

Cadwgan Surgery

11 Bodelwyddan Avenue
Old Colwyn
Conwy
LL29 9NP



Telephone: 01492 515787

www.cadwgansurgery.org

**Drs Parry, Stone, Ratchford, Williamson,
Lansberry, Jones, Burke, Forster and Carter**

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Welcome to Cadwgan Surgery

This booklet is designed to highlight the various services we offer. Please keep it in a safe place for future reference. We practise from modernised facilities providing an ever-increasing range of general medical services for around 12,000 patients. There is easy access for the disabled, a lift, a loop system for the deaf and we accept telephone calls from the RNID 'Typetalk' Relay Service for those with communication difficulties. The practice's contract with Betsi Cadwaladr University Health Board (BCUHB) means that you will not be able to register with a named doctor, but will be registered with the practice. However, within reason, you will still be able to see a doctor of your choice. The practice partnership is not a limited one. Please visit our website at www.cadwgansurgery.org and if you want to keep up to date with services offered at the surgery and join our e-mail

newsgroup on the website. You may register with Cadwgan Surgery provided you live within the Practice Area. This can be done by calling in at the surgery to complete the appropriate registration forms with a receptionist, or by doing so online via our website.

Doctors (with GMC numbers)

Dr Dylan Parry (M) (4091534) –MB BCh (Wales) BSc (Hons) FRCGP

DRCOG DFSRH (Qualified Cardiff 1994). GP Trainer & Educational Supervisor. Honorary Lecturer Bangor University.

Dr Helen E Stone (F) (6028882) – MB BCh MRCGP (Qualified Cardiff 2001)

Dr Emma L Ratchford (F) (4369475) – MB BChir DRCOG DFSRH MRCGP (Qualified Cambridge 1996). GP Trainer & Educational Supervisor.

Dr Jonathan Williamson (M) (6115085) – MB BCh MRCGP (Qualified Cardiff 2005). Collaborative Lead Conwy East.

Dr T C L Lansberry (M) (7016327) – MB BS BSc (Hons) MRCGP (Qualified University of London 2008). Undergraduate tutor, University of Liverpool Medical School.

Dr Carys E Jones (F) (7038149) –MB ChB (Hons) MRCGP (Qualified

University of Liverpool 2009). GP Trainer & Educational Supervisor.

Dr Alexandra J Burke (F) (7047) – MB BS MRCGP (Qualified Hull-York Medical School 2009)

Dr Sian Forster (F) (6144274) – MB BCh BSc (Hons) MRCGP (Qualified Cardiff University 2006). GP Trainer & Educational Supervisor.

Dr Kevin Carter (GMC No. 7181167) (m)

MD BSc MRCGP (Qualified Akademia Medyczna Im. Karola Marcinkowskiego W. Poznaniu Fac. II 2011)

The practice provides surgeries and other services on Mondays to Fridays. For details of times, see later in this booklet. An Out of Hours service (i.e between 6.30 pm and 8.00 am, weekends and bank holidays) is provided by NHS Wales 111 and can be contacted by telephoning 111.

The practice trains ST2 and ST3 GP Registrars: they are experienced doctors who have previously worked in hospital. We are also joined occasionally by senior medical students from the School of Medicine at Liverpool University, who spend three weeks at a time at the surgery; and medical students from Bangor University who undertake certain aspects of their education with us.

Practice Nurses

The nurses employed by the practice provide a wide range of caring and preventative services. They run clinics for asthma, diabetes, hypertension, vascular disease (encompassing Ischaemic Heart Disease and Stroke), well woman clinics, family planning, immunisations and minor surgery. As well as the clinics our practice nurses provide a wide variety of services including dressings, injections and travel advice/immunisations. An appointment system is in operation. **Please note that our nurses do not undertake post-operative wound care or suture removal; this is arranged by the hospital at the District Nurse wound care clinic in Colwyn Bay or Llandudno.**

Julie Owen (Pin No. 04C0387W) BN (Hons) Adult Nursing (2007)

Amanda Hughes (Pin No. 19B0126W) BSc (Hons) Adult Nursing

Ffion Sullivan (Pin No. 19G0428W) BN (Hons) Adult Nursing (2019)

Health Care Assistants

Healthcare Assistants (Montanna Bacon, Debbie Percival and Charlotte Roberts) assist with many duties traditionally performed by the practice nurses e.g. blood pressure checks, ECGs, spirometry, chaperoning and in-house INR checks for those suitable patients. They also perform new patient medicals.

Practice Pharmacist

Our practice pharmacist, Samantha Standeven (GPhC No. 2072775) MPharm (Qualified University of Bath 2009), amongst other responsibilities, helps our GPs monitor patient repeat prescriptions. This will sometimes include a telephone consultation with you.

Practice Manager

Karen Owen leads the organisation and business side of the practice. If you have any queries or concerns that are not of a medical nature, she will be very happy to discuss these with you.

Deputy Practice Manager

Jennifer Jones assists our Practice Manager with the organisation and business side of the practice.

Personal Assistant to Practice Manager

Jennifer Jones acts as a Personal Assistant to our Practice Manager.

Attached Staff

The following are employed by the Betsi Cadwaladr University Health Board but work with the practice:

District Nurses

These offer nursing care in the community. They are available to visit you at home if appropriate and can be contacted either through the practice or at their Eirias Park office on **03000 850031, option 1**.

Health Visitors

These are nurses who have had further training in family health care and education. They can be contacted on **03000 850017**.

Midwives

They are your link with the hospital maternity services and may be involved with delivering your baby. They visit you at home after the birth. They can be contacted on **03000 850017**.

Community Psychiatric Nurses

We have the services of a team of community psychiatric nurses who are based in the Psychiatric Resource Centre on Nant-y-Glyn Road, Colwyn Bay. They work in the community providing assessment, counselling and treatment for nervous disorders. Contact Nant-y-Glyn Resource Centre, Colwyn Bay on **03000 850049**. Please note that if you have mild to moderate mental health needs, you can also self-refer to the Parabl Talking Therapies partnership by contacting **0300 777 2257**.

