

# North Cardiff Medical Centre

**Tel: (029) 2076 4444**

Email: [ncmc@gp-w97015.wales.nhs.uk](mailto:ncmc@gp-w97015.wales.nhs.uk)

Website: [www.northcardiffmedicalcentre.co.uk](http://www.northcardiffmedicalcentre.co.uk)

NHS Direct (Call 24 hours) 0845 46 47



**ncmc ncmc ncmc ncmc**

# NORTH CARDIFF MEDICAL CENTRE

Excellence in Patient Care

## Welcome To The Practice

Our General Practice Partnership dates back to 1955. We operate from two sites - Excalibur Drive and 67 Thornhill Road. Our practice takes a team approach to its work and involves its entire complement of highly trained clinical and administrative staff in the development and delivery of high quality modern healthcare.

## Premises Facilities And Access

Our Excalibur Drive site was destroyed by fire in 2007. Following an extensive planning and re-build programme, we moved into the new surgery in May 2010. Our Thornhill Road site is a converted residential property which has been extended and refurbished to high standards. Both surgeries are fully computerised which provides for a "paper-light" environment, with all consultations entered onto computer and clinical correspondence scanned into individual patient records. The practice is involved in GP training, nurse training, undergraduate and post-graduate medical education, research and providing healthcare in the workplace.

Either surgery can be easily accessed by bus, car or on foot. The Excalibur Drive site enjoys shared parking with Sainsbury's supermarket and the Thornhill Road premises has a car park at the rear. Dedicated parking facilities for disabled patients are provided close to the entrance of both buildings.

### Do You Wear A Hearing Aid?



If the answer is YES, we have an induction loop system at our Excalibur Drive site and a portable system at Thornhill Road. If you wish to utilise the portable facility, please advise when telephoning or attending reception.



**making life a little easier**  
free repeat prescription and medicines management service



We care about your health, which is why we've developed a prescription and medicines management service with a difference

- Comprehensive management of your medicines by qualified pharmacists together with your GP
- Free annual review of your medication by our clinical pharmacist
- Free phone number to order your prescription
- Free prescription delivery

To register for this service please complete a form available from the pharmacy

Contact us today

**freephone: 0800 988 3003**

[www.insync-pharmacy.co.uk](http://www.insync-pharmacy.co.uk)

67 Thornhill Road, Llanishen





### Cost Effective Occupational Health Solutions

### Ensuring Healthy People = Healthy Organisations

Excalibur Drive, Thornhill, Cardiff CF14 9BB

Tel: 029 2076 1550  
www.insynchealth.co.uk  
enquiries@insynchealth.co.uk

**Cost effective Healthcare Solutions for Business**  
Insync Corporate Healthcare (ICH) Limited coordinates Occupational Health Services from its headquarters in Cardiff. "We have over 25 years' experience of providing Occupational Health Services to public and private sector companies throughout Wales and the United Kingdom," explained Dr Richard Jones, Managing Director. "Effective occupational health management ensures that the effects of work on health and the effects of health on work do not impact financially on your business. Our professional team is able to deliver the full range of Occupational Health Services including health screening, workstation assessments, immunisations, sickness absence management, and health promotion programmes."

Advertising Feature

Dr Jones, who is widely recognised for his contribution to the development of occupational services in a number of major organisations in South Wales, states: "We can put your organisation in control of your organisation's health risks and positively impact on the health and well being of your company and employees."

For further information please call 029 2076 1550 or visit [www.insynchealth.co.uk](http://www.insynchealth.co.uk).

## Contact Details

<b>North Cardiff Medical Centre</b>	<b>Excalibur Drive</b>	<b>Thornhill Road</b>
<b>Opening Hours:</b> Monday - Friday	8.15am-6.30pm	8.15am-6.00pm
<b>Address</b>	Excalibur Drive Thornhill Cardiff CF14 9BB	67 Thornhill Road Llanishen Cardiff CF14 6PE
<b>General/Appointments</b>	(029) 2076 4444 Telephone lines open at 8.00am	Fax (029) 2074 1888
<b>Home Visit Arrangements</b>	(029) 2076 4444 Call before 10.00am please	
<b>Emergency Treatment</b>	(029) 2076 4444 or dial 999 When the surgery is closed, the answerphone will inform you of the contact details for the out-of-hours service.	
<b>NHS Direct</b>	0845 46 47	
<b>Website:</b>	<a href="http://www.northcardiffmedicalcentre.co.uk">www.northcardiffmedicalcentre.co.uk</a>	

## Your local Plumbing and Heating Engineer

Putting up a couple of shelves is one thing, but trying a bit of DIY on your plumbing or heating system can not only be dangerous and expensive, but could also drop you in hot water with the law!

