

**A PATIENTS GUIDE TO
ST. ISAN ROAD SURGERY**

APPOINTMENTS - 029 20612333

www.stisanroadsurgery.co.uk

PLEASE KEEP THIS BOOKLET FOR FUTURE REFERENCE

***WELCOME* to ST ISAN ROAD SURGERY**

Partners

Dr. Noel P T McLoughlin (Male)
Full Time Senior Principal
MB BCh (Wales) 1984 MRCGP 1992

Dr. Melanie J Bagshaw (Female)
Part Time Principal
MBBS (London) MRCGP DGM 1987

Dr. Bethan V Brooks (Female)
Part Time Principal
MB BCh (Wales) MRCGP DRCOG 1990

Dr. Iwan Williams (Male)
Full Time Principal
MB BCh (Wales) MRCGP 2011

Dr Laura Ridgway (Female)
Part Time Salaried GP
MBBS (London) MRCGP (2008)

PRACTICE HISTORY

The first recorded healer in the practice area was, in the 5th Century, St. Isan who established his llan or church where he carried out healings at Ffynnon, Llandennis now on the current Llandennis Road, Oval.

Just before the Second World War, Dr. Harold Coulthard established a surgery in his house in Heathwood Road and in 1948 took as his partner Dr. Robert Griffiths. In 1958, the practice had expanded and a partnership was offered to their then trainee Dr. Gethyn Thomas. In 1964, Dr. Coulthard unfortunately died and the remaining partners moved across the road to 178 Heathwood Road.

In 1967, Dr. Michael Watson joined the practice.

In 1967, the practice introduced an appointment system and in 1968 the first practice nurse joined the practice.

In 1979, Dr. Griffiths retired and was replaced by Dr. John Rogers who left the practice in 1985.

In 1985, Dr. Hywel Smith joined the practice and in 1987 the practice moved to the new purpose-built premises in St. Isan Road.

In 1989, Dr. Thomas retired and Dr. Noel McLoughlin joined the practice.

In 1998, the practice premises were considerably enlarged.

In 2006, Dr. Watson retired and has been replaced by Drs. Melanie Bagshaw and Bethan Brooks.

Dr Smith retired in May 2017, Dr Williams our Salaried GP since 2011 joined the partnership and Dr Ridgway joined the team as a part time Salaried GP.

PRACTICE STAFF

Our excellent team of staff is committed to meeting your health needs.

Practice Manager has responsibility for the overall management of the Practice and would be very happy to hear your views and suggestions that you may have about the service.

Claire Baker – Practice Manager
Caron Yates – Deputy Practice Manager/Secretary

Reception Staff

Dawn Tucker – Reception Supervisor
Debbie Routledge
Caroline Jones
Ruth Leeds
Sara Clark
Victoria Trew
Rona Driscoll – Administrator
Kellie Leeds
Bettina Large

The Nursing Team

Sister Susie Freeman – RGN, Special Interest in Diabetes, Asthma, Cardiovascular Disease and Travel.

Nurse Suzanne Toogood – RGN Practice Nurse, Special Interest in Diabetes and wound care.

Caroline Jones – Health Care Assistant

Ruth Leeds – Health Care Assistant

Victoria Trew – Practice Phlebotomist

Cheralyn Tumelty and Kim Wilyman – Health Visitors

Carol Gregory and Jane Moore – Practice Counsellors

Midwife
District Nursing Team

TELEPHONE NUMBERS

Appointments	029 20612333
Fax	029 20522886
Health Visitor	029 20627747
District Nurses	029 20444501

PRACTICE OPENING HOURS

Phone lines are open 08.00 – 18.30

The practice premises are open from:-

Monday 08.30 – 18.00

Tuesday 08.30 – 18.00

Wednesday 08.30 – 18.00

Thursday 08.30 – 18.00

Friday 08.30 – 18.00

**The surgery is closed Saturday, Sunday and all Public Holidays.
From the 1st April 2012 the Practice will open on Wednesday afternoons**

REGISTRATION

To register as a patient ask at reception for details. Newly registered patients will be invited for a consultation within 6 months of registering.