Physiotherapy self-referral service

Please telephone the Physiotherapy Department at Colwyn Bay Hospital on **03000850017** to find out how you can refer yourself for physiotherapy without the need to see your GP. A self-referral form is also available on the home page of our practice website www.cadwgansurgery.org

Macmillan Nurse

This is a nurse/counsellor who supports patients and their families who are coping with terminal illnesses. They may be contacted via the practice or at Glan Clwyd Hospital **(01745 445169)**.

Dietician

A dietician employed by the Betsi Cadwaladr University Health Board does clinics in Colwyn Bay and, when appropriate, a referral can be made following consultation with the doctor or practice nurse.

Drugs Counsellor

If you have problems with the use of drugs, either legal or illegal, you may be referred for help to the Drug Counselling Service. You may speak in confidence to your doctor or contact the service directly on 01492 523690 or 01745 338868. We, however, do not prescribe methadone or drugs of addiction to any new patients; they will be referred to the drug service.

The following are employed by Conwy East Collaborative, but work with the practice:

Audiologist

An audiologist can see you at the surgery for hearing-related symptoms. This can be arranged by contacting our surgery.

Diabetes Specialist Nurse

Gillian Pulford, Diabetes Specialist Nurse, provides support for our GPs and practice nurses at the surgery. Please note that she does not have a caseload and if you have been referred to a Diabetes Specialist Nurse at the hospital, or if you are already seeing one, this arrangement should remain in place.

Family Wellbeing Practitioner

Paul Hicks, Family Wellbeing Practitioner, provides specialist wellbeing support and advice for families in our practice area.

Occupational Therapist

Fiona Jones, Occupational Therapist, works from our surgery. Her role includes counselling and therapy for those with mild mental health problems. This can be arranged by speaking to a GP or nurse at our practice.

Surgery Hours

8.30am – 6.00pm Monday to Friday by appointment only

Appointments

We run surgeries Monday to Friday (09:00- 11:30 & 15:00 - 17:30), that include routine pre-booked telephone or face-to-face appointments, and same day triaged appointments (please also see below for emergency appointments). Our triage system allows patients to secure the most appropriate kind of appointment after discussing their symptoms with a GP. Where appropriate, the GP telephone consultation may be followed by a face-to-face consultation, usually on the same day. After speaking to, or seeing the GP, and at the GP's discretion it is sometimes necessary to arrange a follow-up telephone or face-to-face consultation, up to four weeks ahead. **Please telephone 01492 515787 to arrange a triage telephone appointment or to pre-book a telephone or face-to-face appointment.** Please book **one appointment per person**. You may choose to speak to any doctor but try to avoid changing, especially during the course of one illness or problem. Please explain to a staff member when booking a triage telephone appointment who your preferred GP is and we will make every attempt to accommodate your

request. If your appointment is of an urgent nature, we cannot guarantee that you will be able to speak to your preferred GP.

To book an appointment with a practice nurse, please discuss your request with a member of our reception team, who will be able to advise you as appropriate. Please note that it is possible, where appropriate, to forward book a face-to-face appointment with a practice nurse.

We do try to keep to appointment times but naturally there are sometimes going to be unavoidable delays. Please be patient: it may be your turn for extra time on another occasion. **Please remember to bring your medication (and medication boxes) with you when seeing a GP or nurse in a face-to-face appointment.**

Important - if you arrive late for an appointment, or fail to register your arrival at reception, the doctor/nurse/clinician may not be able to see you for your appointment and you may need to re-book.

Emergency Appointments

Medical emergencies will be dealt with promptly at any time of the day or night. Please contact the practice on **01492 515787** and please ensure that the nature of the emergency is relayed clearly to the receptionist. The receptionist may sometimes ask you to explain briefly what the problem is - this is not because they are being nosy, it is so that they can find the most suitable appointment with the most suitable person! You do not have to tell the receptionist what the problem is if you would rather not. **If you need to be seen the same day, the receptionist will take your details and the duty doctor will phone you back as soon as possible to discuss your symptoms.** Please help us to do this by letting us know if you change your telephone number. Please remember to bring your medication (and medication boxes) with you when seeing a GP or nurse. We try our very best to try and provide a service consistent with national access standards.

Home Visits

If possible please try to telephone **01492 515787** before 10.00am if you require a home visit. If an emergency, please inform the receptionist, or if it will not wait, dial 999 for an ambulance. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, paramedic or occasionally arrange for you to be seen in the hospital.

Home visits are only available to those patients who are too ill or immobile to attend the surgery. Home visiting is a very inefficient use of a doctor's time; three or four patients can be seen at the practice in the time taken to do one home visit. Special arrangements can be made at the surgery for ill patients to be seen promptly. This can often result in treatment being started several hours earlier than by waiting for a home visit. It does not harm children with a temperature to be brought out (they would have to go outside if they were ill enough to go to hospital), and they will on the whole not be subjected to lengthy waits in the waiting room. **Lack of transport or social inconvenience are not acceptable reasons for requesting a home visit.** Following the above guidelines will ensure an effective service for everyone.

Emergency Care Overnight, Weekends and Bank Holidays

From 6.30 pm – 8.00 am on weekdays, throughout the weekend and on Bank Holidays, in the event of an emergency contact the **NHS 111 Wales** out of hours service by dialling **111**. You will be invited to the centre for treatment; or in certain circumstances be visited at home. This service is run by BCUHB.

Mental Health Support For All

It's important we all look after our mental health and wellbeing.

If you need to talk to someone – or you're concerned about a loved one - call 111 and select option 2 to speak to a dedicated member of the **Mental Health Support For All** team.

It is a service that is there from 8.30am until 11pm at night, 7 days a week – offering urgent mental health support to people of all ages across north Wales. The number is free to call from a landline or mobile, even if you have no credit left.

