## Parc Canol Group Practice

Central Park
Church Village
Pontypridd
RCT, CF38 1RJ

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| --- | --- |
| **Telephone:** | 01443 203414 |
| **Fax:** | 01443 218128 |
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|  |  |
| **Website** | www.parccanolgrouppractice.co.uk |

**When the surgery is closed call 0300 123 5060**

Visit us on Facebook

**Visit us on Twitter**

**To VIEW, PRINT or SAVE our practice booklet click on this link -**

**Online practice leaflet *(www.practicebooklet.co.uk/parc )***

**Visit our Taff Ely cluster website *(www.taffelycluster.com)*** - this covers a geographical group of GP practices and primary care providers in Taff Ely and provides information on how you can use these services

## Please note that you can access online advice re self-care and visiting a pharmacy for your condition as well as using NHS Direct. You might want to try these options for minor conditions before contacting the practice. In addition, please note that the Common Ailments Service is available from community pharmacies which covers advice and treatment for a large range of conditions - please see further information page on this opposite.

## ****E-consult video without subtitles****

## ****E-consult video with subtitles****

## Parc Canol group practice

Welcome to Parc Canol group practice. With patients' needs at the heart of everything we do, our website has been designed to make it easy for you to gain instant access to the information you need. As well as specific practice details such as opening hours and how to register, you’ll find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations.

### Our locations

We work from three surgery premises; our main surgery is in Church Village and we have two branch sites in Beddau and Creigiau. All surgeries have wheelchair access and have ample parking. The practice covers Tonteg, Church Village, Llantwit Fardre, Efail Isaf, Groesfaen, Creigiau, Pentyrch and outlying farms. A map of the practice area is shown on the new patients page.

A pharmacy is located next to our Creigiau surgery. This is owned and operated separately by the partners. There is also a pharmacy outlet in our Church Village site. Patients can hand in prescriptions, which will be dispensed from our Creigiau surgery and delivered to Church Village for collection, as well as deal with medication queries and purchase a range of over-the-counter medication.

### Join in

We hope you enjoy having a look around the site and familiarising yourself with some of the online features. Whatever your thoughts, be sure to let us know via our feedback function. Comments and suggestions are always a great way of helping us continue to enhance the way we look after you. We are also in the process of installing suggestion boxes in each of our sites so please complete a suggestion card if you would like to let us know of a suggestion.

## Opening times

We work from three surgery premises, Church Village, Beddau and Creigiau. Our phone lines are open from 8.00 to 18.30 and our surgery sites are open from 8.30 to 18:00 Monday to Friday (except where noted below)

### Appointment times

Appointments are available during the hours listed below:

|  |  |  |
| --- | --- | --- |
|  | **Morning** | **Afternoon** |
| **Monday** | 08:30 - 12:00 | 15:00 - 18:00 |
| **Tuesday** | 08:30 - 12:00 | 15:00 - 18:00 |
| **Wednesday** | 08:30 - 12:00(Beddau surgery closed) | 15:00 - 18:00 |
| **Thursday** | 08:30 - 12:00 | 15:00 - 18:00(Beddau surgery closed) |
| **Friday** | 08:30 - 12:00 | 15:00 - 18:00(Beddau surgery closed) |
| **Weekend** | *closed* | *closed* |

## When we are closed

For urgent appointments outside our normal surgery hours (18:30 to 08:00), please call the out-of-hours service on **0300 123 5060**

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

As an alternative to calling the out of hours service, you can seek advice from NHS Direct Wales on 0845 46 47. A link to the website is included below.

http://www.nhsdirect.wales.nhs.uk/ *(www.nhsdirect.wales.nhs.uk/)*

**In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.**

## Appointments

We run all our surgeries by an appointment only system. Appointments can be booked by telephoning the main surgery on 01443 203414. **Routine appointments can be booked up to 4 weeks in advance.**

We now offer 'On the Day' appointments that are bookable on the day, for urgent matters. You will be asked for a brief description of your problem, so that the reception staff can signpost you correctly, and so that the GP can assess the priority with which you need to be seen. On the day appointments are sit and wait and the GP will call you in order of priority.

We also offer telephone consultations. You can book an appointment to speak to the doctor and you will be provided with an approximate time for the doctor to call you back.

### Patient Partner

Parc Canol launched a new system on 14 September 2016. Known as Patient Partner, it is an automated system which allows you to book, check, change or cancel an appointment without having to wait to speak to a receptionist. The system is accessed by phoning our usual surgery phone number and by choosing the option to use the automated booking system. It can also be used when the practice is closed. The system has been designed for you to manage your appointments at any time, freeing up reception staff to deal with queries and urgent problems.

Note that the service will only allow you to have a maximum of 3 outstanding appointments at any one time. It will therefore not allow you to book a further appointment whilst this maximum number is outstanding. The practice may also cancel access to the service for any patient who is found to be abusing the service by booking an excessive frequency or number of appointments.

### My Health Online

You can register at any of our practice sites to use an online service, My Health Online, which allows you to book, check and cancel appointments online as well as order your repeat prescriptions. This service is made available by NHS Wales.

Note that the service will only allow you to have a maximum of 3 outstanding appointments at any one time. It will therefore not allow you to book a further appointment whilst this maximum number is outstanding. The practice may also cancel access to the service for any patient who is found to be abusing the service by booking an excessive frequency or number of appointments.

### Practice nurses

In a number of cases it might be worth considering an appointment with a practice nurse rather than a doctor. Practice nurses are qualified to deal with many conditions and you may be seen more quickly.

### Pharmacist

All medication review and queries are now dealt with by our in-house pharmacist.

### Cancellations

We understand that you may need to change your appointment. It will take just a few minutes over the phone for us to find a more suitable time for you. Or you can change your appointment using our online system.

### Chaperones

If you require a chaperone you may bring a friend or relative with you or request a trained member of staff when making your appointment.

### Emergencies

In case of life-threatening emergencies e.g. suspected heart attack, haemorrhage or major accident dial 999 for the paramedic ambulance - do not delay.

## Home visits

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **before 10:00.**

You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls

You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby or if you are newly registered with a GP and have a child under five years.

## Fit notes

You do not require a doctor's fit note for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website *(www.hmrc.gov.uk/forms/sc2.pdf)* .

### Evidence that you are sick

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of SSP (statutory sick pay).

It is up to your employer to decide whether you are incapable of work. A medical certificate, now called a 'Statement of Fitness for Work’ (see below) from your doctor is strong evidence that you are sick and would normally be accepted, unless there is evidence to prove otherwise.

You could also provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

### Statement of Fitness for Work - ’Fit Note'

The 'fit note' was introduced on 6 April 2010. With your employer's support, the note will help you return to work sooner by providing more information about the effects of your illness or injury.

For more information see the DirectGov website *(www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/Illorinjured/DG\_175850)* (where this information was sourced)

## Training practice

We are a training practice and you may be offered an appointment with a GP registrar. These doctors are fully qualified and will have had experience in several hospital specialties. They are completing their specialist training as a GP.

We also teach medical students and sometimes you may be asked to see the doctor or nurse with a student present.

You will always be asked beforehand if this is acceptable and you may ask for the student to withdraw if you prefer to have your consultation in private.

## Repeat prescriptions

Please nominate a local pharmacy and order your repeat medications via the pharmacy. However, if you prefer, we can post the prescription back to you if you provide a stamped, addressed envelope. If you have any prescription queries, please contact your pharmacy in the first instance. Your pharmacy will contact the practice if necessary to resolve your query.