Many people are happy to do minor jobs like changing a tap washer but for anything else you are best to leave it in the hands of the professionals. DIY interference with plumbing and heating systems can result in serious damage, expensive repair bills and potential health hazards.

Don't take the risk of endangering your property, your own or your family's health or risk breaking the law. For your plumbing and heating problems always call the expert services of your local professional plumbing and heating engineer. To deal with your gas boiler they will need to be Gas Safe registered (formerly Corgi).

From a new outside tap to a new bathroom or full central heating system, talk to the experts who will give you sound advice based on many years' experience.



Tel: 029 2061 8644  
Mob: 07855 965775

**GAS  
RIGHT  
SERVICES**

**Central heating installation  
Servicing  
Breakdown**

**Landlords' gas safety  
Power flushing  
Gas appliance safety checks  
Bathrooms and kitchens fitted  
City and Guilds plumbers**

**Local  
Residents!**

Email: [lawrence.w1964@gmail.com](mailto:lawrence.w1964@gmail.com)  
[www.gasrightservices.com](http://www.gasrightservices.com)

## Registering As A Patient

If you live within the area shown on the map on the back cover of this booklet, you are able to register as a patient. Please telephone (029) 2076 4444, or visit reception for details. You will be asked to complete a 'new patient health questionnaire' and to make an appointment with a practice nurse at your earliest convenience, to complete the registration process.

Advertising Feature

## How To Access Your NHS Services

### Appointments

We run a system which aims to ensure all patients have access to a healthcare professional within 24 hours. Simply telephone the surgery to book an appointment on the morning of the day you wish to be seen. We will do our best to give you an appointment at a convenient time on that day. We understand that it is sometimes necessary to book appointments in advance, and because of this, appointment slots between 8.30 - 9.00am can be pre-booked up to two weeks in advance, but please only use this facility if you are unable to make an appointment on the morning of the day you wish to be seen. Pre-bookable appointments will be allocated on the basis of clinical need/your ability to attend a "same-day" appointment. You have a right to see a particular healthcare professional if you wish, but you may have to wait longer for an appointment.

**A considerable number of appointment slots are lost each day due to patients failing to attend without giving prior notice. Please let us know as soon as possible if you are unable to attend an appointment. Patients arriving late may be required to make an alternative appointment.**

### Telephone Consultations

When you contact the surgery you will be offered the opportunity to have a telephone consultation instead of an appointment in the surgery. If it is felt necessary, the clinician will book you an appointment to be seen by the most appropriate healthcare professional.

### Home Visits

Home visits are recognised as an important aspect of modern general practice in the UK. Requests for home visits will be assessed by the clinical team and should a visit be considered appropriate, then a member of the team (doctor, district nurse, midwife or health visitor) will visit.

### Emergency Treatment - Surgery Hours

Please telephone (029) 2076 4444. After taking brief details the receptionist will contact the duty doctor. If appropriate and it is medically possible for you to attend the surgery, you will be given an appointment by the doctor. **Should there be any delay or difficulty in contacting the surgery and the patient is unconscious, suffering heavy blood loss, severe breathlessness or chest pain you should dial 999 and request an ambulance.**

### Emergency Treatment - Out of Hours

'Out of hours' is defined as that period between 6.30pm - 8.00am on weekdays, plus all day at the weekends, Bank Holidays and other public holidays. The out-of-hours service is intended for patients who need immediate medical attention outside of normal surgery hours and who cannot wait until the practice is next open. Please telephone (029) 2076 4444. A recorded message will provide you with the contact details for the out-of-hours service.

**If you are in any doubt about whether emergency treatment is appropriate, please contact NHS Direct (0845 46 47) for advice.**

## The Patient Charter

### As a patient of the practice you have a right to:

- Be treated as an individual, with courtesy, respect and dignity at all times.
- Be given the names of people involved in your care.
- Be offered a health check appointment on registering with the practice.
- Be seen, under normal circumstances, within 30 minutes of your appointment or be given the reason for the delay and have the right to make another appointment.
- Be given, under normal circumstances, a routine appointment within two working days.
- Be seen without an appointment when warranted by a condition that you feel needs to be dealt with that day - such occasions may result in waiting times exceeding 30 minutes.
- Receive advice or action that you can take to promote good health.
- Be given the most appropriate care by suitably qualified people and no care or treatment will be given without your informed consent.
- Be referred to a consultant acceptable to you when the doctor feels it is necessary.
- Choose whether or not to take part in medical research or to receive medical advice over the telephone.
- Have access to your health records subject to any limitations in the law.
- Have access to suitably qualified clinical personnel at all times for emergencies.
- Expect a complaint to be handled in accordance with health service guidelines and to receive a leaflet describing the process.
- Obtain a copy of the practice booklet, from reception, which will give you details of all practice services etc that are available to you.