In life threatening situations, always call 999 or attend the nearest Emergency Department (A&E).

Minor Injuries

Patients with minor injuries (this includes skin cuts that need dressing) should present themselves to the Minor Injury Unit, open 8.00am-10pm daily, at Llandudno General Hospital or the A&E Department at Ysbyty Glan Clwyd, which is always open.

Keeping healthy

Registered patients aged 16-74 who have not been seen for three years may request a consultation. Registered patients aged over 75 years who have not been seen in the last 12 months may request a consultation. If your medical condition renders you house-bound thus making you unable to attend this consultation, a home visit may be arranged. Please note that a **lack of transport or social inconvenience are not acceptable reasons for requesting a home visit.**

Dental Problems

Please remember that for **all** dental enquiries (emergency access, registration queries etc.) you should either contact your dentist or the dedicated dental helpline at **NHS 111 Wales** on **111**. General Practitioners are not trained in dentistry and **our appointments**

should not be used inappropriately for dental problems that should be dealt with by the dental service.

Test Results

It is the patient's responsibility to **telephone the practice between 2.00-4.30 pm for test results**. For data protection reasons, results will not be relayed to anyone other than the patient unless the practice has a written copy of a Lasting Power of Attorney that specifically allows the caller to deal with the patient's health and welfare on his/her behalf.

Ordering Prescriptions

PLEASE DO NOT USE THE TELEPHONE TO REQUEST A PRESCRIPTION: THIS CAN LEAD TO SERIOUS ERRORS AND BLOCKS THE TELEPHONE LINES.

Repeat Prescriptions

For patients needing regular long-term medication we have a computerised system of repeat prescriptions. Please leave the computer list, marking clearly all the items you need, in the box on the reception desk **before 1.00 pm**, or post it to us enclosing a stamped self-addressed envelope, or, better still, if you are 16 years or older, order via the [NHS Wales App](#).

Please **allow at least 48 hours for processing**, except on a Friday when prescriptions will be ready for collection the following Tuesday after 2.00 pm. **Please note that if you choose a pharmacy as a collection point, the turnaround time is 3 working days rather than the usual 2 if collecting your prescription from the surgery.** Urgent requests for medication will be processed sooner only if deemed clinically appropriate at the time. **Please note that items marked 1/1 or past the expiry date on your repeat prescription tear-off slip are not/no longer repeat items and may be declined.**

It is important that your treatment is monitored regularly, therefore, every 6-12 months you may find a message on the computer slip asking you to make an appointment with the doctor, or you may be telephoned by our practice pharmacist, Samantha Standeven. A Practice Prescribing Technician (Amanda J Hughes) who is employed by Betsi Cadwaladr UHB works from the Practice, assisting it in the provision of high-quality prescribing. Members of the pharmacy team employed by Conwy East Collaborative also work at the surgery.

Delivery of Prescribed Medication

Please note that many pharmacies provide a medication delivery service. Some pharmacies will charge you for this service. It is important that you are aware of the potential costs involved when making a decision about your choice of pharmacy and whether to request medication delivery

Home Oxygen Therapy

This is supplied by a company called Baywater Healthcare, not by a local chemist. Baywater Healthcare have a 24 hour emergency line that you can contact on **0800373580**

Booking transport to hospital

The Practice is not responsible for booking your hospital transport. If you need to clarify whether you are entitled to transport, or if you need to book hospital transport, please telephone the Transport Booking Centre on **0300 123 2317**.

NHS Wales App

As a result of changes implemented by NHS Wales, My Health Online (MHOL) has been replaced by the NHS Wales App. If you are 16

years or older, and in a position to do so, please download the App on to your mobile device, or use the desktop web version of the App if that is preferable. Please click [here](#) to find out more about the NHS Wales App.

Once you've created an account you will be able to use the features which include:

- Booking and cancelling appointments
- Requesting repeat prescriptions
- Viewing your drug allergies
- Updating personal information

Fit Notes

You do not need a doctor's certificate for the first six days of illness and after four days or more off in a row you should fill in form SC2 (if employed) or SC1 (if unemployed or self-employed) (available from Post Offices, employers or from reception or online). If you are ill for more than six days you should be assessed by your doctor to determine whether you need a 'Fit Note' called Med3 (**please note that the old 'sick note' no longer exists**). If you or your employer insists on a certificate during the first six days of illness, a fee for a private certificate will be levied. If you attend a hospital department and told you not to work, you must get a Med3 certificate from that department.

Private Work

Certain aspects of our work e.g. insurance medicals, fitness for employment, fitness for school activities, private certificates letters etc are not covered by the NHS and thus a fee will be levied for such private work. A list of fees can be found in reception and on www.cadwgansurgery.org. Please **allow at least ten working days** following payment for completion of forms. **Payment must be received prior to completion.**

Change of Address or Telephone Number

Please notify a receptionist promptly if you change your address or telephone number. Be sure to include all household members when doing so. An incorrect address or telephone number on your medical records may lead to problems such as missed hospital appointments.

Please also let a receptionist know if you are happy to receive information by text message to your mobile phone. You can also change your address via the [NHS Wales App](#).

Privacy

A private room is available if you need privacy to speak to a receptionist.

Parking Facilities

There is a car park and a designated place to secure bikes at the rear of the Practice. There is a disabled bay on the road at the front of the surgery, and another in the rear carpark.

Health Services

The practice is contracted to provide services to its patients under three main headings - Essential Services, Additional Services and Enhanced Services. We provide all essential and additional services. For details of the Enhanced Services we provide, please ask your doctor, the Practice Manager (Ms Karen Owen) or the Deputy Practice Manager (Jennifer Jones).

Eight week baby checks and postnatal examinations

A baby's eight week check and the mother's postnatal examination are carried out by a doctor at the surgery at the same time as the first set of immunisations.

Immunisations

Please visit our practice website at www.cadwgansurgery.org to find a list of recommended vaccinations, depending on your age or the age of your child. You should contact the surgery as soon as you receive your slip from the Royal Alexandra Hospital, to arrange an appointment for your child.

