

Fairwater Health Centre patient leaflet

**Fairwater Health Centre, Plasmawr Road, Fairwater, Cardiff, CF5 3JT Tel:
029 2056 6291 Fax: 029 2057 8870**

Website: www.fairwaterhealthcentre.co.uk



Welcome to Fairwater Health Centre. In this document you will find helpful information relating to the practice.

Fairwater Health Centre is a Practice holding a General Medical Services (GMS) contract with the Cardiff and Vale University Local Health Board. The Practice is an ordinary partnership with 5 principals.

Clinical Staff

The principals in the partnership are:

| GP | Gender | Qualifications | Year qualified | Status |
|------------------------------|--------|---|----------------|-------------|
| Dr Shôn Phillips | Male | MBBCh (Wales), MRCGP, DFFP | 1992 | Full time * |
| Dr Nick P R Travaglia | Male | MChB (Auckland NZ), MRCGP, MSc(Sport/Ex Med), MFSEM (UK), DRCOG, DFFP | 1993 | Full time * |
| Dr Cathryn Thomas | Female | MBBCh (Wales), MRCP, DCH, MRCGP, DFRH | 2005 | Part time |
| Dr Kerry Pearce | Female | MBBCh (Wales), DCH, MRCGP | 2009 | Part time |
| Dr Huw Roderick | Male | MChB (Birmingham), MRCGP | 2012 | Part time |

* Mae Dr Phillips, Dr Thomas yn siarad Cymraeg.

The salaried GPs are:

| GP | Gender | Qualifications | Year qualified | Status |
|-------------------------|--------|--------------------------------|----------------|-----------|
| Dr Thomas Burton | Male | MBBCh (Wales), MRCGP | 2008 | Part time |
| Dr Kathryn Hughs | Female | MBBCh (Wales), MRCGP, DCH, PhD | 1998 | Part time |

We are a training Practice and may have fully qualified doctors attached to us for further training in General Practice. The Practice also teaches undergraduate medical students. Patients will be informed if a medical student will be present during a consultation.

The Practice nursing team is:

| | | |
|----------------------------|-----------------------|------|
| Sr Helen Sinsbury | BSc (Hons) RGN | 1996 |
| Sr Melanie Campbell | RGN RSCN | 1987 |
| Mrs Karen Coneybeer | Health Care Assistant | |

Additional clinical support services are provided by the Health Board. These include District Nurses, Health Visitors, Midwives and Phlebotomists.

Non-clinical staff

| | | |
|-------------------------|---------------------------|--|
| Practice Manager | Mr Alistair Brook | Supported by the Administrative / Reception staff. |
| Office Manager | Mrs Linda Thompson | |

Practice Information

Opening Hours

| | |
|--------------------------|---------------|
| Monday – Friday | 08:00 – 18:00 |
| Saturday – Sunday | Closed |
| Bank holidays | Closed |

GP Appointment times

| Day | Morning Appointments | Early Afternoon Appointments | Late afternoon Appointments |
|--------------------------|----------------------|------------------------------|-----------------------------|
| Monday – Thursday | 08:30 – 11:00 | 14:00 – 15:50 | 16:30 – 17:30 |
| Friday | 08:30 – 11:00 | 14:00 – 15:50 | 16:30 – 17:30 |

Two types of appointments are available with GPs at the surgery; 10 minute routine appointments and 5 minute same day appointments.

Routine GP appointments are bookable in advance by telephone, at reception, emailing admin.fairwaterhc@wales.nhs.uk or via My Health Online (to sign up, speak to reception). **Please note that these appointments are often booked up a couple of weeks in advance.**

Same day GP appointments are only bookable on the day. Patients are requested to telephone the surgery to book these appointments. It is advisable to call as early as possible on the day you feel you need an urgent appointment, as these are often booked up quickly. These appointments are to discuss the issues arising on the day only.

Nursing appointments are normally 15 minutes long. However, this varies depending on the nature of the appointment. Appointment times are as follows:

Nurse Appointment Times (Monday to Friday)

| Early Morning Appointments | Later Morning/ Early Afternoon Appointments | Early to Late Afternoon Appointments |
|----------------------------|---|--------------------------------------|
| 08:45 – 10:15 | 11:00 – 13:00 | 14:00 – 17:00 |

Please note, we do not offer same day nursing appointments.

