SURGERY HOURS – BRUNSWICK HEALTH CENTRE

8.30AM TO 6PM MON-FRI

STAFF

Practice Manager - Mrs Sheila Robins

Secretary – Ms Karen Penn

Practice Nurse – Julie Robert

Practice Nurse – Clare Daniel

Practice Nurse – Laura Goldie

HCSW – Ms Linzi Crocker

We have 6 reception staff members

OTHER MEDICAL STAFF

Health Visitors – City Hub, staff will vary

Midwife – City Hub, staff will vary

Pharmacist – Mr Rhys Jenkins – City Cluster

**Teacher Training Practice**

Since April 2022 we became a teaching practice and we l have Registrars at the practice, and we would like to thank all of our patients for their co-operation in this process.

REGISTRATION

All patients are welcome to register with the practice as long as they are living within our boundaries. These areas are:

* Blackpill, Brynhyfryd and Brynmill.
* Cockett, Cwmbwrla and, Cwmdu
* Derwen Fawr and Dunvant
* Eastside and Fforestfach
* Gendros and Greenhill
* Hafod and Hendrefoilan
* Killay and Landore
* Manselton, Maritime, Mayals, Mayhill, Morfa, Mount Pleasant and Mumbles
* Penlan, Plasmarl and Port Tennant
* SA1 Swansea Waterfront, St Thomas, St Thomas, Sandfields, Sketty, Sketty Park, Swansea City Centre and Swansea Docks
* Townhill and Tycoch
* Uplands and West Cross.

The practice operates an equality policy and we do not discriminate against on any grounds.

**All patients are asked to complete a new patient questionnaire and a Behaviour Contract. We operate a zero-tolerance policy in respect of inappropriate behaviour by patients (or any persons accompanying them).**

**Violent, abusive or threatening behaviour, including verbal, where any person present has feared for his or her safety, may lead to the police being called and removal from this practice.**

APPOINTMENTS DOCTOR OR NURSE

We do not offer open access/ walk in clinics. All appointments are pre-booked in advance or booked on the day if an emergency. Please telephone your surgery:

Brunswick – 01792 643001 from 8am

All Children under 16yrs will be seen on the day.

**You can now book advanced appointments (Doctor Appointments only) via My Health Online, if you wish to register for this, please ask a receptionist the next time you are in the surgery. (Not available during Covid) Non- urgent appointments can be made vis our generic email address:**

**Enquiries.w98024@wales.nhs.uk**

If you feel that you need more than a normal 10-minute appointment, please let the receptionist know when booking your appointment.

**Please arrive just before your appointment time, giving you enough time to log yourself in on the self-check in board, any patient more than 10 minutes late for their appointment may not be seen.**

HOME VISITS AND TELEPHONE QUERIES

If you are seriously ill or you are infirmed and are unable to come to the surgery, please try and ring the surgery before 11am in the morning, unless a genuine reason arises later in the day. If you wish to speak to the doctor, then please ask the receptionist to book you in for a telephone advice call instead.

GP OUT OF HOURS SURGERY Telephone 111

Swansea Local Health Authority is responsible for services outside normal surgery hours. A doctor is always available on 111 for all emergencies that can arise outside normal surgery hours (including all public holidays)

**Please be aware that this service is for absolute emergencies only**

NHS DIRECT Telephone 0845 4647

 This service is a nurse lead advice service and is available 24hrs a day and 365 days a year. When you call NHS Direct, they will ask you to provide some basic information, including details of any medication you may be taking. If you're calling on behalf of someone else, you'll need to provide this information on their behalf. They will assess your problem and advise you on the best course of action. You may be told how you can look after yourself at home, or we may recommend seeing a pharmacist (chemist). Website can be found at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

REPEAT PRESCRIPTIONS

We no longer take prescriptions over the telephone, these are now done by registering for My Health Online (forms can be downloaded from our website or collected from the surgery) If you do not have internet then you can order via post, asking your pharmacist or coming to the surgery with your repeat prescription.