If you have any further questions the health visitor, practice nurse or doctor will be able to advise you.

Please also visit www.wales.nhs.uk for more information about vaccinations

Flu and Pneumococcal Vaccinations

In addition to those over 65 years old, we recommend vaccination against the flu and pneumococcal infection in the autumn for those who have certain chronic medical conditions that put them at higher risk (e.g.

pregnant women, patients with long-term health conditions and healthcare workers) should they develop the flu or a pneumococcal infection such as pneumococcal pneumonia. Please enquire at reception in September/early October.

Covid Vaccination

We recommend vaccination against Covid infection for those who are eligible. The administration of these vaccination clinics is coordinated by BCUHB. Please do not contact our surgery about arranging this vaccination, but visit the BCUHB website here for more information: <https://bcuhb.nhs.wales/covid-19/covid-19-vaccinations/>

Shingles Vaccination

In 2013 Wales introduced a shingles vaccine for older people. This has been rolled out in phases and **from April 2019 everyone aged 70 to 79 is eligible. Individuals become eligible on their 70th birthday and remain eligible until their 80th birthday.** Please click [here](#) to read about changes from Sept 2023. Please contact the surgery to make an appointment to arrange your vaccination.

Tetanus

Everyone should be protected by being immunised against this disease. A Tetanus vaccination is usually recommended for anyone who has not been vaccinated before, has not been fully vaccinated (in the UK this means five doses of Tetanus vaccine) or is travelling to a country with limited medical facilities, and whose last dose of the Tetanus vaccine was more than 10 years ago. Please contact our practice nurses if you need clarification about whether you are fully immunised.

Human Papilloma Virus (HPV)

For information about the HPV vaccination programme that, for girls, began from September 2008 onwards please visit www.screeningservices.org.uk. From the academic year starting September 2019, HPV vaccine has been offered to boys, as part of the routine school based schedule.

Travel Advice/Immunisation

We no longer provide a full travel service. Some travel vaccinations are still available through the surgery. For full travel advice, antimalarial treatment and other vaccinations you would need to contact a private travel clinic.

If you are travelling and think you may need vaccinations please contact reception for a travel form **AT LEAST EIGHT WEEKS BEFORE YOU ARE DUE TO TRAVEL**. Once returned, this will be passed to our nurses who will contact you to arrange an appointment for vaccinations if required.

Please **do not** book an appointment directly with the nurse for travel vaccinations – they will not be able to do them for you in this situation as some vaccinations need to be ordered in advance.

Children and young people

The practice believes that children and young people should be protected at all times. If you have any complaint or concerns about any issues please contact Ms Karen Owen, Practice Manager, or one of the partners or Health Visitors.

Tros Gynnal Plant (Standing Up For Children) provides an advocacy service for children and young people in North Wales. To learn more about this service click [here](#) .

Contraception

Advice on contraception is available by consulting any of the doctors or nurses. Dr Emma Ratchford is qualified to fit the Mirena Device, copper coils and the Nexplanon implant.

Antenatal Clinic

You will be referred to the specialist clinic but most of your pregnancy care will be provided by the midwives and doctors. Ensure that you report to your doctor or midwife early in pregnancy. The antenatal clinics will be arranged by your midwife. Please ensure that you return for your postnatal check six to eight weeks after the baby is born.

Bowel Screening Wales

Bowel cancer is the third most common cancer in Wales. However, if it is picked up early, it is also one of the most treatable. Bowel Screening Wales will send a testing kit to patients aged 51-74. Please click [here](#) for more information.

Cervical Smears

Historically, Welsh guidelines recommend that you have a cervical smear test every three years from the age of 20 to 65 unless advised otherwise. From 1 September 2013, those with a cervix and born after 1 September 1993 were no longer invited for smear tests until they reach 25, and those with a cervix and aged between 50 and 64 were invited every five years rather than every three years. From 1st January 2022, all those aged 25-49 with a cervix whose next routine cervical screening (smear) test result shows that they do not have Human Papilloma Virus (HPV), will be invited for their next cervical screening test in **five** years' time.

The test is done by one of our practice nurses. Please click [here](#) for information about cervical screening. Please remember that you still need a cervical smear even if you have been vaccinated against HPV (Human Papilloma Virus).

Abdominal Aortic Aneurysm Screening (AAA)

An AAA is a swelling of the aorta. This is the main blood vessel that supplies blood to the body. There is a risk that an AAA may split or rupture. Finding an aneurysm early gives a patient the best chance of treatment and survival. Men aged 65 are invited for a one-off ultrasound screening test. Men older than 65 years who have not been screened can self-refer by contacting 01492 863563. Click [here](#) for more information.

Mammography

As well as regular breast self-examination, all women aged 50-65 years can have this X-ray test every three years. You should receive an appointment from Breast Test Wales (contactable on 01492 860888) at appropriate intervals.

Chaperone

A chaperone is always available if required.

Minor Surgery

Certain minor operations, usually for small skin lumps, can be performed by the doctors at the practice. Check with your doctor first.

Community Hospital Facilities

Inpatient at Colwyn Bay Hospital are looked after by a Care of the Elderly consultant.

Your doctor may refer you to the physiotherapy department, specialist outpatients, x-ray department or phlebotomy service ('Path lab').

Sexual Health Service

You can be seen in this clinic without speaking to your GP. It is by appointment only by ringing **03000 856000**. The clinic provides a service for those patients who need advice on sexual health matters and contraception.

Bryn Hesketh Unit

Bryn Hesketh Unit provides excellent facilities and services for our older patients who have mental health or memory problems.

Primary Care Treatment Centre

This clinic (**03000 851823**), open 9am-5pm Monday – Saturday and Bank Holidays, provides services such as wound care and dressing, for example, following a referral from the hospital or following an injury. Please note that our surgery does not provide post-operative wound care or suture removal.

