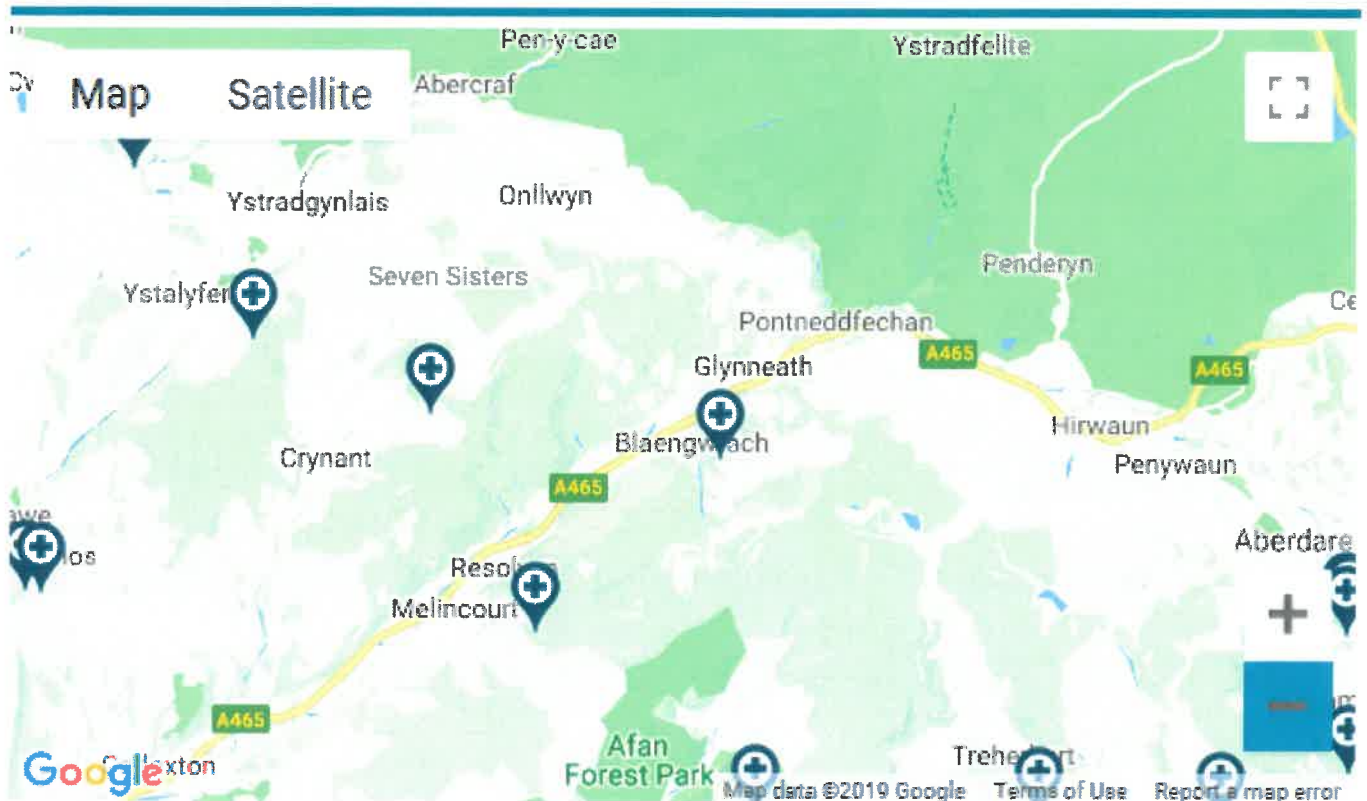


The Vale of Neath Practice



“Bodfeddyg”
102 High Street
Glynneath, Neath
West Glamorgan
SA11 5AL

Telephone: 01639 509050
Fax: 01639 722579

Web site:
www.valeofneathgps.org

Health Centre
Ynysfach Avenue
Resolven, Neath
West Glamorgan
SA11 4LL

Telephone: 01639 509050
Fax: 01639 710720

Welcome to the Practice

The Practice, which is a general partnership, serves the communities of Glynneath, Cwmgwrach, Pontneddfechan, Ystradfellte, Rhigos, Resolven, Melin Court, Clyne and Abergarwed. The Practice is dedicated to delivering high quality general medical care to the community and has contracted to provide various Enhanced Services, as commissioned by the ABMU Health Board. The Practice is a teaching and training Practice. It is not a dispensing Practice.