#### Medication reviews

Repeat prescriptions will be reviewed once a year and you will be invited to make an appointment with the pharmacist for a medication review if necessary.

**Please allow two full working days for prescriptions to be processed and remember to take weekends and bank holidays into account.**

#### Pharmacy

A pharmacy is located next to our Creigiau surgery. This is owned and operated separately by the GPs. If you need to contact the pharmacy, the telephone number is 029 2089 1138. In addition, this pharmacy has a small outlet in our Church Village site.

Please allow 48 hours, excluding weekends and Bank Holidays, for your request to be processed. Any problems please telephone the surgery.

## Clinics & services

## Clinics & services

In addition to GP consultations the practice offers a wide range of clinics and healthcare services:

**Child surveillance and vaccinations** - health checks for babies and for routine childhood immunisations.

Church Village Monday 13:30 – 15:30, Thursday 09:30 – 11:30 (health visitors only).

Beddau - Tuesday 13:30 – 15:30

Creigiau - Wednesday 13:30 – 15:30

**Anticoagulation clinic** - regular check-ups by a qualified pharmacist for patients taking Warfarin.

Church Village Tuesday 09:00 – 16:00

**Ante Natal** - regular check-ups by midwives for pregnant ladies.

Wednesday 13:30 – 15:30 (Church Village)

Friday 09:00 – 11:00 (Beddau)

Friday 14:00 – 15:00 (Creigiau)

**Aural care** - we do not offer ear irrigation appointments at the practice (with effect from June 2015). If you require ear irrigation, you can be referred to the Aural Care clinic at Royal Glamorgan hospital. You do not need to book a GP appointment for a referral but can speak to one of our practice nurses.

**Vaccinations** - routine and travel vaccinations for all ages are available during surgery times by appointment with our nurses. We run flu vaccination clinics in between October and December. Ask at reception for further information.

**Church Village travel clinic** - Wednesday 13:30 – 15:00

**Chronic disease clinic** - regular check-ups and advice from practice nurses for patients with conditions including diabetes, chronic heart disease, strokes, asthma, chronic obstructive pulmonary disease and hypertension

**Minor illness** - one of our practice nurses runs a regular minor illness clinic. She is able to see patients with the following conditions

**Upper respiratory conditions** - coughs/colds/flu, chest, sore throat, sinusitis, earache, hayfever

**Musculoskeletal conditions** - minor musculoskeletal injuries, back/neck pain

**Women’s health** - thrush, vaginal discharge, emergency contraception.

**Urological conditions** - cystitis and urine infection

**Dermatological conditions** – eczema, skin rash, sunburn, insect bites and stings

**Minor surgery** - surgical procedures for the removal of minor lumps and skin conditions. The doctor will need to make an assessment prior to having any procedures.

**Cervical smears** - it is recommended that all women have cervical smear every three years. Please book an appointment with the practice nurse when you receive a reminder.

* + Church Village Tuesday and Thursday 08:30 – 12:00

**Family planning** - The practice provides full contraceptive services, including coil fittings and implant insertions. Please book a routine appointment with the doctor for contraception advice.

**Services outside the NHS -** These include travel vaccinations not covered by the NHS, private medical certificates and medical examinations.

## Non-NHS services

## Non-NHS services

Some services provided are not covered under our contract with the NHS and therefore attract charges. Examples include the following:

* **Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)**
* **Insurance claim forms**
* **Prescriptions for taking medication abroad**
* **Private sick notes**
* **Vaccination certificates**
* **Holiday cancellation forms**

The fees charged are based on the British Medical Association (BMA) suggested scales and an outline of our fees is listed in the document, which you can access below. Our reception staff will be happy to advise you in more detail along with appointment availability.

Guide to private fees

We operate the following service standard for completing reports and letters.

The vast majority of reports requested from GPs do not fall within the remit of NHS services and are therefore private services, for which the practice charges a fee. Private work must be fitted around the GPs’ NHS commitments and the practice therefore has a service standard of 2 weeks, following receipt of payment, for reports to be completed (see below).

Organisations will be invoiced on receipt of their request for a report. Once payment has been received, the report will be allocated to a GP for completion. Payment can be made by BACS or by cheque. Where BACS is used, we request that a remittance advice is sent to the practice. Patients, requesting reports in their own name, will be requested to pay on collection of the report. Payment can be made by cheque or in cash.

Should reports be required urgently, requestors should make this clear and the practice will endeavour to complete the report more quickly than the 2 weeks’ service standard. This may not however always be possible.

## Access to records

**Access to your medical records**

You are able to request access to your medical records. This can be done by attending the practice and viewing your computerised records on screen (the majority of your records will be computerised) and your old paper records, if required. You will need to be accompanied by a member of staff when viewing your records.

**Copies of your records**

In addition, you can request copies of your records. We can supply these in electronic format or on paper, provided that you collect the paper copies in person. We are not able to post paper copies to you.

A leaflet is attached setting the terms and conditions of this service and an application form is also attached for you to request access.

Once you have made your request, we will deal with it within 1 month. There is no facility for immediate access, however we will try to accommodate any urgent requests.

Access to medical records leaflet

## Teenage friendly

We aim to offer services, which are 'teenage-friendly'. In summary, these mean that:

* we welcome teenagers and aim to put you at your ease when you come to the practice
* we can assure you that confidentiality will be maintained if you are aged 12-16 and you ask to keep details of your consultations confidential or if you consult us about potentially sensitive issues
* you are welcome to see a doctor on your own if you wish and you are aged 12-16. We would however advise you to come with an adult where possible.

Sexual health advice is available, as is advice on other issues such as depression, drugs, alcohol and self-harm and we can advise you on emergency contraception if you need this.

## Baby friendly

We are a baby-friendly practice. You are welcome to breast-feed your baby - please ask a receptionist if you would like to sit somewhere private.

## Priority referral for veterans

**Priority referral for veterans**

All Armed Forces veterans are entitled to receive priority access to NHS care (including GP services, hospital and community treatment) for any conditions (mental and physical) which are likely to be related to or caused by their military service.

Please let us know if you are a military veteran so that we can note this in your medical records. If you need a referral to hospital for a condition which has been caused by your service, please mention this to the GP and confirm to the GP that you are happy for your veteran status to be included in the referral.

**Other services**

Veterans Wales is an NHS service for veterans in need of mental health support. Each health board in Wales has appointed an experienced clinician as a Veteran Therapist (VT) with interest in or experience of military mental health problems. Details can be found at http://www.veteranswales.co.uk *(www.veteranswales.co.uk)*

Champions for veterans and military service personnel have been established in every health board in Wales. They provide advocacy for veterans and service personnel to ensure that their needs are reflected in local service plans. Further details can be found at http://gov.wales/docs/dhss/publications/170116veteransen.pdf *(gov.wales/docs/dhss/publications/170116veteransen.pdf)* .

Veterans’ Gateway provides a single point of contact for veterans seeking advice and support. This includes advice from a range of organisations, covering issues from employment, finances and housing, to independent living, mental wellbeing, physical health, and families and communities. Veterans can telephone the service 24/7 on 0808 802 1212 or text their details to 81212 and an advisor will respond. Veterans can also talk to an advisor by e-mail or Live Chat via Veterans Gateway web site: https://support.veteransgateway.org.uk/app/get\_help

## Test results

## Test results

Since our telephones are very busy in the early morning, we ask you to telephone for test results (e.g. blood, urine, X-ray) after 11:00.

Our reception staff are not qualified to comment on results and it is your responsibility to check them and make any necessary follow-up appointment with the doctor.