Minor Injury Unit, Llandudno Hospital

This unit, open 8.00am-8.00pm daily, attends to problems such as minor head injuries, sprains, simple cuts, burns, scalds, insect bites,

stings, animal bites, something in the eye. The unit can be contacted on **03000 850013**.

Single Point of Access (SPoA)

Based at the Conwy Council Office on Coed Pella Road, Colwyn bay, this is the single point of contact **0300 4561111** for new social referrals.

Wound Care

Post-operative wound care or the care of traumatic wounds is provided by the District Nurse team that can be contacted by telephoning SPoA on 03000 4561111. **Our practice nurses do not undertake this type of care, including cuts to the skin or suture removal.**

UK Armed Forces Veterans

Please let us know if you are an UK Armed Forces Veteran. You may be eligible for priority treatment.

Caring For Carers

The practice recognises that caring for a friend or relative, whether formally or informally, occasionally presents its own problems. Please inform your doctor if you are a carer, so that he/she can help you obtain appropriate advice to enable you to deal with any problems encountered.

You should register with the Carers Outreach Service (www.carersoutreach.org.uk) based at Colwyn Bay by telephoning 533714 or by speaking to Angela Bowen or Catherine Davis at the Practice.

Special Disease and Health Promotion Clinics

The doctors and nurses provide the following clinics/special facilities:

Antenatal Care; Asthma; Contraceptive Care; Dementia; Diabetes; Epilepsy; HRT; Hypertension; Mental Health Clinic; INR Clinic; Minor Surgery; Novel Anticoagulant Clinic; Vascular Disease (encompassing Ischaemic Heart Disease, Peripheral Arterial Disease & Stroke); Women's Health.

Patient's Charter

Our aim at Cadwgan Surgery is to ensure that:

We provide our patients with the best possible service. The care of your health is a partnership between you and Cadwgan Surgery. The success of the partnership depends on an understanding of each other's needs and cooperation between us.

Our responsibility to you:

- You have a right to be greeted courteously.
- Staff, both medical and administrative, who are involved in your care will give you their names and ensure that you know how to contact them.
- You have a right to absolute confidentiality.
- Doctors and nurses will aim to begin surgeries at the appointed time; any delay will be due to medical necessity. When there is a delay in excess of 20 minutes you have a right to be informed and to make an alternative appointment.
- We will try to answer the phone promptly and to ensure that there is staffing to do this. You should be able to speak to a doctor by telephone at the end of morning surgery.
- If you have an urgent medical condition, you will be prioritised and will be seen as soon as possible, even when this may cause delay to other booked appointments. We will arrange a home visit as appropriate for you in circumstances where you are too seriously ill or infirm to be brought to the surgery.
- If you have undergone tests or x-rays ordered by the practice, we will advise you when and how to obtain the results. Please ensure that you obtain the result of each and every test requested.

- You have a right to information about your own health, and in particular about your illness and its treatment, and the likely outcome of the illness.
- You have the right of access to your own health records subject to any limitation in the law.
- You will be offered advice on the steps you can take to promote good health, and on any self-help, which can be undertaken without reference to health care professionals in the case of minor ailments. • You will be informed about available services by means of the practice leaflet, website and waiting room notice board.
- You may choose whether or not to take part in research or training.
- When registering with the practice, you will be offered an appointment for a health check.
- You will be referred to a consultant specialist acceptable to you when your GP thinks it is necessary.
- Any suggestions relevant to improving our services within the practice can be directed to the Practice Manager.
- Any concerns will be dealt with promptly in conjunction with our 'Putting Things Right' policy.
- Your repeat prescription will be processed in 48 hours if collected from the surgery, except on a Friday when it will be ready for collection the following Tuesday after 2.00 pm. If you arrange collection from a pharmacy, please allow 3 working days.
- You can obtain details about how to access a 24 hour emergency service by telephoning the usual Cadwgan Surgery emergency telephone number, at all times, even when the surgery itself is closed.
- If you change your Doctor we will ensure that your notes are forwarded onwards as soon as possible.
- Any information related to this charter and local standards will be advertised widely to all patients.

What we expect from you:

- Please be courteous to the practice staff.
- Please treat our facilities with respect at all times.
- Please be considerate of other patients using the surgery.
- Do not ask for information about anyone other than yourself.

- Please read our practice booklet and browse our website. This will help you get the best out of the services we offer.
- The practice does not tolerate abusive or violent behaviour towards any member of its staff by patients, and such behaviour will result in the you being deregistered and being asked to contact Betsi Cadwaladr University Health Board.
- Please be punctual, but be prepared to wait if your consultation is delayed by an unexpected emergency. Please notify us in good time if an appointment cannot be kept so that the appointment can be given to someone else.
- Please only request home visits for the housebound and seriously ill.
- Please only use the emergency care service for emergencies.
- Please avoid telephoning the surgery about non-urgent matters during the peak morning time.
- Please allow at least 48 hours for processing of your repeat prescription, except on a Friday when prescriptions will be ready for collection the following Tuesday after 2.00 pm. If you choose a pharmacy as a collection point, the turnaround time is 3 working days rather than the usual 2 if collecting your prescription from the surgery.
- Please tell us of any change of name, address or telephone number, so that our records are accurate.
- Please allow sufficient time for your consultant's letter or the results of tests to reach us. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.
- Let our Practice Manager know when we have either exceeded or failed to meet our responsibility to you.

How we use your information

Medical confidentiality is the cornerstone of trust between doctor and patient, and we keep your records secure and confidential.

For your direct care either from the practice or within the NHS hospital service we imply your consent to pass on relevant clinical information to other professional staff involved in your direct care.

Only when there is a legal basis for the transfer of data, we may pass limited and relevant information to other NHS organisations to improve the efficient management of the NHS or to aid medical research. Please read our Privacy Poster/Notices [here](#), which are also on display in our reception area. This includes how primary care Collaboratives in Wales use your information.

If you wish to object to the use of your data for these "secondary" uses please speak to: Ms Karen Owen, our Practice Manager.