DISABLED PATIENTS

Brunswick Health Centre has a disabled access at the rear of the property. We have induction Loop for hard of hearing in the surgery and information is available in large print. Please can you let the surgery know if you have any disability and we will be more than happy to help?

NURSES CLINICS

All clinics are held in both surgeries by the practice nurses weekly, these clinics are for patients to have the opportunity to discuss issues, such as their diet, blood pressure, medication etc.

Please ask reception staff for details:

Diabetic Clinic, Cardiac Clinic, Asthma/ Chronic Respiratory Disease, Smears, Antenatal and child health **(please do not bring ill babies /children to baby clinic).**

The nurses carry out a number of procedures this includes injections, travel advice and wound dressings etc.

PHLEBOTOMY (HOSPITAL ONLY)

Phlebotomy is by appointment only

Please ring: 01792 601807 to book at the hospital

PHYSIOTHERAPY (HOSPITAL ONLY)

Physiotherapy is by appointment only during Covid, ring 01792 487453

Monday to Friday 9am to 1pm (excluding Bank Holidays)

Please go to this website for self-referral form

https://sbuhb.nhs.wales/community-services/primary-care/physiotherapy/

If you are under the age of 18, or wish to have treatment for a lung or breathing problem, a neurological problem or an obstetric/gynaecological problem, please see your doctor

COMMON AILMENT SCHEME

**What does the service offer?**

If you visit a pharmacy and have a common ailment you can ask the pharmacist for advice and treatment where required. The pharmacist may ask if you wish to register for the service. Registering means the pharmacist may supply you with a medicine you need free of charge.

Your pharmacist can help you with the following ailments and illnesses as part of the common ailments service:

• indigestion / constipation / Diarrhoea/ Piles

• hay fever

• head lice / threadworms / ringworm / scabies

• teething / nappy rash / colic / chicken pox

• sore throat / mouth ulcers / cold sores / oral thrush

• athlete’s foot / verruca / ingrowing toenail

• eye infections / dry eyes

• acne /dermatitis

• back pain

• vaginal thrush

• interigo

SUBJECT ACCESS TO PATIENT INFORMATION

If you wish to see your medical records, you must fill in a form – access to medical records, these forms are available on request at reception and these forms will contain all the information needed – these will be completed within 28 days

All patient information is confidential, and we do not allow any unauthorized access to any patients personal Identifiable Information. All members of staff have signed a confidentiality statement.

ARE YOU A CARER OR BEING CARED FOR?

In order for a doctor to help you with all your needs, it is important that you let us know if you are a carer or you have a carer. Please ask for a form at reception.

HOW TO MAKE A COMPLAINT

If you decide to make a formal complaint, please ask for a copy of our Complaints Procedure. All complaints should be addressed to the Practice Manager or the Senior Partner. All complaints will be handled with complete discretion and confidentiality will be maintained at all times.

ACCOUNTABILITY

The practice is accountable to the following body:

The Chief Executive

Abertawe Bro Morgannwg SBUHB

One Talbot Gateway

Baglan Energy Park. Baglan

Port Talbot. SA12 7BR

Tel 01639 683670

SBU University Health Board

Swansea Locality Office

2nd Floor, Beacon centre for Health

Langdon Road. Swansea. SA1 8QY

Telephone 01792 601800

WELCOME

TO

BRUNSWICK HEALTH CENTRE

139/140 St Helens Road

Swansea. SA1 4DE

Tel 01792 643001

Phone lines open from 8am to 6-30pm Mon to Fri (excludes public holidays)

Website:

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

PATIENT INFORMATION LEAFLET

**THE DOCTORS**

DR GARETH JONES MB Bch MRCGP DRCOG DCH (REG CARDIFF 1982)

DR HELEN LOCKING MB Bch / MRCGP

DR RICHARD BEYNON MB Bch

DR ANDREW GEMMEL MB ChB

DR SUZANNAH HERBERT

Date last updated October 2022