Please note that we do have a strict policy regarding confidentiality and data protection. In this respect we will only give out results to the person they relate to unless that person has given prior permission for their release or if they are not capable of understanding them.

## Blood tests

## Blood tests

A blood test is when a sample of blood is taken for testing in a laboratory. Blood tests have a wide range of uses and are one of the most common types of medical test. For example, a blood test can be used to:

* assess your general state of health
* confirm the presence of a bacterial or viral infection
* see how well certain organs, such as the liver and kidneys, are functioning

A blood test usually involves the phlebotomist taking a blood sample from a blood vessel in your arm. and the usual place for a sample is the inside of the elbow or wrist, where the veins are relatively close to the surface. Blood samples from children are most commonly taken from the back of the hand. The child's hand will be anaesthetised (numbed) with a special cream before the sample is taken.

You can find out more about blood tests, their purpose and the way they are performed on the NHS Choices website.

## X-Ray

## X-Ray

An X-ray is a widely used diagnostic test to examine the inside of the body. X-rays are a very effective way of detecting problems with bones, such as fractures. They can also often identify problems with soft tissue, such as pneumonia or breast cancer.

If you have a X-ray, you will be asked to lie on a table or stand against a surface so that the part of your body being X-rayed is between the X-ray tube and the photographic plate.

An X-ray is usually carried out by a radiographer, a healthcare professional who specialises in using imaging technology, such as X-rays and ultrasound scanners.

You can find out more about x-ray tests, how they are performed, their function and the risks by visiting the NHS Choices website *(www.nhs.uk/conditions/x-ray/Pages/Introduction.aspx)* .

## Registration

## New patient registration

We welcome requests for registration from patients living in or moving to the practice area.

We work from three surgery premises; our main surgery is a purpose built surgery at Church Village; our branch surgery at Beddau is also purpose built and we have another branch surgery at Creigiau. The practice covers Tonteg, Church Village, Llantwit Fardre, Efail Isaf, Beddau, Groesfaen, Creigiau, Pentyrch and outlying farms.

You can register by bringing along your NHS medical card or completing a form available from reception. The necessary forms can also be downloaded from the above "Registering Online" tab. Note that you need to provide your NHS number when you register with us, which you can obtain from your previous practice.

### Changes to personal details

If you change name, address or telephone number, please let our receptionists know by calling or writing to us. If you move outside the practice area you may need to find a doctor in your new area. There are instructions on what to do when you move to a new area on the back of your NHS medical card.

#### Guide to GP Services

The Royal College of General Practitioners has produced a useful guide for patients about the services on offer at GP Surgeries and how to access them. You can download the guide below.

A Patient Guide to GP Services

## Registration form

**Registration form**

When you register you will also be asked to fill out a medical questionnaire. This is because it can take a considerable time for us to receive your medical records. You may print off a registration form, fill it out and bring it in with you on your first visit to the practice, if you wish.

Registration Form

## Temporary residents

## Temporary registration

If you are ill while away from home or if you are not registered with a doctor but need to see one you can receive emergency treatment from the local GP practice for 14 days. After 14 days you will need to register as a temporary or permanent patient.

You can be registered as a temporary patient for up to three months. This will allow you to be on the local practice list and still remain a patient of your permanent GP. After three months you will have to re-register as a temporary patient or permanently register with that practice.

To register as a temporary patient simply contact the local practice you wish to use. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a practice in the town or area where you are already registered.

Download the Temporary Resident Registration Form

## Confidentiality

**Confidentiality**

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

* To provide further medical treatment for you e.g. from district nurses and hospital services.
* To help you get other services e.g. from the social work department. This requires your consent.
* When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

## Concerns

**Concerns**

**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 in 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 can raise your concern with the practice manager, Sarah Moore

· by speaking to her in person

· by phone on 01443 203414

· by email at enquiries.w95011@wales.nhs.uk.

or by letter to Parc Canol group practice, Central Park, Church Village, Pontypridd CF38 1RJ

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 Cwm Taf Health Board by:

· phoning the customer contact centre on 01685 724468

· Emailing CTHB\_Concerns@wales.nhs.uk

· Writing to: Mrs Allison Williams, Chief Executive, Cwm Taf Health Board, Ynysmeurig House, Navigation Park, Abercynon CF45 4SN

Please include the following information in your correspondence:

* your full name
* address
* telephone number
* the name and address of the patient (if you are making contact on behalf of someone else)
* where necessary, the next of kin

**If you need help with raising your concern, please contact:**

**Adults**

Cwm Taf Community Health Council

· By phone on 01443 405830

· By email at enquiries@cwmtafchc.org.uk

· In writing to: Cwm Taf Community Health Council, 10 Maritime Offices, Woodland Terrace, Maesycoed, Pontypridd CF37 1DZ

**Children**

Children and young people advocacy unit

· By email at advocacyinformation@wales.gsi.gov.uk

## Data protection

New data protection regulations come into effect on 25 May 2018, under the EU General Data Protection Regulations (GDPR). The regulations govern the personal and sensitive data which businesses hold on their customers / patients.

We are required to publish a privacy notice which explains:

What information we hold about you
How we use the information about you
Sharing your data
Access to your information and correction
How long we keep your data
Changes to our privacy policy
How to contact us
If you wish to complain

Our privacy notice can be accessed below.

Privacy notice

## Social media guidelines

These guidelines are in place to help create a safe environment on the social media channels run by the practice. The aim of our social media channels is to create an information source for patients where comments, questions and suggestions can be posted.

In order to help create this safe environment, we have set out below some guidelines which apply to any engagement with us or other members of the community on any of our social media channels.

By engaging with our social media channels, you agree to follow these guidelines.

Note that we have a policy for dealing with any concerns and that our social media channels are not an appropriate arena to voice or respond to concerns. We therefore request that concerns are dealt with via the practice’s policy and are not posted to our social media channels.

Social media community guidelines

## Common Ailments Service

**Who can access the Common Ailments Service?**
Any patient who lives in Wales or is registered to a Welsh GP is eligible to access the Common Ailments Service. The only exclusions are:
• Temporary residents whose usual address is not in Wales
• Care Home residents

**What conditions are covered?**
Pharmacists can offer advice and/or treatment for 26 agreed conditions. These are:

1. Acne
2. Athletes foot
3. Backache (acute)
4. Chickenpox
5. Cold sores\*
6. Colic\*
7. Conjunctivitis (bacterial)
8. Constipation
9. Dermatitis (acute)
10. Diarrhoea\*
11. Dry eye
12. Haemorrhoids
13. Hayfever
14. Head lice
15. Indigestion/reflux
16. Ingrowing toenail\*
17. Intertrigo/ringworm
18. Mouth ulcers\*
19. Nappy rash
20. Oral thrush
21. Scabies
22. Sore throat/tonsillitis
23. Teething
24. Threadworm
25. Vaginal thrush
26. Verruca

\*advice only conditions - no treatment available on NHS. Note that where treatment is available for the condition, it can be supplied free of charge.

**What about conditions not included (e.g. cough, cold, rash)?**
Patients suffering with other conditions will not be able to access the Common Ailments Service. They may however receive advice from the pharmacist and the option to buy medicines over the counter. If a pharmacist feels that the patient needs to be seen by the GP they will refer appropriately.

**Can everyone be referred to the Common Ailments Service?**
For some conditions there are exclusions based on
• Age
• Pregnancy/breastfeeding

Common ailments service - quick reference guide

## MIND active monitoring

MIND active monitoring is a service offered at the practice by practitioners who work for the MIND mental health charity. It is a talking therapy programme, which enables people to change their thoughts and behaviour patterns, with measurements of well being from those taking part in the scheme showing overall improvements in feelings of anxiety, depression and general wellbeing and confidence.