The Doctors

	<u>M/F</u>	<u>Qualifications</u>	<u>Qualified at:</u>
Dr Paul Westwood	M	MB BCh MRCGP DRCOG DFFP	(Wales 1983)
Dr Sianed Burrow	F	MB BS	(London 1994)
Dr Stephen Harrowing	M	MB BCh	(Wales 2000)
Dr Rebekah Hepburn	F	MBChB MRCGP DFRSH DRCOG	(Wales 2003)
Dr Hugh Gripper	M	MB BCh MRCGP DFRSH	(Wales 2006)
Dr Anthony Ike	M	MBChB MRCGP	(Manchester 2005)
Dr Suzanne Hughes	F	MB BCh	(Cardiff 2009)

The Nurses

Mrs Julie Kemp RGN, B.Sc, Hons., Nurse Practitioner
Mrs Tracey Davies RGN
Mrs Annie Evans RGN
Mrs Mair Williams RGN

Supported by

Mr Alex Davies, Practice Manager
Mrs Keri Owens, Assistant Practice Manager
Mrs Susan Bettell-Higgins, Administration Officer & Phlebotomist
Mrs Hayley Davies, Medical Summariser & Phlebotomist
Mrs Anita Heydon, Prescribing Clerk & Healthcare Support Worker
Mrs Clair Orrells, Phlebotomist & Healthcare Support Worker
Mrs Jenny Bowen, Clinical Letter Administrator & Prescribing Clerk
Mrs Frances Davey, Secretary
Mrs Lynne Stanley, Secretary
Mrs Elaine Geary, Prescribing Clerk
Ms Joanna Kirwan, Prescribing Clerk
Mrs Lindy Beaton, Prescribing Clerk
Miss Shannon Edmunds, Receptionist
Mrs Leanne Wybron, Receptionist
Miss Rachel Thomas, Receptionist
Mrs Lisa Davies, Receptionist

IN AN EMERGENCY, DURING THE DAY, DIAL – 01639 509050
FOR AN AFTER HOURS EMERGENCY, DIAL – 111
For information or advice Out-of-Hours: Contact 111

Doctors Appointment Times

	Glynneath	Resolven
am	9.00 – 10.50am Mon - Fri	9.00 – 10.50am Mon - Fri
pm	2.30 – 4.20pm Mon - Fri	2.30 – 4.20pm Tues & Thurs

To see a doctor, please call between 08.30 and 10.30 for a morning appointment and between 13.30 and 16.00 for an afternoon appointment. If you have access to the internet it is now possible to register for on-line access to the appointment system. Please ask a receptionist for the necessary form.

Practice Nurses Appointment Times

	Glynneath	Resolven
am	9.00 – 10.40am Mon - Fri	9.00 – 10.40am Mon - Fri
pm	2.00 – 4.30pm Mon - Fri	1.30 – 4.30pm Tues & Thurs

Nurse clinic appointments can be booked up to one month ahead.

Door Opening & Closing Times

	Glynneath		Resolven	
	Morning	Afternoon	Morning	Afternoon
Mon -Fri	8.00am – 1.30pm	1.30– 6.00pm	9.00 – 1.00pm	2.00 – 4.30pm (Tue & Thu only)

Note: If you have an appointment with a clinician outside these times, access is via the staff entrance. Please knock at the side door in Resolven or ring the bell at the back door in Glynneath.

All routine doctors' appointments are ten minutes. Clinic appointments may be longer.

Note: the Practice closes for training on 2nd Wed. afternoon in Jan, Mar, May, Jul, Sep and Nov.

Baby Clinics

Well Baby & Immunisation: (Doctor and Health Visitor in attendance)	Addoldy Road	Resolven
	Mon. 2.00 – 4.00pm	Wed. 11:30am - 12.30pm

You will be notified of the recommended schedule well in advance.

Special note: We ask mothers of all newly registered children under 5 to provide us with details of previous immunisations.

It is extremely important that we record these.