### What We Expect From You

- To telephone the surgery prior to attending for urgent treatment for which you do not have an appointment.
- To attend the surgery instead of requesting a home visit, when at all possible, to gain benefit from the facilities available. Home visits will normally be made only in true medical emergency situations, where for medical reasons, the patient is unable to attend surgery. Please note that under current NHS regulations should the doctor consider that the most clinically appropriate place for assessment is at the surgery or at our out-of-hours centre, then a home visit will not be made.
- To ask for emergency/night (out-of-hours) medical attention only when it is truly necessary and attend the emergency treatment centre if requested.
- To be on time for an appointment, or let us know as soon as possible if you cannot attend.
- To treat all the staff with courtesy and understanding. If you fail to do this or act aggressively or violently towards any members of staff, the police will be called and you will be removed from our patient list.



## Medical Advice

**NHS Direct** is a free medical telephone advice service. It is available 24 hours a day, every day of the year and should be used whenever you have a concern about your health or a health related matter, but are unsure what action to take.

Telephone: 0845 46 47 Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## The A–Z of Practice Services

The services we offer attempt to prevent illness and ensure patients are given the opportunity to stay well and live more healthily, as well as providing treatment and advice relating to specific or ongoing illnesses and conditions.

### • *Antenatal Clinic*

Midwifery-led clinics are held at both surgery sites.

### • *Cervical Cytology/Screening*

These are three-yearly checks for which you will receive a reminder letter. Advice is also given on breast examination techniques.

### • *Childhood Vaccinations And Immunisations*

### • *Child Health Surveillance*

We run a weekly well baby clinic on Tuesday afternoons by appointment only. This clinic is run by practice nurses and health visitors and provides regular monitoring and immunisations for children from birth to five years of age.

### • *Chronic Disease Management*

Nurse-led management of chronic conditions.

### • *Contraceptive Services*

Please contact the surgery for details of the range of services provided. Our nursing team have appropriate training and experience and will be able to discuss your needs and provide suitable information leaflets.

### • *Counselling*

Referrals to the practice counsellor can be made following a consultation with a clinician.

### • *Erectile Dysfunction*

Please see Sexual Health.

### • *Family Planning*

Please see Contraceptive Services above.

### • *INR (Warfarin) Monitoring*

This service is co-ordinated by the nurse practitioner. It monitors and offers advice to patients on all anti-coagulant medication eg warfarin. Please book an appointment at reception.

### • *Insurance Claims*

Please contact the reception team for advice. You will be notified of any charges in advance of completion by the clinician. Please complete claim forms in full.

### • *Maternity Services*

This excludes intra partum care. See Antenatal Clinic.

### • *Menopause Management*

Advice and guidance is offered including hormone replacement therapy (HRT). Please book an appointment with a practice nurse.

### • *Minor Surgery*

This includes procedures such as curettage, cautery, cryocautery of skin lesions. An appointment will be arranged following initial consultation with a clinician. This service is provided by GPs with a special interest in minor surgical procedures.

### • *Obesity*

Advice and help in losing weight is available. Please book an appointment with a practice nurse.

### • *Repeat Prescriptions*

Requests for repeat medication can be made by returning the prescription counterfoil to the box in the lobby area of both surgeries or by email to [prescriptions@gp-w97015.wales.nhs.uk](mailto:prescriptions@gp-w97015.wales.nhs.uk). Please allow us 48 hours to action your prescription. Alternatively, you can nominate a local chemist (from a list available at reception) and we will arrange for your medication to be available for collection from that chemist within three working days.

Requests for repeat medication may also be made via our website. This can be found at: [www.northcardiffmedicalcentre.co.uk](http://www.northcardiffmedicalcentre.co.uk) Patients using this system can also request that their prescription be collected by a local pharmacy or collected within 48 hours from the surgery (this is the quickest way to order repeat prescriptions).

**We regret that telephone requests cannot be accepted.**

### • *Research*

The practice recognises the importance of providing high quality healthcare and the vital role of research. This may take the form of a clinical trial of new treatment of a disease or perhaps a study on how we provide a particular service within the practice. These activities increase our knowledge and enable us to contribute to the wider scientific community.