The link below gives an example of how this has benefited one lady.

http://cwmtaf.wales/active-monitoring-brings-colour-back-to-sonias-life/ *(cwmtaf.wales/active-monitoring-brings-colour-back-to-sonias-life/)*

A timetable for courses offered by MIND is attached below together with a booking form.

Winter / spring course timetable

Course booking form

## Symptom checker

The link below is to the NHS Direct Wales website which includes a symptom checker facility. You can search through an alphabetical list to find your symptom e.g. nosebleed, cough, throat problem. By answering a series of questions, you will be provided with NHS Direct Wales advice on the most appropriate solution, ranging from dialling 999 for the most urgent and serious problems to self-care.

Using this facility may mean that you can find an alternative solution for your symptoms to booking an appointment at the practice, which may in turn mean you can access advice and treatment more quickly.

http://www.nhsdirect.wales.nhs.uk/SelfAssessments/default.aspx *(www.nhsdirect.wales.nhs.uk/SelfAssessments/default.aspx)*

## Healthy weight

Try using this health weight calculator from NHS Choices

http://media.nhschoices.nhs.uk/tools/documents/healthy\_weight\_v3/healthy\_weight.html *(media.nhschoices.nhs.uk/tools/documents/healthy\_weight\_v3/healthy\_weight.html)*

## Self-help courses

**Community-based self-help courses are available in RCT - they are free and are being delivered by Valleys Steps in partnership with Communities First and supported by Cwm Taf health board**

• The courses help people to better understand and manage their feelings and thereby improve their well being.

• Courses are ‘walk in’ / self referral and being delivered in venues across Rhondda Cynon Taf

• All adults are welcome, no one is expected to speak during the sessions and anyone attending is welcome to bring a friend

The courses available are:

**Stress Control ©**

• This course is based on Cognitive Behavioural Therapy (CBT) techniques

• The course aims to help people understand the causes of stress and how to manage its symptoms

**Mindfulness**

• This course is based on Acceptance and Commitment Therapy (ACT) with some meditation

• Mindfulness is a technique that once learnt can be useful throughout your life

Please see the attached document for more details and course timetable

Sept - Dec 2018 timetable by area

Sept - Dec 2018 timetable by date

## Directory of services for disabled patients

There are many charities and organisations working to provide advice and support for disabled people. Local council websites alo list organisations and groups offering support to people with disabilities and their families.

This a selection of some of the key organisations able to provide information and support.

Disability organisations

**Ability Net** - 0800 269545, www.abilitynet.co.uk *(www.abilitynet.co.uk/)* . National charity offering support to adults and children on using computers and the internet

**Alzheimer's UK** - 0845 3000336, www.alzheimers.org.uk *(www.alzheimers.org.uk/)*

**Arthritis Care** - 0808 8004050, www.arthritiscare.org.uk *(www.arthritiscare.org.uk/)*

**Aspire** - 0208 954 5759, www.aspire.org.uk *(www.aspire.org.uk/)* - support for people with a spinal cord injury

**Ataxia** - 0845 6440606, www.ataxia.org.uk *(www.ataxia.org.uk/)*

**Backcare** - 0845 1302704, www.backcare.org.uk *(www.backcare.org.uk/)* - supporting people with back and neck pain

**British Polio Fellowship** - 0800 180586, www.britishpolio.org.uk *(www.britishpolio.org.uk/)*

**Contact a Family** - 0808 808 3555, www.cafamily.org.uk *(www.cafamily.org.uk/)* - supports for parents of disabled children

**Deafblind UK** - 0800 132 320, www.deafblind.org.uk *(www.deafblind.org.uk/)*

**DEBRA** - 01344 771961, www.debra.org.uk *(www.debra.org.uk/)* - support for people with edpidermolyis bullosa

**Different Strokes** - 0845 130 7172, www.differentstrokes.co.uk *(www.differentstrokes.co.uk/)* - support for younger stroke survivors

**Elizabeth Finn** - 0808 802 2000, www.elizabethfinntrust.org.uk *(www.elizabethfinntrust.org.uk/)* - support for people suffering from financial difficulties

**Leonard Cheshire Disability** - 0203 242 0200, www.leonardcheshire.org *(www.leonardcheshire.org/)* - support for disabled people

**Limbless Association** - 0800 644 0185, www.limbless-association.org *(www.limbless-association.org/)*

**Livability** - 0207 452 2000, www.livability.org.uk *(www.livability.org.uk/)* - Christian disability charity

**ME Association** - 0844 576 5326, www.meassocation .org.uk - support for patients with ME

**Mencap** - 0808 8081111, www.mencap.org.uk *(www.mencap.org.uk/)* - support for people with learning disabilities and their families

**Motor Neurone Disease Association** - 08457 626262, www.mndassocation.org *(www.mndassocation.org/)*

**Multiple Sclerosis Society** - 0808 800 8000, www.mssociety.org.uk *(www.mssociety.org.uk/)*

**Parkinsons UK** - 0808 8000303, www.parkinsons.org.uk *(www.parkinsons.org.uk/)*

**Restricted Growth Association** - 0300 1111970, wwwrestrictedgrowth.co.uk

**Shape Arts** - 0207 424 7330, www.shapearts.org.uk *(www.shapearts.org.uk/)* - leading disability arts organisation

**Spinal Injuries Association** - 0800 980 0501, www.spinal.co.uk *(www.spinal.co.uk/)*

**Stroke Association** - 0303 3033 100, www.stroke.org.uk *(www.stroke.org.uk/)*

Advocacy, Advice and Information

**AdviceUK** - 0300 777 0107, www.adviceuk.org.uk *(www.adviceuk.org.uk/)* - independent advice provider

**Age UK** - 0800 169 6565, www.ageuk.org.uk *(www.ageuk.org.uk/)* - support for patients in later life

**Blue Badge Network** - 01384 257001, www.bluebadgenetwork.org.uk *(www.bluebadgenetwork.org.uk/)* - advocacy regarding blue badges

**Dial UK** - 0132 310123, www.dialuk.info *(www.dialuk.info/)* - information and advice for disabled patients

**Disability Rights UK** - 0808 800 0082, http://disabilityrights.org *(disabilityrights.org/)*

**Independent Living Advice Line** - 0300 555 1525

**Equality and Human Rights Commission** - 0845 604 8810, www.equalityhumanrights.com *(www.equalityhumanrights.com/)*

**National Centre for Independent Living** - 0845 026 4748, www.ncil.org.uk *(www.ncil.org.uk/)*

**Ricability** - 0207 427 2460, www.ricability.org.uk *(www.ricability.org.uk/)* - consumer research organisation providing reports for older and disabled people

**Scope** - 0808 800 3333, www.scope.org.uk *(www.scope.org.uk/)* - advice and support service for disabled people

## Our appointment system

**A guide to our appointment system**

We appreciate that our appointment system may appear complicated to patients. This is an overview of our system to help you to navigate it.

