

For more information about the most appropriate service, see the section **Who Should I See?** On our website.

HOME VISITS

Home visits are reserved for the terminally ill and truly house bound patient. If you require a home visit, please ring call the surgery, a doctor will telephone first to assess the need for a house call.

FLU VACCINES

Available annually between September and March – Weekend/Weekday clinics, including pre-bookable and drop-in appointments. Book online. Details are published on our website.

OTHER SERVICES

Test Results call the surgery between 2pm – 5pm, for the results. Most results take about a week or more to get back to the surgery so please allow time.

Sickness Certificates - a doctor's certificate is only needed for genuine illness lasting more than seven days.

Minor Surgery Service – available by special appointment.

Contraceptive Service – available with our Practice Nurse team.

Cervical Cytology (Smears) - Women aged 20 - 65 should have a smear every three years to screen for cancer in the cervix, unless they have had a hysterectomy. Book with a Nurse.

Child Health Surveillance Clinic/Well Baby Clinic - Appointments are scheduled by Child Health Services or the Health Visitor to see children at home or the surgery. A doctor and health visitor is all available for routine health checks and vaccinations.

Antenatal Clinic – midwives arrange appointments for pregnant women to be seen either at home or at the surgery.

Mental Health Liaison Nurse, Provides help with depression, stress and other life issues, by GP referral.

Swansea Council for Voluntary Service - host a range of local services that may benefit your health, visit www.scvs.org.uk for more information and resources.

Penderi GP Collaborative - Further information about local services and the work of your GP collaborative can be found online <https://pendericluster.co.uk>

Special Services – A fee is chargeable for services that are not available through NHS funds. This includes medical examinations for PSV, HGV, taxi, private letters, insurance reports, private medical certificates, private vaccinations etc.

RESPONSIBILITIES

Confidentiality - patient information is accessed only when necessary for the purpose of health care provision. You are assured of complete confidentiality from all members of the medical centre team regarding both written and computer records held by us on your behalf.

Abusive or Violent Patients - The practice operates in a zero-tolerance approach, inappropriate behaviour is of great concern to our practitioners, staff and patients. **Abusive or violent patients will not be seen by a doctor or nurse and will be removed from the practice list immediately, we will not hesitate to call the police if necessary.**

If You Move or Change Your Telephone Number - Please let us know if you change any of your details so that we can keep our records up to date and advise you whether your new address is within our practice area.

SUGGESTIONS & COMPLAINTS

We endeavour to provide the best service possible, but there may be times when you feel that things could be handled better, or you may feel things have been handled particularly well. Whether you are raising a concern or wish to provide a compliment to the surgery, you can do this in writing via a form available at the surgery, by letter addressed to the Practice Manager, via our website feedback or by telephone 01792 572110.

A copy of our full complaint's procedure is available in the surgery and website.

Swansea Bay University Health Board 01639 683344 www.sbuhb.nhs.wales/about-us/contact-us/

Available in large print