Access to your medical records

If you wish to access your medical records held at the surgery, we suggest, in the first instance, that you discuss your wish with your usual doctor – he or she may be able to tell you the information you wish to know without you having to request a copy of your notes.

If you do not want to discuss your request with your doctor, please contact Ms Tracey Williams on **01492 515787** so they can help you further.

Please read our **SAR Patient Information Leaflet** here <http://www.cadwgansurgery.org/website/W91007/files/SAR%20patient%20information%20.pdf> for more information about how to make a Subject Access Request and print off the required consent form.

If your enquiry is with regard to your hospital records you will need to discuss this further with the Access to Medical Records officer at the hospital, who will help you further.

Please note that the practice adheres to GDPR principles, to the principles of Caldicott Guardianship, to the Freedom of Information Act 2000 and to the Mental Capacity Act 2005. The practice has CCTV, with a CCTV policy that adheres to Data Protection Act principles.

Putting things right

Our aim is to provide the very best care and treatment and it is important that we welcome comments and learn from people's experiences. Sometimes things might not go as well as expected and, when that happens, we need to look at what went wrong so that we can improve our service.

If you have a concern about the service you have received from the doctors or staff working at this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your concern cannot be sorted out this way, please let us know **as soon as possible**. You can take up to 12 months to let us know. If a longer time has passed and there are good reasons for a delay, please tell us anyway, as we may still be able to deal with your concern.

You may raise your concern with the Practice Manager, Ms Karen Owen:

- by speaking to her in person
- by phone on 01492 515787
- electronically by clicking on comments/suggestions at www.cadwgansurgery.org.uk
- or by letter to Cadwgan Surgery

Your concern will be acknowledged within 2 working days and we will explain the process of how your concern will be investigated and when you can expect a response (within 30 working days, unless a longer time scale is necessary, in which case we will inform you).

If you do not wish to raise your concern with the practice, you can address your concern to Betsi Cadwaladr University Health Board by:

- phoning the Concerns Team on 01248 384194

- e-mailing BCU.ConcernsTeam@wales.nhs.uk
- writing to: Concerns Team, Ysbyty Gwynedd, Bangor, Gwynedd, LL572PW

If you need help with raising a concern, please contact:

Adults

LLAIS

- by phone on 02920 235558
- by e-mail at enquiries@llaiscymru.org
- in writing to: Llais, 3rd Floor, 33 - 35 Cathedral Road, Cardiff, CF11 9HB

Children

Children and young people advocacy unit

- by e-mail at advocacyinformation@wales.gsi.gov.uk

Advice for Minor Illnesses

Many mild illnesses and conditions are self-limiting; they will get better with no treatment; most can be dealt with by yourself with a little help from your pharmacist if need be:-

Antibiotics

These are very useful drugs for treating bacterial infections but they are completely ineffective in treating conditions caused by viruses, for example colds and flu, most tummy upsets and sore throats. Excess use leads to bacterial resistance and they can have serious side effects. Your GP will decide when their use is appropriate.

Allergies & Intolerances

The term allergy is used to describe when the immune system overreacts to a substance that is normally harmless. Symptoms of an allergy can include a runny nose, itchy eyes, rash and shortness of

breath. The most common substances that can cause an allergic reaction are tree and grass pollen, peanuts and dust mites.

Food intolerance is the term used when the body is unable to fully breakdown or has an inability to digest certain foods. Symptoms of food intolerance include migraines, aches and pains and bloating.

Please contact your local pharmacist or NHS Wales 111 on **111** for advice, unless your symptoms are severe or protracted, in which case you should either telephone 999 or make an appointment to see your GP.

Athlete's Foot

Athlete's foot is a very common condition. It is caused by a fungal infection that affects the skin on the feet. Athlete's foot is usually mild and often affects the skin in between the toes, causing it to be red, flaky and itchy. Most people can treat athlete's foot at home. Please ask your pharmacist for advice about the most appropriate antifungal creams. If these creams are ineffective or if your Athlete's Foot is severe, please make an appointment with your GP.

Back pain

Back pain will affect nearly 80% of us during our lives, probably more than once.

Back pain is rarely serious and there are lots of things you can do to manage your pain. Staying active means different things to different people, but the simple message is carry on as you normally would. Don't be afraid to walk the dog, walk to work, or go for a swim, even if it hurts. It's the best thing you can do to speed your recovery. Just because you're in pain, it doesn't mean you are doing permanent damage. It's okay to take over the counter pain killers to help you to carry on as normal and speed up your recovery. Please ask for advice from your pharmacist about suitable over the counter pain killers.

If the pain becomes worse, or if the pain persists beyond 4-6 weeks, or if symptoms change, please make an appointment to see your GP.

Burns

Cool the burn with cold water and then cover it with a sterile dressing of non-fluffy material, such as cling film, or a plastic bag. Do not put creams on the burn. Please seek a medical help unless the burn is very minor.

Chickenpox

This is usually easy to diagnose, with red spots forming small blisters, initially on the trunk, in various stages going on to form crusts.

Complications are very rare.

Calamine lotion can relieve the itch and baths are soothing. Your child should see a GP if not drinking, chesty, drowsy or vomiting.

Cold Sores

Cold sores are caused by the herpes simplex virus, which 80% of the UK population carry. Herpes simplex virus is highly contagious and is usually passed on early in childhood when someone is kissed by a person, usually a family member, with an active cold sore. Cold sores can occur when you are ‘under the weather’ and will usually respond to treatment with a cream called aciclovir that is available over the counter at your pharmacy. You can make an appointment to see your GP if your cold sores fail to respond as expected to aciclovir cream or return frequently.