**Routine or book ahead appointments**

* We offer routine appointments up to 4 weeks in advance - these are either face to face appointments in the surgery or telephone appointments. Face to face appointments are 10 minutes (although longer appointments can be booked if necessary) and telephone appointments are 5 minutes
* We do not open up all routine appointments for booking immediately but will open approximately 50% of our appointments for the next 4 weeks and will release the remaining 50% in the few days before the appointment. Our aim is to be able to offer a routine appointment to patients within 2-3 days however we appreciate that, when we have GPs on annual or sick leave, this may not always be possible

**Same day appointments**

* We offer 2 same day appointment sessions on Monday and Friday mornings (based in Church Village and Beddau)
* On Monday and Friday afternoons, as well as morning and afternoon on Tuesday, Wednesday and Thursday, we offer 1 same day appointment session

**Monday and Friday morning appointments**

* The majority of our routine morning appointments on Monday and Friday mornings will be released on the day for booking. The reason for this is to address the increased demand from patients both after and before the weekend

**Telephone appointments**

* Please supply 1 telephone number only (not choice of landline or mobile) when booking your appointment
* Please note that the GP will call you from a phone without caller ID so please be prepared to take the call
* Please note that the GP may ring you within a hour slot (from 30 minutes before your appointment to 30 minutes after your appointment) - rather than necessarily at an exact appointment time
* Please note that if the GP doesn't manage to contact you on the first call, he / she will try one more time
* If you miss the GP’s call and you contact the surgery more than 10 minutes later, you will unfortunately have to arrange another appointment

**Seeing a particular GP**

We appreciate that many patients want an appointment with a specific GP, particularly when it is to follow up treatment, which is in progress. Please ask a receptionist and we will do our best to facilitate this. The reasons why this may not always be possible are that: all GPs work across all 3 sites (not necessarily on the same days each week), annual and sick leave absence, some GPs are booked up more quickly than others and absence for other reasons e.g. training, meetings.

**A couple of other things .....**

* If you need a fit note, you will need a face to face appointment for the first occasion but a telephone appointment for subsequent fit notes
* Medication reviews are carried out by our pharmacists. You can also discuss medication queries with our pharmacists, rather than needing a GP appointment
* We no longer carry out ear syringing at the practice. Please make an initial routine appointment with the GP if you believe you have blocked ears and we will refer you to the hospital Aural Care service if necessary
* If you have chicken pox, there is no need to see a GP, unless you are feeling unwell. Although note that if you need to provide proof of this condition e.g. claiming under travel insurance, you would need to attend for an appointment
* You don't need to have a routine post-natal check-up
* If you need the morning after contraceptive pill, you can obtain this free of charge from most pharmacies
* If you need urgent dental care, the contact numbers are: 01443 680166 (9am - 4.30pm) and 0300 123 5060 (6.30pm - 8am)

## Same day appointments

**A guide to same day appointments**

We offer a number of same appointments every day in order to facilitate access to a GP for patients who need to see a doctor urgently.

As you will appreciate, we do not know what sort of problems patients will present with in advance. This is why the appointment sessions are 'sit and wait', as some appointments may take longer than others, for example where a patient needs an urgent admission to hospital arranged. For this reason, our reception staff will ask you, when booking the appointment, for a brief description of the problem. The GP can therefore identiy whether he / she needs to see a particular patient more urgently.

We have recently increased our same day appointments from 5 minutes to 10 minutes, as we recognised that 5 minutes was too short to cover what the majority of our patients needed.

We have a limited number of same day appointments available each day and we therefore need to ensure, as best we can, that the appointments are booked for patients, who need to see a GP urgently, rather than for patients, who can wait for a routine appointment. It may be useful to refer to the list below for guidance on the sort of problems, for which it would be appropriate to book a **same day appointment**

* Unwell child, with symptoms such as persistent fever, vomiting, diarrhoea, lethargy
* All patients with:
	+ acute rash
	+ severe continuous vomiting or diarrhoea
	+ extreme psychological distress
	+ urinary tract infection
	+ severe tonsilitis
	+ severe pain or other severe symptom
	+ eye problems - you should contact your optician first and only contact the practice if you cannot get an urgent optician appointment
	+ ear infection
	+ chest infection

In addition, pregnant patients should contact us for an urgent referral to a midwife or contact their midwife directly, in the case of:

* pain or bleeding
* ruptured membranes
* reduced movement of the baby

There are clearly some problems, which we would recommend that you seek urgent help for, either by ringing 999 for an ambulance or by attending A&E

**Ring 999 for an ambulance** for:

* chest pain
* severe difficulty in breathing
* altered level of consciousness
* fitting
* uncontrollable bleeding
* spinal injury

**Attend A&E for**:

* head injury
* severe allergic reaction
* persistent or heavy bleeding
* nose bleed for more than 30 minutes
* major burn
* major injury
* bite if accompanied by symptoms of feeling unwell
* poisoning
* eye injury
* foreign body e.g. in ear

## Sensory loss

## If you have a sensory loss, whether visual or hearing, please let us know so that we can make sure that we provide services to you in an appropriate way. If you would like us to communicate with you in a different format, e.g. larger font size when we write to you, please let us know.

## In support of 'It Makes Sense' - sensory loss awareness month in November, Public Health Wales has made a campaign film about sensory loss explaining the importance of communicating effectively with people with sensory loss.

## The link to the film is shown below.

Welsh: https://youtu.be/7Z9p49-1MaU

English: https://youtu.be/iRaLCVheUIo

## Next Generation Text service

## You may be aware of a service called Next Generation Text. If on telephone calls you can't hear the other person's voice or don't catch all that they're saying, or they can't understand what you're saying, the Next Generation Text (NGT) Service can help.

## By using a ****smartphone****, ****tablet****, or ****computer**** and making a ****phone call**** you can type to a ****relay assistant**** who will speak your words to the person you're calling, and the ****relay assistant**** will type their reply so you can read it on your display. You can use NGT to communcate with the practice.

## Details of the service can be found at Next Generation Text website *(ngts.org.uk/)*

## My Health Online

## You can use this service to book or cancel a GP appointment and to order your repeat medication, which may be easier for you. You will need to come to the practice to register to use the service but once you are registered, you can use your computer, smartphone or tablet to book appointments for yourself.

## My Health Online website

## The website is mainly used for patients, who have already registered for the service, to log in but it does provide some information on the service as well as Frequently Asked Questions.

## Booking an interpreter

## If you need an interpreter for your appointment, please let us know so that we can book one for you.

## Central health board email address

## If you have hearing loss and would like to communicate with Cwm Taf health board by email, please use CTUHB\_OPHelphdesk@wales.nhs.uk. This email address can be used to confirm or rearrange an appointment or if you want to request an interpreter. It applies to both appointments at the practice and to hospital appointments. Please note that it is not a secure email address so please don't include confidential information in your email. It should not be used for making new appointments or for discussing your medical condition.

## Sensory loss - useful links

##### If you have a sensory loss, whether visual or hearing, please let us know so that we can make sure that we provide services to you in an appropriate way. If you would like us to communicate with you in a different format, e.g. larger font size when we write to you, please let us know.