The admin.fairwaterhc@wales.nhs.uk can also be used for non-urgent, non-clinical queries. The Practices aims to respond to requests within 3 working days.

Out of Hours Service

Out of hours calls are for emergencies only. You can contact them by calling the Practice number or **029 2044 4500**. If you call before 18:30 your call may be dealt with by the duty doctor at the Practice. After this time, cover is provided by a service provided by the Health Board. Remember you can also call NHS direct on **0845 46 47**.

House calls

If you are too ill or have mobility problems that would prevent you from attending the Practice, you can request a house call by telephone before 11:00. Your request will be assessed by the duty doctor and if deemed medically necessary you will normally be visited between 12:00 – 14:00. When you request a house call, one of the doctors may call you to discuss your request as it maybe something that can be dealt with over the telephone.

Services Provided

The Practice offers the general care of patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of the condition, including health promotion advice and appropriate referral, reflecting patient choice wherever practicable. Other NHS General Medical Services provided include:

- Management of chronic disease in the manner determined by the Practice, in discussion with the patient
- Child health surveillance
- Cervical screening
- Maternity services
- Vaccination and immunisations
- Care of patients who are terminally ill
- Contraceptive services

The Practice also provides a number of non-GMS services i.e. private medical reports, adult immunisation and yellow fever vaccination. Charges apply to these services and a full list is available on request.

Please note that you can also access basic health advice at your local Pharmacist. If you are having trouble with your eyes or mouth, we recommend that you contact a local optician or dentist respectively.

Other Clinics

| Antenatal | Well baby | Childhood immunisations |
|---|---|---|
| <p style="text-align: center;">Thursday 09:00 – 12:30</p> <p>Appointment only (with midwife attached to the practice)</p> | <p style="text-align: center;">Monday 14:00 – 15:30</p> <p>Invitation to appointment via letter</p> | <p style="text-align: center;">Monday 14:00 – 15:00</p> <p>Practice nurse, invitation to appointment via letter</p> |
| Health Visitor (baby weighing) | Diabetic | Cryotherapy |
| <p style="text-align: center;">Wednesday 13:00 - 14:45</p> <p>Drop-in clinic, no appointment needed</p> | <p style="text-align: center;">Tuesday & Thursday 14:00 – 15:30</p> <p>Invitation to appointment via letter</p> | <p>Usually one clinic per month, waiting list as per discussion with a GP</p> |

| Phlebotomy | |
|------------|---------------|
| Monday | 09:00 – 12:00 |
| Tuesday | 08:30 – 10:00 |
| Thursday | 08:30 – 09:45 |
| Friday | 09:00 – 12:00 |

Samples are collected from the Practice by a courier at 12pm daily; if you have been asked to provide a sample, please ensure it is returned to us before that time, otherwise you may be asked to repeat the test.

Access and disabled patients

All patient services are located on the ground floor of the Practice, and the premises are wheelchair accessible. Where patients have a particular difficulty, Practice staff may be able to assist.

A visual display system is used to call patients from the waiting room in to the consulting rooms. Patients with visual impairment can be called via the intercom system in the Practice. If patients require this, they should speak to the receptionist, who will be able to mark their clinical notes accordingly.

This leaflet is produced in large print format and other documents can be made available in large print.

We welcome suggestions from people with access difficulties of any kind on how we might improve our services.

The Practice Catchment Area

The Practice area covers:

Peterson-Super-Ely, St. Brides-Super-Ely, St. Fagans (North of the railway line), Pentrebane, Fairwater, Danescourt, Riversdale Llandaff (not Llandaff North), and Canton (as far as Cowbridge Road East, Clive Road and Pencisely Road).

We can accept anyone living within this area as a new patient. If you move out of this area, we regret that you must register with another practice. You are unable to continue using a family address to stay registered if you are not resident.

Patient Registration

New patients can register at the Practice by completing a registration form available at reception. Patients are registered with the Practice, rather than an individual GP. As a result, you may not always see the same GP.