Common Cold

Adults may experience 2-4, and young children about 3-8 colds a year. Symptoms usually peak after 2-3 days and then ease off over a few days. A cough sometimes lingers for up to three weeks. A common cold is caused by a virus, leading to a sore throat, a blocked or runny nose, coughing and sometimes headaches and aches and pains. Antibiotics are ineffective and will not “nip it in the bud”. Common colds can be managed without the need to visit the surgery in the majority of cases, by using paracetamol, ibuprofen or aspirin (in those over 16 years), decongestants and cough medicines that are available at your pharmacy. Please speak to your pharmacist to obtain advice. If

you become increasingly unwell or your symptoms last longer than expected, please phone our surgery for advice from a GP.

Conjunctivitis

Conjunctivitis is broadly due to either an infection or an allergy.

In infective conjunctivitis one or both of your eyes will become red or pink, may be sticky or watery or feel as if there is an irritation. It will usually clear within in a few days without any treatment. Your pharmacist may recommend antibiotic drops or ointments, or that you see your GP if the infection is severe or does not settle.

In allergic conjunctivitis your eyes will be red, watery, and itchy. The most common cause during the hay fever season is pollen allergy. Less commonly it may be due to allergies to house dust mite, cosmetics, and problems with contact lenses. Antihistamine eye drops or tablets, available from your local pharmacy usually help. Please see your GP if over the counter treatment is ineffective or if you experience eye pain, loss of vision or sensitivity to light.

Earache

The majority of earaches resolve without the need for an antibiotic. Paracetamol or ibuprofen at the appropriate dose should be used to relieve the pain. If your earache lasts more than a few days, or if severe and not relieved by pain killers, please make an appointment with with your GP.

Earwax

Earwax provides a protective coating for the skin lining your ear canal and prevents it from drying and cracking. A build-up of earwax is not a serious problem but it can cause discomfort and slight hearing loss. You should never put any object into your ears to try to clean earwax, as this can increase the chances of a blockage occurring. Sometimes ear drops, for example olive oil is required to soften and clear the earwax. If having used Olive Oil for a week or two and you still have discomfort or hearing loss, please make an appointment to see your GP.

Flu

Flu outbreaks occur most Winters and can be caused by different viruses. Flu-like illnesses typically cause a high temperature, aches and pains in muscles and joints, a cough and various other symptoms. You should rest at home, drink plenty of water and take simple pain killers such as paracetamol. Most people recover fully, but complications such as pneumonia develop in some cases, therefore, it is important that you seek the advice of your pharmacist or GP if you have another chronic condition such as those affecting the chest, heart, kidney or liver; or if you are diabetic or taking drugs that suppress the immune system.

High Temperature

This is a common problem, particularly in young children, and is nearly always caused by infection, most commonly a viral one such as the common cold. Most of these infections will settle with home treatment within a few days. Keep a child cool, and avoid excess clothing/covers and room temperature and give cool drinks. A sponge down with warm water is acceptable. If there are any other worrying signs, consult the GP. It does no harm to bring a feverish child to surgery.

Mouth Ulcers

A mouth ulcer is a very common condition, and most people will have at least one in their lifetime. Studies have shown that mouth ulcers are more common in women and people who are under 40 years of age. Most mouth ulcers will often not require specific treatment. Mouth ulcers will normally heal naturally without the need for treatment, or medication. Many of the medicines used to treat mouth ulcers can be purchased over the counter at your local pharmacy. Speak to your pharmacist about which medicine would be most suitable for you. If your ulcer is causing you significant pain, or you get mouth ulcers on a recurrent basis, then you should see your GP. You should also see your GP if your mouth ulcer has lasted for more than three weeks.

Nosebleeds

These are rarely due to anything serious. Sit in a chair, leaning forwards with your mouth open, and pinch the tip of your nose firmly. Ice packs can be applied to the nose. Keep the pressure on for 10-15 minutes by which time the bleeding should have stopped. If it does not, phone the surgery for advice from a GP.

Ringworm

Ringworm is a general term that is used to refer to a number of different contagious fungal infections of the skin, scalp, or nails. The condition is known as ringworm because it can leave a ring-like, red rash on the skin and not because it has anything to do with worms.

Body ringworm and a groin infection can usually be successfully treated using over the counter antifungal medication. Your pharmacist will be able to advise you about this. You should only need to see your GP if, following treatment, the symptoms of ringworm do not improve within two weeks. You should also see your GP if you have a medical condition, or you are receiving medical treatment, that is known to weaken your immune system, such as chemotherapy, or long-term steroid use.

You should always see your GP if you, or your child, develops scalp ringworm. Anti-fungal creams are ineffective in treating the condition because they cannot penetrate into the entire scalp. Therefore, you will need to see your GP in order to obtain antifungal tablets.

Acute Sinusitis

Acute sinusitis (sinus infection) usually goes away on its own without treatment. Painkillers or decongestant drops, available from your pharmacy, for up to a week may be needed in some cases. The majority of cases are caused by viruses such as the common cold or flu viruses, which is why an antibiotic is rarely indicated. Please see your GP if your symptoms are severe, if you are very unwell, if you have another illness such as a heart or chest condition or a weakened immune system or if your symptoms have not settled within 7 days or are worsening.

Viral rashes

These are not usually a cause for concern unless the child is ill. Mild rashes occur often with viral infections. If you are concerned about your child being unwell, please make an appointment to see your GP or phone our surgery for some advice. The rash of Meningitis differs from other rashes in that it will not disappear when a glass is pressed on it. Your child should be seen immediately if you suspect meningitis.

Sore throats

Sore throats are normally caused by bacterial, or viral, infections. Sore throats are a common condition, with most people having at least two, or three, every year. They tend to be more common among children and teenagers. This is because young people have not built up immunity against many of the viruses and bacteria that can cause sore throats.

Most sore throats are not serious and pass within 3-7 days without the need for medical treatment. Over the counter painkillers, such as paracetamol, can usually be used to relieve the symptoms of a sore throat. Antibiotics are usually only prescribed for particularly severe cases of sore throat, or may be prescribed if you have a condition or take medicines that weaken your immune system, or if you have heart disease or a history of rheumatic fever or if you experience repeated infections caused by the streptococcus bacteria.