### • *Sexual Health*

These matters should initially be discussed in an appointment with a clinician. Specialist services can then be accessed and are available for certain conditions either via the NHS or privately.\*

## Sickness Certification

If you are unable to work due to illness, your employer may require sickness certification. For the first week of absence you may provide a self-certification form (SC2) obtained from your local benefits agency or your employer. You are not normally required to provide a medical certificate from your doctor unless your absence is for more than one week. However, if your employer insists on a medical certificate for an absence of less than one week, a private certificate may be issued at the doctor's discretion.\*

## Smoking Cessation

Advice is provided to assist patients to give up smoking. Please book an appointment with a practice nurse.

## Test Results

All test results are stored on our central computer system. Please telephone 029 2076 4444 between 9.30am and 6.30pm daily to obtain results.

## Vaccinations

### **Travel Vaccinations**

Advice and immunisations are given relative to the destination. For vaccinations to be fully effective, some need to be given at least two months before travelling. Some vaccinations are not available free on the NHS - please obtain advice from one of our practice nurses. You will be notified of any charges in advance of issue or administration.

### **Yellow Fever Centre (\*)**

North Cardiff Medical Centre is a recognised Yellow Fever centre for the immunisation of patients and non-patients who will be travelling abroad to countries where there is a high risk of contracting Yellow Fever. Please note that this service is not available on the NHS.

### **Hepatitis B (\*)**

Vaccination should be obtained by those working with blood or blood products eg doctors, nurses, carers, ambulance/police/fire personnel. Some vaccination schedules will generate a charge.

### **Flu Vaccinations**

These are provided during the Autumn for "at risk" patients eg those who have heart or respiratory disease, asthma or diabetes and/or aged 65 years or over.

### **Pneumonia**

We provide a vaccination for protection against some forms of pneumonia which is recommended for those patients at risk and aged 65+.

**(\* A fee may be payable for these services.)**



**Dr Christopher H Dalton B.D.S. (Wales)**  
**Dental Surgeon**  
Private Treatment  
Established Modern Family Practice

**Surgery Hours:**  
Mon – Fri 9.00am – 12.30pm  
& 2.00 – 5.30pm

7 Bishops Road  
Whitchurch  
Cardiff  
CF14 1LT

**Tel: 029 2061 7703**

## **Smile with Style!**

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy via regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population has some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital to, not only monitor tooth decay, but also to help prevent gum disease.

However, Dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be delighted to advise you exactly what is available, and the costs involved, to give you a smile to be proud of.



*The  
Independent  
Funeral Director  
With YOUR Interests At Heart*

# Green Willow Funerals

*Offering a  
Traditional  
and Eco Friendly  
Funeral Service*

*We Specialise in  
Tailoring Funerals  
to your exact needs  
and budget*



*Family Assisted  
Funerals.  
Female Attendants  
Woodland Burials.*

*Profits are  
given to local  
Charity*

Personal Care Day or Night  
Golden Charter Funeral Plans Available

*For Compassionate & Caring Service Call Now*  
**Cardiff 029 2075 5555**  
33 St Isan Road, Heath, Cardiff CF14 4LU

**Newport 01633 855350**  
Pillmawr Road, Newport NP20 6WN

**Dinas Powys 029 2051 4627**  
21a Station Road, Dinas Powys  
CF64 4DE



**Many Funeral Companies are run by large businesses,  
others are family owned.  
*We are family centred.***

**We are solely owned by the Trustees of the Cardiff YMCA,  
however we are managed and run independently by a staff  
dedicated to caring for your needs and those of your family.**

***Serving you first, and then the community.***

To advertise your business in our booklet call 0800 612 1516

## Family-Centred Funerals

At Green Willow Funerals Limited, we can carry out any traditional funeral followed by interment or cremation. However, we can also offer an integrated funeral which is in keeping with personal requirements in terms of content and cost.

Our family-centred funerals are tailored to meet individual wishes. We sit with the family and discuss the full range of options available - be it a religious service held at church, cremation or graveside, or a non-religious celebration. If members of the family wish to contribute with poetry, readings, or specific requests, we can provide a person to set the framework for the service. Alternatively, our officiant, having gathered details of the deceased, will plan a service directly related to his or her life.

We also have a number of Ministers and Priests of different denominations, both men and women, who work with us in providing these services. Having said that, we are of course willing to work with any Minister or lay officiant of the family's choice.

Our aim is to provide a funeral that the family requests. Our funeral staff receive no commission, so there is no incentive to add unnecessary costs. Uniquely, Green Willow Funerals annually donates its profits to a local charity.

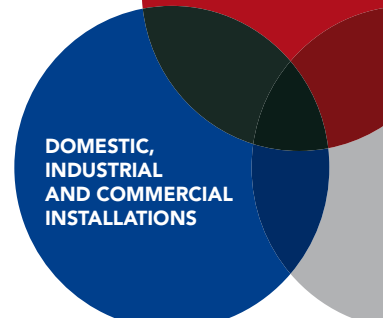
We know that we are unable to take the pain away following the loss of a loved one. We can, however, offer comfort and support by letting people know they are not alone. If we can go some way to making the situation better, we will have some satisfaction in knowing that we have done well.

