TYLORSTOWN

**GROUP PRACTICE**

**INFORMATION FOR PATIENTS**

# TYLORSTOWN SURGERY

FERNDALE ROAD

TYLORSTOWN

FERNDALE

RHONDDA CYNON TAFF

CF43 3HB

TEL: 01443 730169

01443 730675 (emergencies)

BRANCH SURGERY

88 YNYSHIR Road

Ynyshir

CF39 OEN

Large format is available on request

**PARTNERS**

Dr David Williams (Male) M.R.C.G.P

**Dr Zena Salih (Female)** M.R.C.G.P

**Dr Catherine Handley (Female)** M.R.C.G.P

## HISTORY OF THE PRACTICE

The present Tylorstown Group Practice is the result of the merger of four individual Practices of Doctors Morris, Arthur Coleman, Campbell and Ernest Orr. Dr E I Gwynne joined this Practice in 1956. In 1977 he was joined by Dr S B Guha-Niyogi and then by the late Dr S K Sengupta in 1978. In 1986 Dr P Banerjee joined the Practice. Dr Gwynne retired from service in September 1994. Dr Guha- Niyogi retired from the practice in February 2010. Dr S Parasuraman joined the practice in 2014 until 2016. Dr D.J. Williams joined the practice July 2021.

On 1st January 2022 Dr Probal Banerjee retired after serving the community for 35 years.

The Doctors have been practising from the present purpose built premises since 1989. The Practice prides itself on high standards of care and concern for every individual’s well being.

It is interesting to reflect that in Dr Coleman’s day the Practice was run without any help from extra staff, e.g. receptionists. Now we could not function with the invaluable help of all our staff.

The surgery has suitable access for all disabled patients.

**SURGERY OPENING HOURS**

### TYLORSTOWN SURGERY

08.00am – 6.30pm Monday to Friday

#### YNYSHIR SURGERY

**Monday: 9.00am – 1.00pm**

**Tuesday: 9.00am – 1.00pm(Alternate weeks Baby Clinic 1pm – 3pm)**

**Wednesday: 9.00am – 5.00pm**

**Thursday: 9.00am – 1.00pm**

**Friday: 9.00am – 1.00pm**

**CONSULTING HOURS (Doctors)**

 **TYLORSTOWN SURGERY**

9.00am – 1.00pm Monday to Friday

3.00pm – 6.30pm Monday – Friday

### YNYSHIR SURGERY

9.00am – 1.00pm Monday to Friday

### EMERGENCIES

When the surgery is closed during the following times, emergency calls are covered by the Out of Hours Service.

If you need to see a doctor during the following times the number to phone is:

**111**

6-30pm - 08.00am - Monday to Friday

Weekends and Bank Holidays

**PRACTICE STAFF**

Practice Manager Kerys Saunders

Practice Nurse: Kelly Orviss,

 Samantha Woods &

 Fiona Jenkins

Health Care Assistant: Carrie Davies

**Receptionists:**

Rhian Casey, Paula Egan, Gail Edwards, Karen Gammon, Emma Gillard, Courtney Malyn, Dennett Morgans, Beverly Price, Claire Pugh, Mandy Ryall.

The following staff are also attached to the Practice: -

District Nursing Team

Health Visitors

Midwives

Macmillan Nurse

**HOW TO SEE YOUR DOCTOR**

We run a 24 hour access surgery for mornings and afternoons and an appointment system in the mornings and afternoons.

If you contact the surgery you will be given an appointment within 48 hours (not always by the doctor of your choice).

Telephone lines open at 8.00am in Tylorstown for an on the day appointment for both practices.

#### APPOINTMENTS

In order for an appointment system to run effectively and waiting times to be kept to a minimum, it is necessary to remember that appointments are made initially for one person and are 10 minutes. If other members of the family need to consult the doctor, please make a separate appointment.

