

Pontprennau Medical Centre

DOCTORS

Dr Sarah E Davies (female)

MB BCh MRCGP DFSRH DRCOG 1994 UWCM

Dr Benjamin G Robinson (male)

MB BCh MRCGP 1997 UWCM

Dr Natalie Rees (female)

MB BCh MRCGP DFSRH 2003 UWCM

Dr Rhodri Hughes (male)

BMBCh MRCGP 2017 Oxford University

All of the above form a general partnership and is not a limited partnership

Contact details:

Telephone: 029 2073 9999

Website: <http://www.pontprennaumc.wales.nhs.uk/>

Pontprennau Medical Centre

33 Kenmare Mews

Cardiff CF23 8RJ

St David Medical Centre

Pentwyn Drive

Cardiff CF23 7SD

We welcome you to our Medical Practice situated in modern premises with easy access for the disabled. The Practice is computerised and offers comprehensive medical services.

Pontprennau Medical Centre is our main site where you will be seen for all pre-booked afternoon appointments any other clinics or services that we offer.

St David Medical Centre is our branch site. This is where you will be able to access additional 'same day' morning appointments.

Pontprennau Medical Centre Opening Hours

	<u>am</u>	<u>pm</u>
Monday	8.30– 12.30	2.00-5.45
Tuesday	8.30– 12.30	2.00-5.45
Wednesday	8.30 – 12.30	2.00-5.45
Thursday	8.30 – 12.30	2.00-5.45
Friday	8.30 – 12.30	2.00-5.45

St David Medical Centre Opening Hours

	<u>am</u>	<u>pm</u>
Monday	8.30 – 12.30	Closed
Tuesday	8.30 – 12.30	Closed
Wednesday	8.30 – 12.30	Closed
Thursday	8.30 – 12.30	Closed
Friday	8.30 – 12.30	Closed

PRACTICE STAFF

Practice Manager Mrs Julie Fraser

Practice Nurses Str Sue Wong RGN BSc
 Str Sian Lia RGN BSc
 Str Laura Harley RGN BSc MSC SCPHN

Health Visitors, District Nurse, Community Midwife, Counsellor, Smoking Counsellor, Reception Staff.

We are a training practice for doctors specialising in general practice.

These doctors will be working at the practice from time to time.

You may also find that medical school students will occasionally observe a consultation. You will be informed in advance and if you are not happy with this, please do not hesitate to tell the reception staff.

REGISTRATION

Generally we will only accept patients living within our defined practice area; details are available in reception and on our practice website. New patients registering with the practice will be asked to complete a “Health Questionnaire” and will be invited to have a simple medical if you are on any repeat medication.

Patients are registered with the practice, rather than an individual doctor. However, patients can express a preference of practitioner. We will try to comply with your request, but it might not always be possible, in which case we will explain the reasons.

In addition if you are unable to attend the surgery for a health check because of your medical condition a home visit may be arranged

We ask you for personal information to enable us to give you the very best care and treatment. This information is recorded on the computer and we are registered under the Data Protection Act. All members of staff are bound by strict rules of confidentiality.

HOW TO SEE THE DOCTOR

We operate a same day access surgery every morning (limited appointments available). Please contact reception for an allocated time. Afternoon surgery is by appointment only with times ranging from 3.00-5.20. If you cannot keep your appointment, please let us know. If the doors are closed & you need to speak to a doctor between 8am & 6.30pm, you should ring 20739999 & a message will give information on how to do this.

HOME VISITS

HOME VISITS ARE FOR THOSE WHO ARE TOO ILL TO ATTEND SURGERY AND FOR PROBLEMS THAT WILL NOT WAIT. Please try to telephone before 10.30 a.m.

OUT OF HOURS

When the surgery is closed always ring the Practice telephone number first. A recorded message will tell you how you can contact a Doctor. Please listen to the **whole** message. The Practice's Out of Hours cover will be undertaken by Cardiff & Vale University Health Board.

General medical advice can be obtained from NHS Direct on 03454647/
www.nhsdirect.wales.nhs.uk

REPEAT PRESCRIBING

All repeat prescriptions, which are authorised by the Doctors, are issued by computer. To obtain a repeat prescription please leave the request slip issued with every prescription at Reception or alternatively you may post your request to us.

REPEAT PRESCRIPTIONS WILL BE READY FOR COLLECTION 48 HRS AFTER WE RECEIVE THEM.

Please do not telephone for repeat prescriptions.

RESULTS

The Receptionist will be able to give you results of investigations after 2.00 pm, either at the counter or by telephone.

PRACTICE NURSE

Our Practice Nurses is available every weekday by appointment at times ranging from 8.30-5.15. Their services include:

- Blood pressure and heart disease risk assessment
- Asthma Clinic & Diabetic Clinics
- Family Planning & Smear test
- Healthy lifestyle advice
- Travel advice and immunisation
- Dressings & Removal of stitches

PHLEBOTOMIST

Our phlebotomist is available for blood tests on Wednesday 1:30 – 3:30pm at Pontprennau & Friday 8:30 -11.50am at Pontprennau. Clinics in our branch surgery are held on Monday 8:30 -10.30 and Tuesday 8.30 -10.30.