Advertising Feature

## Finding An Electrician



FREE QUOTATIONS



- SMOKE ALARMS
- NEW INSTALLATIONS
- REWIRES
- ALTERATIONS
- MAINTENANCE
- PART P DOMESTIC INSTALLER
- FUSE BOARD UPGRADES
- SOCKETS
- LIGHTING

**CALL US NOW**  
ON 02920 615 171  
OR 07974 100 321



About 9,300 fires a year are reported as having an electrical source, which includes faulty or inadequate wiring. Cables, switches, socket-outlets and other equipment deteriorate with prolonged use, so they all need to be checked and necessary replacements or repairs made in good time.

If you are planning to extend or alter the electrical installation in your home, such as providing extra sockets in the kitchen, or adding new ceiling lights, don't attempt the installation yourself. Ensure you employ a competent electrician. The Government introduced a new law in January 2005, which demands that most electrical work in UK households is only carried out by a 'competent' person.

It is important that electrical work is carried out only by those with the necessary knowledge, skill and experience of the type of electrical work to be undertaken to enable them to avoid the dangers to themselves and others that electricity can create.

Advertising Feature

To feature your business in our booklet call 0800 612 1516



# Heathpark Hypnotherapy

Mike Donovan - Hypnotherapist  
MBA D.Hyp. CPNLP

Registered with the General Hypnotherapy Register

- Weight Loss
- Smoking Cessation
- Pain Control
- Phobias
- Neuro-Linguistic Programming
- Emotional Freedom Techniques
- Sleep Problems
- Stress
- Eating Disorders
- Eye Movement Desensitisation & Reprocessing

2 Murrayfield Road, Birchgrove, Cardiff CF14 4QW

Tel: 029 2063 0172 Mob: 07875 488546

Email: michael.donovan@ntlworld.com

www.heathparkhypnotherapy.co.uk

Evening & Weekend  
Appointments  
Home Visits Available

## Solutions For Life

HEATHPARK Hypnotherapy, established in 2007 by Michael Donovan, offers a range of solutions for all manner of emotional and psychological problems to clients of all ages.

Michael, who became interested in helping others after spending 12 years working in NHS mental health services, is qualified to offer hypnotherapy, psychotherapy, Neuro-Linguistic Programming (NLP), Emotional Freedom Technique (EFT) and Cognitive Behavioural Therapy.

“What I really wanted to do was help people to overcome their problems, and now see people who need assistance with sleeping problems, phobias, stress management, losing weight, stopping smoking and more,” said Michael, who takes a holistic approach, looking not just at the presenting condition but also any underlying factors.

“By getting to the heart of a problem we can hopefully find a more permanent solution.

“I gently guide my clients to find the solutions which are right for them, helping them to replace negative emotions and behaviours with new, positive patterns of thought and behaviour that can help them to make the changes necessary in their life.

“Hypnotherapy, for example, is a great way of making changes within the subconscious that effect how we think and feel. Contrary to popular belief, hypnotherapy is not a state of mind control, with the client in total control at all times.”

An advantage of using a number of different techniques is Michael’s ability to combine them where appropriate. “I can mix and match treatments to make sure they are as effective and reliable as possible,” he added.

To arrange a consultation or for more information, call (029) 2063 0172.

Advertising Feature

# CAPITAL CABS LTD

## 24 Hour Service

- Airport Transfers
- Contract & Account Work
- Pick Up & Delivery Service



**02920 777 777**



Email: [admin@capitalcabs.co.uk](mailto:admin@capitalcabs.co.uk)

[www.capitalcabs.co.uk](http://www.capitalcabs.co.uk)

### LET THE TAXI TAKE THE STRAIN!

You know the feeling - you've been feeling 'a bit under the weather' for some time, and have finally got around to making an appointment to see the Doctor. Do you really feel well enough to drive to the surgery? Or maybe you're already on medication from the Doctor and you've been advised not to drive. After all, it is vital to arrive in plenty of time for your appointment, and not to arrive stressed, which could mask other symptoms. So why not call a local taxi company? They will take you door to door, get you there on time, and no worries about parking the car either!!

Many older or disabled patients regularly use their local taxi firm for going shopping, keeping appointments, or going to visit friends. They appreciate and value the convenience and relatively low cost. Mums find a taxi has many, many advantages for transporting all the paraphernalia associated with keeping an appointment, at a fixed time, and having to take a baby and/or a young child with them.