##### Some services available within RCT for patients with a sensory loss are listed below:

##### Sensory loss team within the Rehab team in Social Services - adults / children - vision and hearing RCT sensory loss team *(www.rctcbc.gov.uk/EN/Resident/AdultsandOlderPeople/Hearingorsightloss/Hearingorsightloss.aspx)*

##### Welfare rights team RNIB Cymru - adults / children - vision RNIB Cymru website *(www.rnib.org.uk/?gclid=CjwKEAjw4s2wBRDSnr2jwZenlkgSJABvFcwQWF5EI5gJtzSK6DCNmUMEAClpOymDwF5t9dc5bXfLdhoCMKLw\_wcB)*

##### Cardiff Vale and Valleys - adults / children - vision Cardiff Institute for the Blind website *(www.cibi.co.uk/)*

##### Guide Dogs for the Blind - adults / children - vision Guide Dogs website link *(www.guidedogs.org.uk/guide-dogs-cymru/?utm\_source=google&utm\_medium=ppc&utm\_campaign=GDG)*

##### Children and Families project - RNIB Cymru (0-25 years) - vision RNIB - children's services *(www.rnib.org.uk/information-everyday-living-family-friends-and-carers/resources-parents-blind-or-partially-sighted)*

##### Sense Cymru - adults / children - vision and hearing Sense Cymru website

##### Deaf Blind Cymru - adults / children - vision and hearing Deafblind Cymru website *(deafblind.org.uk/what-we-do/deafblind-cymru/)*

##### Action on hearing loss - adults / children - hearing (communication support, assistive technology, hearing aid support services, befriending groups, sensory loss workers) Action on hearing loss website *(www.actiononhearingloss.org.uk/about-us/wales.aspx)*

##### Wales Council for the Deaf - adults - hearing Wales Council for the Deaf website *(www.wcdeaf.org.uk/)*

##### Hearing Dogs for the Deaf - adults - hearing Hearing dogs for the deaf website *(www.hearingdogs.org.uk/)*

##### Wales Council for the Blind - adults - vision Wales Council for the blind website *(www.wcb-ccd.org.uk/index2.php)*

##### National Deaf Childrens Society - children - hearing National Deaf Childrens Society website *(www.ndcs.org.uk/family\_support/support\_in\_your\_area/wales/)*

##### NHS audiology services offer email appointment system for all patients

##### High street opticians offer low visual service for assession and provision of low visual aids

## My Health Online

If you would like to book, check or cancel a GP appointment, you can do this online using our online booking service, My Health Online (MHOL). You can also use the service to order your repeat prescriptions. You can also book a GP telephone appointment (please remember to enter your contact phone number when you book and that these appointments should not be booked where you need a physical examination).

Before you can create a MHOL account, you will need to register for this service. You can either register online or by completing at registration form at the practice. You will need to bring a form of ID (passport, driving licence, birth certificate) to complete your registration and will need to provide us with your email address, so if you register online you will still need to bring this in.

If you register at the practice, we will provide you with a registration letter that will contain the following information.

* MHOL web address
* Practice ID
* Patient ID (NHS number)
* Registration token (this token has a one month life and will expire if you do not use it to register for an account within a month). Once it has expired, you will need to obtain a new registration letter from the practice

To save time, you can print off a form, which you can hand to a receptionist, if you visit the practice to register.

Request to register a MHOL account

Request to register a MHOL account for someone else

Once you have this information, you can create your account using the following link, www.myhealthonline-inps2.wales.nhs.uk *(www.myhealthonline-inps2.wales.nhs.uk)* . Please note that, as a parent/guardian, you can register children below the age of 13 for the service. Once a child is 13, we will require the child's permission for the parent/guardian to register them on their behalf. Once a child is over the age of 16, they will need to register in their own name.

If a family wishes to use a single email address for all members of the family, that is fine.

If you have any difficulties accessing or using the service, please use the link below to access guidance

https://my-health-online.helpscoutdocs.com/

If you are still unable to resolve a problem, click on Contact Website Support located on the bottom left hand corner of the MHOL website page or use the link MHOL Website Support

## Central Park Pharmacy

Cental Park Pharmacy is situated in the practice's Church Village site. It offers the following services:

* Repeat prescription collection service
* Delivery service
* Travel medicines
* Veterinary medicines
* Over the counter medicines
* Blood pressure testing

Opening hours: Mon-Fri 9am-1pm and 2pm-6pm

Repeat prescription collection service

Just follow the steps below:

* check which items you require
* contact the pharmacy or drop your repeat into the pharmacy. You can also order online with PillManager
* Collect your medication in 48 hours (excluding weekends and bank holidays)

Central Park Pharmacy is a registered pharmacy with the General Pharmaceutical Society. The pharmacy does not hold an NHS pharmaceutical contract and therefore it cannot be reimbursed for the provision of NHS prescrptions or services. It will act as an order and collection point for your prescribed medication. Central Park Pharmacy will, upon receipt of your prescription request, transfer the repeat to Creigiau Pharmacy, who will liaise with the surgery. The repeat prescription, once signed by the GP, will be dispensed, labelled, checked and bagged at Creigiau Pharmacy, before being returned to Central Park Pharmacy, ready for collection after 48 hours, excluding weekends and bank holidays.

There will always be a pharmacist on duty to answer your general queries, as part of their role as a pharmacist. They will liaise on your behalf with Creigiau Pharmacy and the surgery but, on some occasions, you will be referred to the pharmacist at Creigiau Pharmacy for script-specific queries. Full NHS service provision is available at Creigiau Pharmacy. Therefore, if you require additional services, please speak to your pharmacist, who will be happy to liaise on your behalf.

## Carers direct

*(www.nhs.uk/carersdirect/Pages/CarersDirectHome.aspx)*

### Are You a Carer?

If you are **please let us know** - we may be able to help you

There is a wealth of information on NHS Choices *(www.nhs.uk/carersdirect/Pages/CarersDirectHome.aspx)* about carers and caring. Below are some links into the site that we hope you will find useful.

* Caring for a parent *(www.nhs.uk/video/pages/medialibrary.aspx?Page=1&Filter=&Id={6F24B98E-41DC-499F-B97C-0A2C688F5100}&Tag=Carers&Title=NHS+VIDEOS+|+Caring+for+a+parent+at+home&Uri=video/2009/November/Pages/Caringforaparentathome.aspx)*

Watch this video on: caring for a parent at home

* Telling people *(www.nhs.uk/CarersDirect/yourself/relationships/Pages/telling-friends.aspx)*

Caring responsibilities can make it difficult to maintain friendships or develop new ones. Telling your friends you're a carer is important so they understand and can support you.

* Taking a break *(www.nhs.uk/CarersDirect/yourself/timeoff/Pages/Overview.aspx)*

Caring for someone can be a full-time job, but it's essential that you take time out for yourself too. Read our guide to accessing breaks and respite.

* Housing and carers *(www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Housing.aspx)*

Do you know your tenancy rights as a carer? Are you aware of all your care at home options? Do you need tips on moving someone around the home?

### Contact Carers Direct

Telephone

0808 802 0202

Helpline Information

http://www.nhs.uk/carersdirect/carerslives/updates/pages/carersdirecthelpline.aspx *(www.nhs.uk/carersdirect/carerslives/updates/pages/carersdirecthelpline.aspx)*

Email

CarersDirect@nhschoices.nhs.uk

Office Hours

Lines are open 8am to 9pm Monday to Friday, 11am to 4pm at weekends. Calls are free from UK landlines.

### Carers support groups

### Finance and Law

Help claiming benefits, looking after your bank balance and understanding the legal issues of caring.