Other Clinics

	Glynnneath	Resolven
Smear Clinic (By Appointment) The Practice Nurse in attendance	Tue 2:00pm – 3:30pm	Tue 10:00am – 11:00am
Blood Pressure Clinic (By Appointment) This is run by the nurse for patients referred by the Doctor	Tues 2.00 – 3.00 Wed 2.00 – 3.00	
Family Planning Full Family Planning advice and services are available during normal consultations	Normal surgery times	Normal surgery times
Diabetic Review Clinic (By Appointment) The Practice Nurse & Doctor in attendance	Wed & Thurs 2.00 – 5.00	Thurs 9.00 -11.00
Holiday Vaccinations (By Appointment) The Practice Nurse in attendance	Fri 3.30 - 4.30	Thurs 3.30 – 4.30
Asthma Clinic (By Appointment) The Practice Nurse & Doctor in attendance	Wed 2.00 – 4.00	Thurs 1:30-3:30
Spirometry Clinic (By Appointment) The Practice Nurse in attendance	Wed 2.00 – 4.00	
Phlebotomy Clinic (By Appointment) Health Care Support Worker in attendance	Mon 8.00 – 11.30 Wed 8.00 - 11.30 Thu 9.00 – 11.30 Fri 8.00 – 11.30	Tues 1:30 – 4:00
Additional Services: Warfarin (INR) Monitoring, Rheumatology Shared Care, Brief Intervention Counselling, Flu Vaccinations, Joint Injections, Dietician and Want-to-Work Programmes are provided either on a scheduled or on an as required basis in both surgeries.		

Disabled Access

The surgeries have external ramps, low receptionist desk counters and hearing loops to aid disabled access. Please inform the Practice Manager if other facilities would make your access to our service easier.

Midwife

The Midwife now sees patients at the Building Blocks Centre in Resolven, appointments can be arranged by phoning 01639 862103 or 862117.

Receptionists

Our receptionists have all taken specialised training and are keen to help patients in any way possible. They do not offer medical advice but may be able to resolve queries by seeking more information from patients. All information given to the receptionists is treated with strict confidentiality. If a patient feels the need to speak confidentially to a receptionist, please ask and a private place will be found.

***Note:** Please be aware that any member of staff may come into contact with patient information in the course of their work. All such information is treated in strict confidence and may not be divulged to unauthorised persons. A patient's own information and records can be viewed, on request to the Practice Manager. An administrative charge may apply - details on request.*

Other Services Available Through the Surgery

District Nurses, Midwife, Health Visitors and Phlebotomist are attached to the Practice from West Glamorgan NHS Trust. Counselling is available for selected patients. The surgeries have been designed with the disabled in mind.

New Patient Registration & Health Screening

We like to meet and screen all new patients and try to do this at the time of registration. Otherwise, please make an appointment as soon as is convenient.

New Patients should contact reception to register. All patients are now registered with the Practice rather than with a specific doctor. If you wish to specify a preference to normally see a specific doctor, please contact reception.

Health Promotion

It is our policy to pursue preventative medicine for all patients. Our practice nurses offer "Well Person" checks and will advise on disease prevention. Patients with asthma, coronary heart disease, diabetes or hypertension are advised to attend for regular check-ups. Where a patient has not been seen by a doctor for some time, additional health promotion checks and questions may be made.

Non-NHS Medical Examinations

All the partners carry out medical examinations for insurance companies, and other fitness medicals by appointments. These include PSV & HGV licences, elderly drivers, sporting, and pre-employment needs. There is a charge payable by the patient for some of these medicals. Please ask the receptionist.

Carers

If you are a carer of are cared for, please inform the surgery and complete a registration form or inform the doctor during your consultation.

Closed Circuit Television

CCTV is used to at the Glynneath surgery for the purpose of staff, patient and premises security. The partnership is the Data Controller for the purposes of the Data Protection Act 1998 (Section 4 (4)). Access request forms are available at reception. Or ring the Practice Manager on 01639 509050 during open hours.

Travel

Our practice nurses are available by appointment to offer medical advice regarding travel and vaccinations where appropriate. Do plan ahead – don't leave your vaccinations until the last minute. Give details of your proposed journeys to a receptionist and the nurse will produce a personalised vaccination schedule for you. There is a fee for some vaccinations.