Of course, your local taxi firm is just as invaluable when the car has broken down. Going out for a social occasion by taxi means you can enjoy the evening without the worries of drinking and driving or not getting home safely. Or that holiday with an early flight and all that luggage? No problem - and no parking charges at the airport either!

On all such occasions you need reliability, and that is where the local taxi firm with a good reputation comes in. Once a firm is known in the local community for punctuality, with safe and comfortable vehicles, word quickly spreads, and as well as turning to that firm over and over again themselves, satisfied customers are happy to spread the word among friends and family.

Advertising Feature





### An Outstanding Purpose Built Nursing Home Offering Professional 24 Hour Nursing Care

- A beautiful home on the border of Lisvane and Llanishen, Cardiff
  - 24 hour nursing care
  - Personal telephone in every room
  - En suite facilities in every room
  - Nurse call system
- Registered with CSSIW (Care and Social Services Inspectorate Wales)

For further details please telephone:

**029 2074 7575**  
or email [info@tycoch.com](mailto:info@tycoch.com)

105 Station Road, Llanishen, Cardiff CF14 5UW

You are welcome to visit our nursing home and see for yourself the excellent facilities and standard of professional care we offer

## Home from home feeling

At Ty Coch Nursing Home, established over 20 years ago by Steve Williams, the experienced team pride themselves on the high standards of care they provide to each of their residents.

“We’re noted for our friendly, personalised care for everyone who lives here,” said Paul Clarke, one of Ty Coch’s management team.

“We treat each resident as an individual, and our aim is to make Ty Coch feel like a home away from home.”

With 48 bedrooms, all of which are en suite, and plans for an extension that will add over 20 new state-of-the-art rooms, Ty Coch is a vibrant community in which residents are free to join in as much or as little as they wish.

“All of our rooms have a telephone and a nurse call point, and we encourage residents to bring their own possessions and small items of furniture with them to personalise their room,” said Paul.

“Food is prepared on the premises from, where possible, locally sourced produce. All our food is cooked fresh, and our menus reflect all tastes. Special dietary requirements are catered for.”

For rest and relaxation, Ty Coch has a sun lounge overlooking the picturesque, landscaped gardens. “We also have an activities coordinator who visits three times a week to make sure there’s always something going on,” added Paul.

Ty Coch was one of the first Welsh nursing homes to be awarded the prestigious ISO 9001-2000 quality management standard.

For more information call Jan Cruwys at Ty Coch Nursing Home on 029 2074 7575.

To feature your business in our booklet call 0800 612 1516



Opticians for all your eyecare needs.

A Primary Eye Care Clinic incorporating  
Optometrists & Ophthalmologists

Dr David A Woolf  
BSc PhD MCOptom FInstP  
Ophthalmic Optician  
WECE/PEARS accredited



**Tel: 029 2076 4963**

**Fax: 029 2075 8703**

email: [davidawoolf@medi-optics.co.uk](mailto:davidawoolf@medi-optics.co.uk)

12 Maryport Road, Roath Park, Cardiff, CF23 5JX

## A NEW VISION OF EYE CARE

Established in 2007 by experienced optometrist Dr David Woolf, Medi-Optics offer a full opticians service with a difference.

Before qualifying as an optometrist David worked as a research scientist in the Physics Department at Cardiff University. "I've spent that last decade building up the skills, experience and contacts that have enabled me to open up Medi-Optics."

Offering services for both NHS and private patients, David and his professional, welcoming team provide a complete eye care service that is as much about eye health as vision correction.

“The health of our patient's eyes is important to us, and that’s why all our sight examinations are carried out using the latest state-of-the-art equipment.”

Medi-Optics carries a wide range of frames to suit every style and pocket, from budget frames through to the latest designer names. “We also offer a complete contact lens and aftercare service,” David said.

"Having access to consultant ophthalmologists means that many patients can be treated on the premises without needing to visit busy hospital out-patients departments."

David was keen to stress that we shouldn't just take his word for the great service offered. A selection of patient feedback includes: “We love the professional set-up at Medi-Optics, with the ease of optometrist and ophthalmologist appointments all in one place” and “this really is a one-stop clinic”.

For more information or to book an appointment, call Medi-Optics on 029 2076 4963.