It is often difficult for the doctors to keep to their schedules due to unforeseen emergencies or problems in the surgery. Every effort is made to keep appointments on time, but if you feel that you have been waiting for an unreasonable amount of time, please speak to the receptionist.

If you cannot attend your appointment for any reason, please cancel the appointment to allow someone else to take up the appointment. Don’t waste an appointment by simply not turning up.

We have a DNA Policy which may result in de-registration if 2 or more appointments are not attended.

**Chaperones**

Patients may ask for a chaperone for any procedure or examination for which they consider appropriate. Please inform the receptionist upon arrival if you require this.

#### WHEN THE SURGERY IS CLOSED

If you need to see a doctor as an emergency and the surgery is closed, please telephone the Out of Hours service on 111.

In an emergency an ambulance can be summoned by dialling 999.

#### HOME VISITS

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **before 10:00am.**

Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

#### REPEAT PRESCRIPTIONS

If you need regular repeat prescriptions and your doctor does not need to see you every time, you will be given a repeat prescription.

When you need more medication, you may then bring the tear-off slip to reception and collect the prescription 2 days later.

You may post the slip to the surgery if you prefer and if you enclose a stamped addressed envelope, we will be happy to post your prescription to you.

To avoid any dangerous errors, we regret that we cannot take requests by telephone. We can set up My Health Online to enable you to order repeat prescriptions and cancel appointments.

We have a policy to review your medication every twelve months. Please make an appointment after you have received the last issue of your prescription.

If you suffer from one of the following, please make an appointment to be seen in the relevant clinic at least once per year:-

ASTHMA, COPD, IHD/ANGINA, STROKE/TIA, DIABETES, HYPERTENSION

**Medical Certificates**

**The receptionist will inform you if you need an appointment or telephone consultation.**

#### NEW REGISTRATIONS

New patients registering with the practice need to bring two forms of identification and a copy of their medication from their previous surgery and should have at least 1 month supply of medication from their previous surgery. Every new patient will be asked to complete a questionnaire.

The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation or appearance disability or medical condition.

The practice accepts registrations for the following area:

**Rhondda FACH, Penrhys Estate, Penrhys Road, Porth, Ynyshir, Llwyncelyn, Glynfach, High Street Cymmer, Mount Pleasant, Birchgrove.**

#### CHANGE OF NAME/ADDRESS/TEL. NO.

We would be grateful if the surgery could be notified of any change of name, address or telephone number as soon as possible. Please also ensure that you have given your doctor your telephone number, especially those patients who are ex-directory.

**DISABLED SERVICES**

Tylorstown Surgery complies with the requirements and standards outlined in the Disability Discrimination Act 1995. The surgery has wheelchair access through the main door. A disabled patient WC is situated off the waiting room of the surgery.

#### PATIENT GROUP

We currently do not have a patient participation group. If you have any questions, comments or suggestions please contact the Practice Manager.

**OTHER SERVICES AVAILABLE**

**Physiotherapy Assessment**

We have available appointments to see a physiotherapist, please ask the receptionist for further details.

**Pharmacist**

A Practice Pharmacist is available for medication reviews over the telephone.

Child Health Clinic (Baby Clinic)

This clinic is run on a Tuesday afternoon from 13.00 – 16.00, which alternates between Tylorstown and Ynyshir surgeries.

This clinic provides general health screening and immunisations and an opportunity for parents to raise any worries they may have about their child’s progress.

### Health Visitors

The Health Visitors attached to the surgery are based at Tylorstown Clinic. If you need to contact a Health Visitor you may telephone them on 01443 756132.

**My Health Online & E-Consult**

We offer my health online (MHOL) where you can order repeat prescriptions, view and cancel appointments.

Please ask at reception to register for this service.

We also offer E-Consult service where you submit a consultation online on the link below and a response from the GP will be done with in 48 hours.