* Benefits for carers *(www.nhs.uk/carersdirect/moneyandlegal/carersbenefits)*

Directing carers to the benefits that can help them in their caring role

* Benefits for the person you care for *(www.nhs.uk/carersdirect/moneyandlegal/disabilitybenefits)*

Advice and information on helping the person you look after get the benefits that they are entitled to

* Death and benefits *(www.nhs.uk/carersdirect/moneyandlegal/deathandbenefits)*

How your benefits maybe affected after the death of the person you look after and what happens to their benefits

* Managing someone's legal affairs *(www.nhs.uk/carersdirect/moneyandlegal/legal)*

Advice for when carers find they have to take over the legal affairs of the person they are looking after

* Other benefits *(www.nhs.uk/carersdirect/moneyandlegal/otherbenefits)*

Advice for carers and the people they are looking after on claiming a whole host of other benefits unrelated to their disability or caring

* Personal and household finance *(www.nhs.uk/carersdirect/moneyandlegal/finance)*

Advice on keeping a tight rein on household and personal finance for carers

* Social fund *(www.nhs.uk/carersdirect/moneyandlegal/socialfund)*
* Tax credits *(www.nhs.uk/carersdirect/moneyandlegal/taxcredits)*

Information on claiming tax credits and whether you might be eligible

## Useful contacts

In alphabetical order

AIDS helpine (Terence Higgins Trust) - 029 2066 6465

Alcoholics Anonymous - 029 2037 3939

Ambulance - booking - 0800 328 2332

Ambulance (enquiries only) - 01443 443416

CALL mental health helpline - 0800 132 737

Citizens Advice Bureau - 01443 409963

Community Health Council - 01443 405830

CRUSE bereavement counselling - 0845 758 5565

Cwm Taf health board - 01443 824400

DAN drug and alcohol helpline - 0800 6 33 55 88

Domestic violence and sexual violence helpline - 0808 801 0800

Emergency dental care (9am - 4.30pm) - 01443 680166

Llandough Hospital - 029 2071 1711

Llwynypia Hospital - 01443 440440

Mencap Cymru - 0808 808 1111

NHS Direct Wales - 0845 4647

Out of Hours Service (including emergency dental care) - 0300 123 5060

Prince Charles Hospital, Merthyr Tydfil - 01685 721721

Rookwood Hospital - 029 2056 6281

Royal Glamorgan Hospital - 01443 443443

Samaritans - 029 2034 4022

Spire hospital, Cardiff - 029 2073 5515

Taff Ely Drug Support 01685 880090

Tonteg Child and Family centre - 01443 443012

University Hospital of Wales - 029 2074 7747

Vale hospital, Hensol - 01656 752752

Velindre Hospital - 029 2061 5888

Wales Dementia helpline - 0808 141 0043

Y Bwthyn, Pontypridd - 01443 443788

## Community services

Services within the community provided by the voluntary sector can be accessed via the community co-ordinator team, based in Interlink RCT. This team works to provide connections between individuals, communities and organisations.

The co-ordinator for Taff Ely is Karen Powell, whose contact details are shown below.

Mobile - 07580 869970

Email kpowell@interlinkrct.org.uk

The team is very happy to take referrals directly from patients or you can discuss your needs with a GP, who can make contact on your behalf.

An example of how a patient was helped recently by the team - a lady had suffered a stroke and, although she had regained the ability to be mobile around her home, she was not confident to go out on her own. She contacted the team to see if someone could help to take her shopping once a week. She was put in touch with a voluntary befriender, who took her out shopping. The relationship between the befriender and the patient developed so that she was also taken out to social events such as a craft class and afternoon tea. The patient has since regained her confidence to the point where she is able to go out on her own but has maintained contact with her befriender as a friend.

The team publishes a regular newsletter of events - a copy of the latest newsletter can be accessed below.

March bulletin

In addition you can search for local groups, activities, facilities and services provided by the community and voluntary sector in RCT by using the service Findagroup.

http://findagroup.cymru/ *(findagroup.cymru/)*

The service includes a huge range of activities and services across all communities providing activities and services for people of all ages and abilities. Findagroup has been developed by Interlink and Voluntary Action Merthyr Tydful to promote the work of the community and voluntary sector (also called the third sector). This includes members of the public looking for find something they want to do or a service they need, as well as people organisations like the practice looking for services for their patients.

If anyone is interested in registering their own group to provide services for others, this can be done at

http://findagroup.cymru/members/login#register *(findagroup.cymru/members/login#register)*

HAPI project (healthy, aspiring, prosperous and inclusive)

This project provides health and wellbeing activities in the Rhydyfelin area which patients can refer themselves to - as shown in the attached timetable

HAPI project timetable September to December

A copy of the carers' newsletter Carers News is attached below, in English and Welsh versions

Carers News - English

Carers News - Welsh

Please see attached above our What’s On RCT 2017, could I ask you to share and pass this information onto those who may benefit from accessing our services.

Alzheimer's Society

The society has a number of services that may benefit those affected by dementia, such as;

**- User Involvement**; participation in Media, Interview Panels, SURP Group and much more for both person diagnosed with dementia and carer.

- **Live Well with Dementia**; This is a new programme set up for those in the early stages of dementia to gain understanding of their diagnosis, support available for them to continue to live independently and a chance to learn new ways of coping with change and everyday tasks.

- **Arts & Crafts Group**; As some of you may be aware our Pottery group in Garth Olwg, Life Long Learning Centre stopped running due to unforeseen circumstances however, following discussions over the last month with facilitators and venues a new Arts & Crafts Group will be starting in Garth Olwg but on a weekly basis, every Monday.

If these are of interest, please contact Gareth Lewis on 01685 353919 or email gareth.lewis@alzheimers.org.uk

## Practice policies

### Confidentiality & medical records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

* To provide further medical treatment for you e.g. from district nurses and hospital services.
* To help you get other services e.g. from the social work department. This requires your consent.
* When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Please refer to the following document for further details.

Your information, your rights

#### Freedom of Information

Information about the General Practioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

#### Access to records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the practice manager and may be subject to an administration charge. No information will be released without the patient consent unless we are legally obliged to do so.

### Violence Policy

The NHS operate a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and the circumstances leading to it.

## In times of bereavement

#### If someone dies at home

1. Telephone the doctor who will visit to confirm that death has taken place.

2. Contact a funeral director.

3. Arrange to collect the doctor's Medical Certificate of Death (usually from the surgery).

4. Take this to the Registrars Office, (together with the deceased's Medical Card and Birth Certificate, if available) for the area in which the death took place. Alternatively you can register by declaration at any convenient Registrars Office but certificates will not be available as these will have to be posted to you a few days later.

5. The Registrar will normally issue a Green coloured certificate for you to give to your funeral director who will look after necessary arrangements for the funeral. The Registrar will also issue a white notification certificate for the DSS. They will also enquire as to the number of Certified Copies you require for dealing with the deceased finances (a fee is payable for each copy).

#### If someone dies in hospital

1. Contact a funeral director to inform him his services are required.

2. Collect the certificate from the hospital then follow 4 - 5 as above

#### Note for cremation

Your funeral director will usually liaise directly with the surgery regarding the additional certification required.

## Live well

**Public Health Wales screening programmes for young persons and adults**

Details of screening programmes can be found by using accessing the websites listed below:

Breast screening

http://www.breasttestwales.wales.nhs.uk/ *(www.breasttestwales.wales.nhs.uk/)*

Bowel screening

http://www.bowelscreening.wales.nhs.uk/ *(www.bowelscreening.wales.nhs.uk/)*

Cervical screening

http://www.cervicalscreeningwales.wales.nhs.uk/ *(www.cervicalscreeningwales.wales.nhs.uk/)*

Abdominal aortic aneurysm screening

http://www.aaascreening.wales.nhs.uk/ *(www.aaascreening.wales.nhs.uk/)*

Diabetic retinopathy

http://www.cardiffandvaleuhb.wales.nhs.uk/drssw *(www.cardiffandvaleuhb.wales.nhs.uk/drssw)*

We encourage all patients to engage with screening programmes, for which they qualify and to respond to screening invitations.

**Dementia**

Public Health Wales has published a leaflet on dementia risk reduction which can be accessed below.

http://change4lifewales.org.uk/adults/dementia/information/?lang=en *(change4lifewales.org.uk/adults/dementia/information/?lang=en)*

Dementia risk reduction leaflet

## Family first aid box

# Family first aid box

Here is a list of useful items to keep in the family first aid box.