To feature your business in our booklet call 0800 612 1516

Advertising Feature  
Advertising Feature

# Optimize Personal Training

the personal touch that gets results



Paul Robertshaw provides:

- A unique "at-home" service which will re-energise or kick-start your weight-loss programme
- A tailor-made programme to suit you and your fitness level
- Nutritional advice

**FREE** health assessment/consultation prior to first session

Contact Paul today on: **07917 694347**  
 Email: [info@optimize-pt.co.uk](mailto:info@optimize-pt.co.uk)  
[www.optimize-pt.co.uk](http://www.optimize-pt.co.uk)

## How can Optimize Personal Training help YOU?

At Optimize Personal Training, we are aware of the importance of people's health and wellbeing. Exercise carried out correctly and on a regular basis can significantly improve your health by lowering blood pressure, reducing cardiovascular disease, reducing chances of diabetes and improving joint mobility. These are just to name a few.

Even knowing the health benefits, many people still struggle with going to the gym. This can be due to the environment itself, whether it is a case of feeling intimidated by the surroundings (such as equipment, people etc) or not being able to motivate oneself to get there.

This is where we come in. We offer a unique "at-home" training programme which is carefully designed to suit you. From weight loss to sports performance, rehabilitation from injury or reoccurring joint pains, we can guarantee to help with your goal.

Optimize Personal Training not only helps with training, we also offer free nutritional advice as part of your sessions.

We can help improve your quality of life.

The first step is picking up the phone, let us do the rest.

Advertising Feature

**HYDROTHERAPY** is a form of therapeutic exercise carried out in warm water, giving increased circulation to muscles, increased joint flexibility and reduced joint pain.

Hydrotherapy is used as a non-weight bearing exercise for your dog to help recovery from surgery or injury, or to improve conditions such as arthritis, hip and elbow dysplasia, ligament damage and muscle strain. It can also be used to strengthen muscles and improve fitness levels.

Due to the therapeutic properties of water you are able to start the rehabilitation process soon after surgery, resulting in a faster recovery period.

This exercise can be carried out either through free swimming in a pool, with or without the use of jets, or more controlled exercise in an underwater treadmill.

Whilst exercise in the pool is great for building up muscle strength without bearing any weight on the joints, the treadmill is excellent for those animals which need to learn how to place their feet again, or if you want to target specific muscle groups to increase muscle tone. Dogs don't have to have an injury to come to us. They may just love swimming or you may be interested in improving muscle tone and fitness levels. It is also an excellent way to exercise your dog if you yourself struggle to keep up with them!

## AQUA DOGS

Cardiff's Canine Hydrotherapy Centre

**DEDICATED TO DOGS!**



Our centre is equipped with a jet pool and underwater treadmill, offering hydrotherapy and physiotherapy treatment tailored to your dog's individual needs.

For a **FREE** consultation with your dog, please contact us on **029 2045 1278**

Unit 3, Seawall Court  
 Seawall Road, Splott  
 Cardiff CF24 5PQ

or visit our website at [www.aquadogs.org.uk](http://www.aquadogs.org.uk)



The Abram Partnership is one of the UK's leaders in advising those requiring specialist retirement and investment advice.

### Services

Our services help Millionaires, company owners and those approaching retirement to create and maintain personal wealth through creative and innovative strategies.

- Financial planning and retirement services
- Wealth management services
- Savings, protection and mortgages

**Our Goal** – to eliminate or significantly reduce the tax burden to our clients.



**Ken Abram** *MCFI Dip PFS Financial Coach*  
 Berkeley House, 41 Avonridge, Cardiff CF14 9AU  
[www.cardiffifa.com](http://www.cardiffifa.com)  
 Tel: 029 2069 3700 Mob: 07778 678777



FBS



**Transplants  
 save lives**

**Join the  
 NHS Organ Donor  
 Register**

**0845 60 60 400**  
[www.uktransplant.org.uk](http://www.uktransplant.org.uk)

## Patient Compliments, Comments and Complaints

In the pursuit of continually improving services to patients we welcome any comments or suggestions that you may wish to make. Please pass your views in writing or verbally to the practice manager, Sarah Morris, or use the suggestion box located at reception.

We operate a practice complaints procedure in accordance with the NHS system of dealing with complaints, which meets national criteria. Our Patient Information Leaflet gives details of the procedure and is available from reception. Our aim is to give you the highest possible standard of service.

## Confidentiality

All clinicians and members of staff at North Cardiff Medical Centre have a duty to respect and maintain patient confidentiality. Furthermore, subject to service provision requirements, NCMC contracts with third party healthcare individuals and organisations such as locum doctors, nurses, clinical agencies and pharmacists who have a professional duty of confidentiality. If you have any concerns or objections in relation to your information being shared with other healthcare professionals, please contact the practice manager. No personal information will be passed on to any other sources without your prior consent.

All personal information held by the practice is subject to the Data Protection Act (1998) and all staff and Clinicians are trained in the Caldicott Principles and Guidelines.