X-ray, Pathology and Other Test Results

Please telephone for these results, but please do so between 11.30 and 13.30.

All results are pre-assessed by the doctors.

The receptionist will confirm the arrival of results to patients, and indicate if there is a need to speak to the doctor or nurse.

Specimens

All specimens to be handed in at reception and to be labelled with
FULL NAME, ADDRESS & DATE OF BIRTH.

Home Visits

Home visits are only made to patients who are genuinely housebound or those patients whose condition would significantly deteriorate if they travelled to the surgery (in which case the patient should consider calling 999) Please note **lack of transport is not a reason for a home visit**. Home visits are generally not made to children. If you need a home visit, please telephone before 09:30am and speak to a receptionist. Please give an indication of the illness to the receptionist. Your request will then be triaged by the duty doctor who will decide the most appropriate place and time for the patient to be assessed.

Please remember that a doctor can see at least five patients at the surgery in the time it takes to do one visit.

Access to Consultations

All registered patients irrespective of their age, the frequency and the length of interval between appointments are entitled to request and be given a consultation.

Practice Aims and Responsibilities

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim. The care of your health is a partnership between yourself and the Primary Health Care Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

Our responsibility to you:

- You will be greeted courteously
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is urgent
- You will be seen by your own doctor whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a consultant when your GP thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Your repeat prescription will be ready for collection within 48 hours of your request
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly

Your responsibility to us:

- Please treat all surgery staff with the same respect – we are all just doing our job
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address, so that our records are accurate
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery, and night visits should be for emergencies only – the Out-of-Hours Service has responsibility for this service
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- You will be advised of the usual length of time to wait
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due
- Do let us know whenever you feel we have not met our responsibility to you
- We would, of course, be pleased to hear when you feel praise is due as well

Change of Personal Details

Please inform Reception if you change your name, address or telephone numbers, so that we may keep our records accurate.

Out-of-Hours Emergencies – 111

Please note that this service is for problems that cannot wait until the morning. It is available from 18.30 to 08.00 Monday-Friday and at weekends and Bank Holidays. The Abertawe Bro Morgannwg University Health Board is responsible for the delivery of this service.

Emergency Contraception

The “morning after” pill is effective for up to three days after you have been at risk, and is available from the doctor in normal surgery hours.

Repeat Prescriptions

For regularly prescribed drugs, please mark the items needed and put your computerised slip in the box provided or hand to a receptionist. Allow 48 hours for the prescription to be processed. Repeat Prescriptions should be collected from the surgery or the nearby pharmacy as appropriate. Additionally, we have an on-line repeat prescription system. Please ask the receptionist for the request form.

Patients sending a stamped addressed envelope with their prescription can have them posted back. Please allow one week for the postal system.

All patients on repeat prescriptions must have an annual medication review.

Note: Repeat prescription requests are not taken over the phone, to avoid errors.

Violent or Abusive Patients

Any violent, intimidating or abusive behaviour towards doctors, members of staff or other patients is unacceptable and may result in being removed from the Practice register.

Suggestions and Complaints

All members of the Primary Health Care Team at this Practice are keen to provide patients with the best possible care, and we actively engage with “Putting Things Right”, which is the process for managing concerns within the NHS in Wales. Therefore, if any patient has a suggestion for improving our service, please do discuss this with our Practice Manager.

If any patient has any constructive criticism of the service offered, please feel free to discuss this with the Practice Manager, so that we can try to resolve the matter.

Teaching and Training

GP Registrar

A GP registrar is attached to the practice. The registrar is a fully qualified doctor who is undertaking postgraduate training in general practice. Patients will be offered appointments with the GP Registrar. At times patients may be asked if the registrar can video the consultation for training purposes. All consultations are strictly confidential and are used for training purposes only.

Community Health Council

The Community Health Council (CHC) is an independent statutory organisation that represents the interests of the patient and the public in the National Health Service.

The CHC seeks the views of patients and the public to inform their work with the NHS. They inspect NHS premises and make recommendations for improvement where necessary. The CHC also scrutinises the NHS and work with service planners and providers to improve the patient experience of services.

The CHC provides a free and independent advocacy service that offers confidential support, advice and guidance for those wishing to make a complaint against the NHS.