* Store medicines safely in a box or cupboard with a lock.
* Keep them out of the reach of children.
* For any specific advice on medicines ask your pharmacist.

**Ibuprofen:**Ibuprofen is a useful analgesic for those suffering with earache, toothache, muscle ache. There is a liquid preparation for children. Always read the label.

**Paracetamol:**Paracetamol is a useful medication for the treatment of colds, flu, headaches and muscle aches.
Paracetamol syrup is available for younger children. Always read the directions on the bottle before taking the medication.

**Cough mixtures:**For most coughs, cough mixtures are on the whole probably no more effective than warm drinks of honey and lemon or Ribena.

**Antiseptic solution:**Can be useful for cleaning cuts and grazes.

**Vapour rub:**For inhalation in coughs and colds. Useful for children with stuffy noses and dry coughs. Not suitable for children under 4 months old.

**Dioralyte sachets:**Use to rehydrate children if they have diarrhoea or vomiting.

**Calamine creme:**Useful for irritating rashes, stings and sunburn. Dab on with cotton wool.

**Dressings & other equipment:**Crepe bandages, plasters, cotton wool and adherent surgical tape for cuts, sprains and bruises.

**Scissors**

**Thermometer** – for fevers

**Tweezers** – useful for splinters

**Disclaimer:**Always consult a pharmacist or your doctor if you have any queries regarding medication and their uses. Always read the label on medication.

## Staff Details

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| **Doctors** |
| Dr Kurt Burkhardt | Dr Burkhardt (Senior Partner)MB BCh, MSc, MRCGP, DRCOG, Dip Ther, DPD, Dip Med Tox Cardiff 1984Dr Burkhardt joined the practice in 1989 and was appointed senior partner of the practice in 2013. Dr Burkhardt works 4 days a week in the practice and also works as a Clinical Director for Cwm Taf health board for one day a week. He has a particular interest in therapeutics and liaises closely with the health board on medication issues. He is also the lead GP for diabetes and medical student education within the practice. |
| Dr Gavin Marsh | MB BCh, BAO, BA(TCD), MRCGP, MRCP, FRCOphth Dublin 1988 (Partner)Dr Marsh joined the practice in 2000. Dr Marsh works 4 days a week in the practice. Dr Marsh carries out minor operations within the practice’s regular minor operations clinics. Dr Marsh is also a GP trainer, responsible for training the GP registrars, who work in the practice as part of their GP training. Dr Marsh's area of medical interest is in ophthalmology. |
| Dr Howel Davies | MB BS, MRCGP, DSM, DFFP London 1993 (Partner)Dr Davies joined the practice in 2002. Dr Davies works 4 days a week in the practice. Dr Davies carries out minor operations within the practice’s regular minor operations clinics. Dr Davies is also a GP trainer, responsible for training the GP registrars, who work in the practice as part of their GP training. Dr Davies' area of medical interest is in orthopaedic medicine and he also runs a drug misuse clinic at the practice. He is an honorary tutor at the School of Pharmacy at University Hospital Wales. Dr Davies is happy to carry out consultations in Welsh so if you would like to have an appointment conducted in Welsh, please request an appointment with Dr Davies. |
| Dr Sara Street | MBBCh Cardiff 2007, MRCGP, DRCOG and DFSRH (GP partner)Dr Street joined the practice in 2013, initially as a salaried GP and then a partner from July 2016. She works three days a week at the practice and has a particular interest in women's heath - she is qualified to fit IUCDs and contraceptive implants. |
| Dr Lisa Thomas | MBBCh Cardiff 2007 DCH (GP partner)Dr Thomas joined the practice in September 2015, initially as a salaried GP and then a partner from July 2016. She works three days at the practice. Dr Thomas' special interests are in women's health and in respiratory medicine. |
| Dr Harry Davies | MB BCh MRCGP (GP partner)Dr Harry Davies joined the practice in August 2016 as a partner having completed his GP training with the practice. Dr Davies works 4 days a week at the practice. |
| Dr Alasdair Jessup | MB ChB Aberdeen 2007, MRCGP, DRCOG (Partner)Dr Jessup joined the practice in April 2016 as a salaried GP. Dr Jessup works 8 sessions a week at the practice. He became a partner in October 2017. |
| Dr Anne Ueberhorst | State Exam Med Bonn, Germany 1991 (Salaried GP)Dr Ueberhorst joined the practice in 2000, initially as a GP retainer, then as a salaried GP from 2010. Dr Ueberhorst works two and a half days at the practice. |
| Dr Martin Denley |  |
| Dr Paula Hannant |  |

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| **Nurses** |
| Sister Hawys Youlden | BSc, RGNSister Youlden is the lead practice nurse and leads the team of practice nurses and health care assistants. She works full-time. She is a fluent Welsh speaker and is happy to conduct appointments in Welsh if patients wish. Sister Youlden specialises in the management of asthma and COPD in addition to carrying out general nursing appointments. |
| Sister Emma Thomas | RNSister Thomas is the practice nursing team's specialist in diabetes management. She also covers management of COPD as well as general nursing appointments.  |
| Sister Kelly Gowan | Practice nurses are qualified and registered nurses. They can help with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears.If you would like to have a nurse appointment conducted in Welsh, please ask to book your appointment with Sister Hawys Youlden. |

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| **Healthcare Assistants** |
| Mrs Deborah Radford | Deb Radford, one of our healthcare assistants. |
| Mrs Lysha Owen | Lysha Owen, one of our healthcare assistants. |
| Ms Donna Buckley | Donna Buckley is the practice phlebotomist. |

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| **Practice Management** |
|  | **Mrs Sarah Moore** Practice Manager**Mrs Sharon Pearson** Deputy ManagerThe practice manager is responsible for managing all of the business aspects of the practice such as making sure that the right systems and procedures are in place to provide a high quality of patient care, human resources, finance, patient safety, premises, equipment and information technology. The practice manager supports the GPs and other medical professionals with delivering patient services and also helps to develop extended services to enhance patient care. |

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| **Administration** |
|  | **Mrs Marcia Coles** Repeat Prescribing Administrator**Mrs Emma Bailey** Medical secretary / prescription administrator**Mrs Jacqui Thomas** Administrator**Mrs Karen Turner** Reception supervisor**Ms Linda Sheppard** Senior workflow administrator**Mrs Elizabeth Edwards** Workflow administrator |

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| **Reception** |
|  | **Miss Justina Phillips****Ms Tina Liddington** **Mrs Debra Real** **Miss Jade Ali****Mrs Vikki Bond****Mrs Jayne Wilkins****Miss Donna Buckley****Mrs Hazel Palmer****Mrs Belinda Williams****Mrs Jolene Moynihan-Walsh****Mrs Maxine Williams**Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Receptionists make most of the patient appointments with the GPs and nurses. They also perform other important tasks such as dealing with financial claims, dealing with patient records and carrying out searches and practice audits. |

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| **Secretaries** |
|  | **Mrs Caroline Yaw** |

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| **Community Nurses** |
|  | **Sister Angela Jones** and team |

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| **Health Visitors** |
|  | **Ms Dee Williams and team** A health visitor is a registered nurse who has received training particularly related to babies, children and pregnant women. Their role is to provide families with children under five years old with support and advice around the general aspects of mental, physical and social wellbeing. |

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| **Attached Staff** |
|  | **Community midwives** **Counsellors** **CDAT (Community Drug and Alcohol Team)** |