HEALTH VISITORS

The Health Visitors are based at the Pentwyn Health Centre and are able to offer advice particularly on care of the under 5's, immunisation, feeding and behavioural problems. They hold baby clinics on Tuesdays 1.00-3.00pm or may be contacted during the week by telephone on 20 735 003

ON-LINE SERVICES

You can now order repeat prescriptions on-line. Please ask at reception for a registration form.

The practice also offers appointment reminders via text message; if you would like to be part of this service please ensure that we always have the most up to date mobile number.

COULD YOU:

- Inform us of any changes in your name, address or telephone number.
 - Let us know in good time if you are unable to keep your appointment.
 - Check in on your arrival.
 - Make a separate appointment for each person to be seen.
 - Only request a house visit if you are too ill to come to surgery.
 - Only use the out of hour's service for problems that cannot wait until the surgery next opens.
 - Request repeat prescriptions in good time – don't wait until you run out.
- Ask if you don't understand advice given to you.
- Tell us if you are unsure about treatments you are offered.
 - Treat our staff with courtesy and respect.

In order to assist us in this, we require that you take full responsibility for ensuring that you use the service appropriately. For example, it is your

responsibility to ensure that you keep medical appointments and follow the medical advice given.

SUGGESTION AND COMPLAINTS

We operate a Practice Complaints Procedure as part of the NHS Wales Putting Things Right policy for dealing with complaints. The Complaints Leaflet gives details of the procedure and is available from Reception. Our aim is to give the highest possible standard of service and we try to deal swiftly with any problems that may occur.

Special Services Available

CONTRACEPTION

We offer a full range of family planning services including coil and cap fitting, pill advice, implants, Depot injections, and advice on male and female sterilisation and pregnancy counselling.

If EMERGENCY Contraception is required, contact the Practice as soon as possible and the Receptionist will arrange an appointment for you as soon as it is convenient.

YOUNG PERSONS CLINIC

In response to the health needs of the area, the Practice Nurse is happy to see young people to discuss health concerns, including sexual health issues in complete confidentiality (at the clinical discretion of the nurse)

MATERNITY CARE

Antenatal clinics are held throughout the week. These clinics are by appointment and are run by the Community Midwife.

INFANT DEVELOPMENT ASSESSMENT/

CHILDREN'S IMMUNISATION CLINIC

Every Tuesday 1.00 - 3.00 at Pontprennau Medical Centre. Please ask the Health Visitor or Receptionist if you have not had an appointment by post.

SPEECH THERAPY & HEARING TESTS FOR CHILDREN

Arrange with Health Visitor or Doctor

MINOR SURGERY

The practice is approved for minor surgical procedures like the removal of cysts and moles and injection of joints. Please see a Doctor for assessment first.

SMOKING CESSATION

A referral to a smoking cessation counsellor is available. Please ask at reception or speak to your GP or nurse for more information.

PRIVATE MEDICAL EXAMINATION

(Not covered by the NHS) Arrange with the Receptionist - you will be advised of the Fee involved (Fees can also be found on our practice website).

ACCESS TO PATIENT INFORMATION

Confidential patient data will be shared within the practice health care team including the Local Health Board and with other health care professionals to whom you are referred for care. Your data may be used by those clinical teams providing your care for the essential purpose of clinical audit. Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure. Confidential and identifiable patient information will not be disclosed otherwise without explicit consent, unless:

- It is a matter of life and death or serious harm to your or another individual.
- It is overwhelmingly in the public interest to do so.
- There is a legal obligation to do so.

In all of these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose.

ZERO TOLERANCE POLICY

In the interests of all of our patients and staff, the practice operates a **zero tolerance policy** on all forms of aggression-verbal or physical. Failure to comply will result in removal from the practice list

The practice is commissioned for health services by the C&V University Health Board, who can be contacted at the following address:

Cardiff & Vale University Health Board

PCIC Offices

Woodland House Ty Coetir

Maes Y Coed Rd/ Ffordd Maes Y Coed

Cardiff/Caerdydd

CF14 4TT

[Tel:02921 836145](tel:02921836145)

How to find us

From the A48 heading east:

Take the A4232 exit; At the roundabout take the 2nd exit onto the A4232; At the roundabout take the 1st exit onto Heol Pontprennau; Through 1 roundabout; Turn left to stay on H/Pontprennau; Turn right to stay on H/Pontprennau; Turn left to stay on H/Pontprennau; At the roundabout take the 1st exit onto Kenmare Mews

The below map of our practice area is available on the practice website or at reception if you would like to view a larger version.