Please see your GP if your symptoms do not improve after two weeks, you have frequent sore throats that do not respond to painkillers, such as paracetamol, ibuprofen, or aspirin, or you have lowered immunity due to an illness, such as HIV, or through treatments such as chemotherapy, or steroid medication.

You should phone 999 and ask for an ambulance if have difficulty breathing, have difficulty swallowing saliva and fluids, or opening your mouth, or you start drooling.

UTIs

An urinary tract infection (UTI) is a common type of infection that occurs in the urinary tract. The symptoms of an UTI include pain or a burning sensation during urination (dysuria), a frequent need to urinate, cloudy or unusually smelly urine and lower abdominal pain.

UTIs are a very common type of infection in women. UTIs are uncommon in men. The outlook for most cases of UTI is excellent. The infections are usually mild and will usually resolve within four to five days. Antibiotics can be used to help speed up the recovery time. You should see your GP if your symptoms do not improve after five days, or they suddenly get worse. You must also see your GP if you have a high temperature (fever) of 38°C (100.4°F) or above, uncontrollable shivering, nausea, vomiting, diarrhoea.

You should also visit your GP if you have a risk factor that increases the chances of the infection causing more serious complications such as pregnancy, kidney disease, weakened immune system, diabetes or if you are elderly. Men who experience UTIs should see their GP.

Vomiting And Diarrhoea

In most cases this is caused by viral infections, and occasionally by food poisoning. The important part of treatment is to rest the stomach and intestine by withholding food in the initial phase of the illness and drinking plenty of fluid (not tea/coffee/alcohol/fizzy drinks) to prevent dehydration. If the symptoms are severe or prolonged, particularly in babies, the elderly or diabetic patients, phone the surgery for advice or make an appointment to see your GP

Warts

Although warts can be unsightly, in most cases they are harmless. Warts on the feet are called verrucae. Warts and verrucae usually clear in time without treatment, but can take up to two years or longer. Occasionally, they are treated, in an attempt to make them clear sooner. If treatment is required, in most cases it is appropriate to buy

over-the-counter salicylic acid cream from your pharmacy. Please ask your pharmacist for advice.

The NHS Wales 111 website – 111.wales.nhs.uk – provides information on local services, as well as comprehensive information on health issues.

Useful Telephone Numbers And Web Addresses

Cadwgan Surgery (www.cadwgansurgery.org)	01492 515787
Out Of Hours Service (NHS Wales 111)	111
Mental Health Support For All	111 option 2

AIDS Helpline – Terence Higgins Trust	0808 802 1221
Abergele Hospital	01745 832295
Age Concern Cymru	01745 816947
Baywater Healthcare 24 Emergency Line (for home oxygen)	0800373580
All Wales Smoking Cessation Service	0800 0852219

Betsi Cadwaladr University Health Board Local Office,
Ivanhoe House, Abergele Hospital, Llanfair Road, LL22 8DP
03000840840

British Transplant Society 01625664 547

Bryn Hesketh Unit/Hospital 03000 850040

Carers Outreach Service, Colwyn Bay
(www.carers.org/local/wales/colwyn-bay/) 01492 533714

Cervical Screening Wales (www.screeningservices.org/csw)
01352 877899

Colwyn Bay and Community Hospital 03000 850017

Colwyn Bay Register Office 01492 530430

Community Health Council 01248 679284

Conwy District Citizens Advice Bureau 08444772020
Conwy Social Services (www.conwy.gov.uk/socialservices/)
01492 577744

Conwy Voluntary Services Council (www.cvsc.org.uk)
01492534091

Coroner's Office 01824 708047

Cruse Bereavement Care 08445617856

Cymdeithas Alzheimer's Society 01492 535530

Department of Work and Pensions (UK) (www.dwp.gov.uk)

Disability Resource Centre 01745 534525

Driver and Vehicle Licensing Agency (www.dvla.gov.uk)	
Drugs Helpline	0808 808 2234.
Drug and Alcohol Service	01745 338868
Family Planning Clinic, Colwyn Bay	03000850017
Fit For Work Service	www.gov.uk
BCUHB Home page (www.wales.nhs.uk/sitesplus/861/)	
Glan Clwyd Hospital	03000843843
GUM Clinic, Colwyn Bay Hospital	01745 443301
Independent Mental Capacity Advocate Service (www.advocacyexperience.com)	
Llandudno Hospital	03000850013
Miscarriage Association	01924200799
NHS Wales 111 (www.111.wales.nhs.uk/)	111
NHS Immunisation Information (Vaccinations - NHS (www.nhs.uk))	
North Wales Relate (www.relate.org.uk)	0300 003 2340
Occupational Therapy Social Services	03004561111

Organ Donation Wales ([Contact and support - NHS Blood and Transplant \(nhsbt.nhs.uk\)](#))

03001232323

PAPYRUS (Prevention of Young Suicide) ([www.papyrus-uk.org](#))

0800 0684141

Physiotherapy Department (Colwyn Bay Hospital) 03000850017

Royal Alexandra Hospital, Rhyl 03000850024

Samaritans ([www.samaritans.org.uk](#)) 01745 354545

Screening for Life ([Screening for Life \(dewis.wales\)](#))

- information about AAA, Breast, Cervical, Bowel, Antenatal,
Newborn

Hearing, Newborn Bloodspot screening in Wales

01492 863563

Single Point of Access (SPoA) (new social, District Nurse or
Occupational

Therapy referrals) 0300 4561111

Social Services Older Peoples Team (those with a Social Worker)

01492 575600

Speech and Language Therapy (SALT) 03000 850024

St David's Hospice, Llandudno 01492 879058

St Kentigern's Hospice, St Asaph 01745 585221

TPG Cymru (Promoting Children's Rights) 02920396974

Welsh Ambulance Service NHS Trust 01745 532900

Ysbyty Gwynedd (www.wales.nhs.uk/sitesplus/861/)

03000840840

The map of our Practice Area