You can write to the CHC at: Abertawe Bro Morgannwg, Water Street Business Centre, Aberafan, Port Talbot, SA12 6LF. Alternatively they can be contacted on 01639 683490

Medical Research Data Collection

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients notes. The risk of you being identified from this information is extremely low as all directly identifiable details (name, address, post code, NHS number, full date of birth) are removed from your notes before they are collected for research, and automatic programs to de-personalise any free text (non structured or coded data) are run after information is collected.

Individual patients records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside of this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN). This data can be anonymously linked to other information, such as hospital data. This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records. The data are used for research into topics such as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your NHS number, name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected for use in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part: you will not be identified in any published results.

For a list of published research using the THIN database, please email Michelle Page at michelle.page@inps.co.uk .

Note that you have a right of access to your health records. If at any time you would like to know more, or have concerns about how we use your information, you can speak to The Practice Manager on telephone number 01639 722431.

Useful Telephone Numbers

Abertawe Bro Morgannwg University Health Board (ABMUHB) – Neath Port Talbot Locality <i>Address: Block A, Neath Port Talbot Hospital, Baglan Way, Port Talbot, SA12 7BX</i>	01639 684500
Action on Hearing Loss (formerly RNID) Cymru	0808 808 0123
Addoldy Road Clinic	01639 720276
Age Concern (including Legal Helpline)	01792 818200
Alcoholics Anonymous	0845 769 7555
Alzheimer's Society	029 2048 0593
Anti-social Behaviour reporting	01639 889709
British Red Cross – Aids and equipment loans	01639 639894
Care & Repair	01792 321122
Carers Service	01639 642277
Cefn Coed Hospital	01792 561155
Chemist (Glynneath)	01639 720328
Chemist (Resolven)	01639 710248
Child Line - Children Requiring Counselling	0800 1111
Child Line – Children in Care	0800 884444
Citizens Adviceline Cymru	0844 477 2020
Community Health Council	01639 683490
Cruse (Counselling for Bereaved)	01792 462845
Department for Work and Pensions: Benefit Enquiries	0345 608 8545
Department for Work and Pensions: Benefit Enquiries (for Welsh Speakers)	0345 600 3018
Department for Work and Pensions (for Text Phone Users – both languages)	0345 608 8551
District Nurses	01639 720276
Drugs Advisory Council, Swansea	01792 654630
Elder Abuse Helpline	0808 808 8141
Emergency Dentist	0845 601 0128
Family Planning Central Office	01792 517976
Glynneath Dentist	01639 721999
Glynneath Surgery	01639 509050
Glynneath Surgery (Fax)	01639 722579
Health Visitor	01639 729002
Home Opticians – The Outside Clinic	0800 85 44 77

Useful Telephone Numbers (Continued)

Mail Preference Service (to stop junk mail)	0207 291 3310
Marriage Guidance (Relate)	01792 655960
Morrison Hospital	01792 702222
National Drugs Helpline	0800 77 66 00
Neath Police Station	01639 635321
Neath Port Talbot Hospital (Baglan)	01639 862000
Neath Port Talbot CBC General Enquiries	01639 686868
Neath Port Talbot Drugs Advisory Council	01639 890863
Older People's Commissioner for Wales	0844 264 0670
Out-of-hours Service - ABMU	0330 123 9180
Podiatry Service (Chiropody)	01639 683054
Prince Charles Hospital	01685 721721
Resolven Health Centre	01639 509050
Resolven Health Centre (Fax)	01639 710720
Royal National Institute for the Blind (RNIB) Cymru	0303 123 9999
Action on Hearing Loss (formerly RNID) Cymru	0808 808 0123
Samaritans	01792 655999
Singleton Hospital	01792 205666
Social Services, Neath	01639 765300
Social Services, Older Persons' Team	01639 765500
Social Services, Swansea	01792 636000
Swansea Birth Registration	01792 637444
Swansea Bay Racial Equality Council	01792 457035
Telephone Preference Service, to stop unwanted calls	0845 070 0707
Victim Support	01639 639179
Volunteering Opportunities (NPTCVS)	01639 631387
Winter Fuel Payments	0845 915 1515