Patients are able to express a preference of a GP. The Practice will try to comply with this request, but it might not always be possible.

You must provide your NHS number when registering. If you are unsure of this, you can request this from your previous surgery.

If you are staying temporarily in the area, you may be registered as a Temporary Resident. This may take the form of an Immediate and Necessary registration (which would cover your care for one day only), up to 15 days, or up to 3 months.


To register as a temporary patient, you must be staying at the registered address of one of our existing patients. If you are staying with somebody who is not registered at our Practice, you must seek to register at their surgery.

If you are a student and are going to university, and will be away from home during term time, you must register fully with your university doctor. You will still be able to be seen at this Practice as a temporary patient during non-term times. Should you move back with your family on completion of university, you are welcome to re-register as a regular patient.

Repeat Prescriptions

Repeat Prescriptions can be requested in a number of ways:

| | |
|-------------------------|--|
| My Health Online | Sign up to the online repeat prescription request service, by asking at reception for a sign up letter and instructions. |
| By post | Complete the request form on the right hand side of the prescription form together with a stamped addressed envelope, so the prescription can be returned. |

| | |
|---------------------|--|
| By hand | A written request using the right hand side of the prescription form can be put into the wooden letterbox inside the front door during opening times, or in the letterbox on the gate if the surgery is shut. Alternatively, prescription request forms are available at reception. |
| By fax | Please ensure that the request to be faxed is clear and legible and send it to 02920 578870 . |
| By email | Send full details to prescriptions.W97047@wales.nhs.uk – or scan the QR code to the right.  |
| Via website | Visit www.fairwaterhealthcentre.co.uk (or scan the QR code to the right), select Repeat Prescriptions from the left-hand menu and complete the form.  |
| Via pharmacy | The pharmacy can request your prescriptions on your behalf. Please discuss with your usual pharmacy for full details. |

Please note we have a **minimum** processing time in line with the national standard of **2 working days**. Prescriptions can be collected from the practice after that time. **It is your responsibility to request prescriptions within the expected timeframes.**

For safety reasons, we do not take prescription requests over the telephone or handed to receptionists.

Patient expectations

Please help us by:

- Being on time for your appointment
- Letting us know as far as possible in advance if you need to cancel your appointment. Your appointment could be given to someone else.
- Briefly telling the receptionist the nature of your problem, so you can be given the most appropriate type of appointment. You maybe signposted onto other services where appropriate. This will be either instead of or in addition to the services provided by the Practice
- Telling us if you feel your problem needs urgent attention
- Telling us if more than one person in your family needs to be seen, so we can give you a longer appointment or book back-to-back appointments
- Requesting a home visit **only if you cannot come to the surgery due to illness or mobility problems** and by calling before 11:00
- Ringing for test results after 2pm
- Requesting repeat prescriptions in plenty of time before your medication runs out

- Requesting new sick notes and similar documents in plenty of time before they run out (this includes booking a follow-up appointment with your GP to discuss a continuation sick note)
- Please be aware that your local pharmacy can provide help for and advice for minor ailments such as coughs, runny noses, diarrhoea and headaches

The Practice takes a zero tolerance approach to any incidents of rude, aggressive or violent behaviour toward any member of staff or patient. If such an incident occurs, you will be warned by a letter from the Partners. If there is a repeat of this behaviour, we will exercise our right to request that you are removed from our patient list. Other behaviour such as being intoxicated in the surgery will similarly not be tolerated.

Please be aware that patients missing appointments causes longer waits for appointments and costs money. If you are unable to attend your appointment, please let us know as soon as possible. Repeated failure to attend appointments will result in a warning letter from the partners and possibly further action.

The Practice adheres to the NHS Wales primary care access standards. This means that we aim to give a prompt response to all communications from patients. Where possible we will try to sort issues in one telephone call. We offer a range of option for patients to make appointments and contact the Practice. We aim to provide patients with the right care, at the right time and in a joined up way to give continuity of care.

Comments and Complaints

We welcome your views on the service provided at the Practice. All comments are considered at regular team meetings and we will endeavour to provide a response within 14 working days.