[**https://patients.econsult.health/**](https://app-frankfurt.salesforceiq.com/r?target=5f1e94674cedfd0075f3f4bb&t=ABb3-AfH0MZW9gQOn5N38LSIC7LroDbtKW4Adnx3M3hPaiWfebz2PlazkscMec-wqHZR-EC2_37RPObhtwFbg-8MvIvZE4Zaa43PxRkFL9ie-vCIf2CRIMLyZNnR2SICXwoQ1juxwR2a&url=https%3A%2F%2Fpatients.econsult.health%2F)

Complaints and Compliments

If you are unhappy with the service we provide and wish to make a complaint, please speak with Mrs Kerys Saunders our Practice Manager who will be happy to assist you. Alternatively we are always pleased to receive positive feedback.

Confidentiality

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interest of patient care.

Please note that it is the Practice’s policy to record all telephone calls for the purposes of patient and staff care, security and dispute resolution. Recordings and their use will be at the discretion of the Practice.

Patients' rights to General Medical Services

Patients have the right to:

* be registered with a General Practitioner
* change doctor if desired
* be offered a health check on joining the practice
* receive emergency care at any time from the practice
* receive appropriate drugs and medicines
* be referred for specialist or second opinion if they and the GP agrees
* Have the right to view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.
* The Practice does not discriminate on the grounds of race, gender, social class, age, religion, disability or medical condition.

ZERO TOLERANCE

The surgery has a policy of zero tolerance to violent and abusive patients, this means verbal or physical abusive behaviour. If such an incident occurs, the surgery has the right to remove a patient from the practice list.

Patient Responsibilities

Please be courteous to the staff at all times - remember they are working under doctors' orders.

Please respond in a positive way to questions asked by the reception staff.

Please attend appointments on time or give the practice adequate notice that you wish to cancel. Someone else could use your appointment!

Please see notice board for DNA Policy.

An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made.

Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience.

The following clinics are run at the surgery in conjunction with the doctors and practice nurses

Asthma Clinic

COPD Clinic

Diabetic Clinic

Hypertension Clinic

CHD Clinic

Stroke/TIA Clinic

Elderly Screening Clinic

Travel Vaccination Clinic

INR monitoring

Rheumatology drug monitoring

Drug & Alcohol counselling service

Minor surgery is also undertaken at the surgery. Your doctor will advise you as to your suitability for these procedures.

#### INFORMATION UPDATE SYSTEM

Please read the practice notice board in the waiting room as this is updated with new information on a regular basis.

Why does the NHS collect information about you?

You’re Doctor and the team of health professionals caring for you keep records about your health and any treatment or care you receive from the NHS. This information will either be written down (manual records), or held on computer (electronic records). These records are then used to guide and manage the care you receive.

You may also be receiving care from organisations outside the NHS (like social services). If so we may need to share some information about you so that everyone involved in your care can work together for your benefit. Whenever this is necessary, your information will be handled in the strictest of confidence and will be subject to the principles of confidentiality.

**ACCESS STANDARDS 2019**

A new set of standards were announced by the Minister for Health and Social Services in March 2019 that are aimed to raise and improve the level of service for patients in Wales from their GP practices.

These standards are set out below;

* **Patients** receive a prompt response to their contact with a GP practice via the telephone.
* **Practices** have the appropriate telephony systems in place to support the needs of people avoiding the need to call back multiple times and will check that they are handling calls in this way.
* **Patients** receive bilingual (Welsh and English) information on local and emergency services when contacting a practice.
* **Patients** can use a range of options to contact their GP practice and to make an appointment.
* **Patients** are able to email a practice to request a non-urgent consultation or a call back.
* **Patients** are able to access information on how to get help and advice.
* **Patients** receive the right care at the right time in a joined up way that is based on their needs.
* **Practices** understand the needs of their patients and use this information to anticipate the demand on its services.

Cwm Taf Morgannwg University Health Board will be supporting your GP practice to ensure these standards are achieved by March 2021.