Further information and guidance about the appropriate sharing of clinical information can be found at <http://www.wales.nhs.uk/sites3/Documents/783/Confidentiality%20CodeofPractice.pdf>

## Patient Participation Group (PPG)

The practice has an active PPG who are patients at the practice and represent a cross section of the practice population. The group meets quarterly to discuss the development of the practice from a patient perspective and provides valuable feedback and information for the practice. The practice was the first in Cardiff to formally establish a PPG (2004) and the group is affiliated to the National Association for Patient Participation (NAPP). Please telephone the practice manager Sarah Morris if you wish to contact any of the PPG members

## The A-Z Of Private Services

A fee will be charged for these private services at a rate recommended by the British Medical Association. Please ask at reception for details.

- Employment certificates
- Erectile dysfunction advice and treatment
- Insurance claims
- Occupational health services - this is a private service provided by those partners with a special interest and experience in this field. Services are available to both individuals and organisations and include: specialist driving medicals and reports, pre-employment medicals, on-site employee health checks, sickness absence management, medical surveillance and

drug testing, executive screening, medical and biological monitoring including statutory examinations, lead, ionising radiation and asbestos, health promotion and education, COSHH, workplace risk assessment.

- Private claims
- Sickness certification
- Travel advice and vaccinations

## Who Does What...Who Is Best To See?

The practice provides a comprehensive healthcare service. Our doctors and nurse practitioners can provide a clinical diagnosis and suggest and prescribe appropriate treatments. Some doctors (and the nurse practitioner) are partners (business owners) of the practice and their clinical time and availability is limited as they are also responsible for the management and planning of services. GP registrars are medically qualified and many have a great deal of hospital experience, their training in the practice being centred on the role of the general practitioner.

**North Cardiff Medical Centre is a training practice** and on occasions patients may be asked for permission to video record their consultation. Video recording will only be undertaken with the patient's consent.

**Nurse practitioners** are registered general nurses (RGNs) who have completed an additional three year Honours Degree supported by advanced clinical training. Nurse practitioners can obtain and review medical histories and perform physical examinations, diagnose and treat common health problems.

**Practice nurses** are highly trained and have a wide range of clinical skills and expertise.

**Reception staff** are trained to advise on who is best to see. Our team of reception staff will treat you in a friendly and courteous manner and do all they can to help you. When requesting an appointment, in order to assist with the assessing priority, it may be necessary for our staff to enquire as to the nature of your condition. Any information provided to our reception staff, as to any other member of the practice team, is considered to be in confidence.

## Your Healthcare Team

### Partners

<b>Dr Michael C Bloomfield</b>	MBBCh (1976 Wales), DCH, DRCOG, MRCGP Special interests: sexual health, palliative care and minor surgery
<b>Dr Richard G H Jones</b>	MBChB, MRCGP (1996 Leicester) Special interests: mental health, occupational health and diabetes
<b>Dr Haydn G Mayo</b> Senior Partner	MBBCh (1986 Wales), DRCOG, MRCGP Special interests: diabetes, dermatology, minor surgery and cardiovascular disease







## Midwives

A team of midwives support the doctors in providing antenatal care. This is a comprehensive community maternity service. The practice does not participate in home delivery but arrangements may be made locally with other practices.

**Janice Snelling** Registered Midwife

## Social Worker

When patients need extra assistance at home, due to health circumstances, they will be referred to a social worker. Social workers are employed by the local authority and are no longer based within the practice. Contact details for Social Services are listed below.

Social Workers/Care (029) 2053 6444

Mobility Aids/Stairlifts (029) 2076 7404

Blue Badges (029) 2053 6259

## Freedom Of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from the practice manager.



**Generate more business  
with a Pay - Monthly  
website from OPG**

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

**from £20 per month**

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out more simply call  
0800 612 1408  
or email us at [payasyougo@opg.co.uk](mailto:payasyougo@opg.co.uk)**

**OPG - HELPING THE SMALL BUSINESS  
GROW FOR OVER 30 YEARS**

## Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To feature your business in our booklet call 0800 612 1516

If **YOU** are reading this,  
then so could patients  
looking for your kind  
of service.



To place an advertising feature  
in our practice booklets  
and book a daily reminder  
of your service on our  
appointment cards and website  
simply phone Jenny Mellenchip  
now on 0800 612 1516

## Notes

**PRACTICE BOOKLETS** ARE SPECIALLY PREPARED BY  
**Neighbourhood Direct Ltd** A MEMBER OF THE OLDROYD  
PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER Tel: 01253 722142 Fax: 01253 714020

Website: <http://www.opg.co.uk> Email: [info@opg.co.uk](mailto:info@opg.co.uk)

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.



# Map of The Practice Area