The Practice operates a complaints procedure in line with NHS criteria. If you have a complaint, please put your complaint in writing addressed to the Practice Manager, Mr Alistair Brook. You will receive an acknowledgement within 3 working days of receipt of your complaint. If you wish to discuss the complaint face to face, you can book an appointment with the Practice Manager.

Your complaint will be investigated and the findings will be sent to you within 14 working days. If the complaint takes longer to investigate, you will be notified of the expected timescale for completion.

If you wish to seek further support and advice, you can contact the local Community Health Council. Their details are:

Unit 3 Pro-Copy Business Centre
 Parc Ty Glas
 Llanishen
 Cardiff
 CF14 5DU

Telephone: 02920 377407

Website: <http://www.communityhealthcouncils.org.uk/cardiffandvale>

The Practice Complaints Officer is **Dr Shon Phillips**.

Confidentiality and data protection

The Practice endeavours to ensure that all personal and health information is kept confidential and secure, and is only accessed by members of staff when necessary. All members of staff have to sign a strict confidentiality agreement.

In order to ensure effective medical care, it is necessary for records about your health, treatment or any care you receive from the NHS to be stored in either written or electronic form. If you receive care from an organisation outside of the NHS, we may need to share some of the information held about you with those organisations, for the benefit of your care. We will only share information held at the practice where necessary.

The Practice website has more information of what personal information is held and why on the Data Protection and Freedom of Information page. There is also information on how your data is processed in the fair processing statement, and information about your data rights, such as your right to be informed about how your data is used by the Practice, your right to object in relation to the processing of your data or the right to have inaccurate information rectified. The guide 'Your information, your rights' is published on the Practice website. Alternatively, you can speak to the Practice Manager for more information.

The Practice uses the Data Protection Office service provided by NHS Wales IT Service.

Access to medical records

You have the right under the Data Protection Act 1998 to have access to your personal medical records. Please telephone the Practice to book an appointment with the Practice Manager to obtain access to your medical records.

Freedom of information

The Freedom of Information Act 2000 does not apply to individual medical records, but does relate to requests for information from public authorities. This information relates to recorded official information. Therefore, only information about NHS work needs to be provided. The Act gives 2 related rights:

- The right to be told whether the information exists
- The right to receive the information

The Practice has adopted and maintains the Information Commissioner's model publication schemes. Details of the publication scheme and a guide to the information available are published on the Practice website or are available on request.

An FOI request that falls outside of the publication scheme must be made in writing. It must state the name and address of the person applying for the information, and must clearly state the information requested. The request will normally be responded to within 20 days of receiving the request. A charge may apply depending on the class of request. The 20 day response period is put on hold until any such fee is paid. If the fee is not paid within 3 months of the request, it is assumed the applicant no longer wants the information.

Please visit the Data Protection and Freedom of Information page of the Practice website or you can request further information through the Practice Manager.

Accident and Emergency / 999

If, at any time of the day, you or someone else experiences the following, please go to your nearest Accident and Emergency department (Heath Hospital) or call 999.

- Severe chest pain
- Loss of blood
- Suspected broken bones
- Burns
- Signs of a stroke
- Loss of consciousness
- Signs of a heart attack

NHS Direct Wales

NHS Direct Wales operates a 24-hour nurse advice and health information service, via both telephone and online, providing confidential information on:

- What to do if you or your family are feeling ill
- Particular health conditions
- Local healthcare services, such as doctors, dentists or late night opening pharmacies
- Self help and support organisations

The contact details are:

| | |
|-------------------|--|
| Telephone: | 0845 4647 |
| Website: | www.nhsdirect.wales.nhs.uk |

Your Local Health Board

Further details of NHS medical services in the area can be obtained from Cardiff and Vale University Local Health Board. The key role of the Health Board is to implement strategies, which will improve the health of the population. The contact details for the Health Board are:

Cardiff and Vale University Local Health Board Headquarters
University Hospital of Wales (UHW)
Heath Park
Cardiff
CF14 4XW

Tel: 029 2074 7747

Fax: 029 2074 6406