APPOINTMENTS – 029 20612333

Open access GP clinics Monday to Friday mornings, report to reception for an appointment between the hours of 8.30 am – 10.30 am. All afternoon and evening appointments are bookable up to 4 weeks in advance, between the hours of 2pm and 6.00pm. **Bookable appointments can be booked online** – ask our reception team for details.

You have the right to express a preference for a practitioner, please advise the receptionist when you book the appointment.

HOME VISITS

Please make requests between 9.00a.m. and 10.00a.m., giving the receptionist details of the problem as this assists the doctor in planning their visits.

PRESCRIPTION REQUESTS

Prescription requests can be made at reception, by post, by email or by fax. We do not take requests over the telephone.

If you post us a prescription request please provide an S.A.E. but allow 5 working days for return of the prescription.

We also have the facility for you to e-mail your prescription requests directly to us at prescriptionrequests.W97053@wales.nhs.uk or ask reception to set up an online account.

Those on repeat prescriptions will be asked to attend for a review of their medication by a doctor or nurse at regular intervals.

TELEPHONE ADVICE

Many problems can be resolved without direct face-to-face contact. The medical staff are available at the end of each surgery Monday-Friday for telephone consultations.

OUT OF HOURS

On weekdays between the hours of 6.30p.m. and 8.00a.m. all day and night at the weekends and on Bank Holidays, services are commissioned by the Cardiff Local Health Board.

If your problem cannot wait until the surgery re-opens please telephone the surgery on 029 20612333 and your call will be diverted automatically to the Out of Hours service, or they can be contacted directly on 029 20444500.

NHS DIRECT

As an alternative to phoning the Doctor – NHS Direct, a 24 hour telephone service staffed by experienced nurses is available for health information and advice – 0845 46 47 (calls charged at local rates) or visit their website at <http://www.nhsdirect.nhs.uk>

The Health Visitor is also available to give advice on minor ailments, behaviour, eating and sleep problems for the under 5's. Contact direct on 029 20627747

CLINICS

We aim for first class attention to patients with chronic health problems such as diabetes, asthma, joint diseases, emphysema, heart disease and lipid disorders etc. For a list of clinics see below.

Asthma Clinic – During normal surgery times

Full review of symptoms, causes and treatment with individually tailored management plans.

Antenatal Clinics – Friday afternoons

TRAVEL CLINIC

A full travel advice and vaccination services is available. Please note some travel vaccines are not available on the NHS and will therefore attract a fee. Generally vaccination programmes need to start 6 weeks before intended date of travel.

Pharmacist Led Clinics – Thursday/Fridays

Our Pharmacist sees patients for annual medication reviews and runs pre-diabetes clinics, helping to prevent patients who are the cusp of diabetes from developing the chronic disease.

TEST RESULTS

These are available by telephone after 11 30a.m.

SUGGESTIONS

We would like to work with you to improve the service offered by the practice. We therefore welcome any suggestions you may have. If we fail to meet your expectations, please let us know.

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

If you are concerned about any of the ways in which your confidential data is shared, further information is available from the practice manager. You are entitled to register an objection, which will be respected if this is possible.

Cervical Smears – During normal surgery times

Child Health Surveillance – Thursday morning

Access to health visitors for general advice on feeding, sleep problems etc. as well as health screening and vaccination programme run by Dr. Brooks.

Diabetic Clinic – Please ask reception

All our diabetic patients are offered a comprehensive health check and screening programme at least annually including retinal photography to check for early eye changes. Cardiovascular risk assessment and advice on modifying risks is also given.

Family Planning – During normal surgery times

All the doctors in the practice are approved to give advice on family planning.

Hypertension (blood pressure) – During normal surgery times

To ensure optimal control of this important risk factor for cardiovascular disease.

Over 75 Health Checks – Daily ask at reception

A nurse run clinic assessing the health needs of people aged 75 and over every year.

Minor Surgery/Rheumatology/Joint Injections –Ask at reception for details

Run by Dr. McLoughlin. Removal of skin lesions, joint and soft tissue injections, sclerotherapy to varicose veins and thread veins.

Smoking Cessation Clinic – Ask at reception

A six-session course to help those motivated to quit.

Cryotherapy Clinic –Ask at reception for details

Liquid nitrogen spray gun for effective one stop treatment of warts and verrucas and other small skin lesions.

- Minor injuries and wounds service
IN ADDITION

- Registered patients aged 16-75 who have not been seen for 3 years may request a consultation.

Registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation (if you are unable to attend the surgery for a consultation please request a house visit)

SERVICES AVAILABLE DURING NORMAL OPENING HOURS

CORE SERVICES

- General management of medical conditions
 - Health promotion advice
 - Emergency care if appropriate
 - Referral for other services, if appropriate
- Urgently required care for temporary residents
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ADDITIONAL SERVICES

- Cervical screening
- Contraceptive services
- Vaccinations and immunisations
 - Child health surveillance
 - Maternity services
- Minor surgery procedures – cryotherapy and others

ENHANCED SERVICES

- Anticoagulation service
- Alcohol and drug abuse service
 - Nursing Home service
 - Student service

Midwife led check ups throughout pregnancy – access to doctors when required.

FLU CLINIC

From the 1st of October each year a winter flu vaccination programme commences. We advise that everyone over 65 or with chronic illness should receive this vaccine. Clinic times will be posted on Notice Boards prior to October each year.

MINOR OPERATIONS

Dr. McLoughlin performs smaller operations, skin cryosurgery and joint injections regularly.

these checks because of your medical condition a home visit may be arranged).

EASE OF ACCESS

No parking restrictions apply to the roads surrounding the surgery. Toilet facilities are also available. Level entry to the building for ease of wheelchair access.

MOTHER AND BABY FACILITIES

Baby changing facilities are available in the patient toilet. If you require a room to feed your baby, please ask at reception.

MEDICAL EDUCATION

Dr. Smith is a qualified teacher in general practice. We often have a fully qualified doctor attached to the practice. These doctors are full incorporated into our health care team, but they are closely supervised during their stay. We also on occasion undertake teaching of undergraduate medical students.

PRESCRIPTIONS

We operate a co-operative system with the local pharmacists in Rhiwbina, Birchgrove, Llanishen, Heath, Whitchurch so you may either leave your repeat prescriptions requests with them or in reception – these will be ready for collection within 48 hours. Postal requests can also be accepted when accompanied by a

visits. If there is any degree of urgency, please make this absolutely clear. Home visits; always take a lot more of the doctors' time than a surgery consultation and we would

therefore ask you to request a home visit only when it is impossible for you to attend the surgery. We will always see patients the same day and without waiting at the surgery if their clinical condition warrants it.

COMPLAINTS

We receive very few complaints but view them as an opportunity to examine working practices. The Practice follows the NHS complaints procedure when dealing with complaints. A practice complaint leaflet is available from reception.

THE PRACTICE CHARTER

You have a right to expect a high stand of medical care from our practice and we will try at all times to provide the very best care possible. We have set out our Practice Charter to assist you in this.

WE WILL:

- Keep the contents of your health records confidential and maintain your privacy.
 - Offer same day appointments for urgent problems.

- Provide you with emergency care when you need it.
- Offer appointments for routine matters within 2 working days.
 - Offer a health check when you join the practice.
 - Offer advice on disease prevention and health promotion.
 - Involve you in discussions on your care and treatment.
- Assist you in obtaining help from other health professions when this is required.
- Treat you with courtesy and respect regardless of your age, sex, religion, ethnicity, appearance or health needs.
- Maintain standards by ensuring that all doctors and staff undertake continuing education and training.

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.

MAKE ALTERNATIVE ARRANGEMENTS

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a prior discussion that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

The NHS operates 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 are obliged to 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 circumstances leading to it. The Local Health Board is then responsible for providing further medical care for such patients.

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.

Contact details for Cardiff and Vale University Health Board

Cardiff and Vale University Health Board is party to the NHS contract held by this practice. Further details of primary medical services in this area may be obtained from them at the following address:-

**Cardiff and Vale University Health Board
Primary Care
PCIC Offices – First Floor
Woodland House
Maes Y Coed Road
Heath
Cardiff
CF14 4TT**

Telephone Number – 029 2074 7747

Fax Number – 029 2183 6130

