

The Vale of Neath Practice



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

Telephone: 0844 477 3524
Fax: 01639 722579

Web site:
www.valeofneathgps.org

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

Telephone: 0844 477 3524
Fax: 01639 710720

Doctors Appointment Times

	<u>Glynneath</u>	<u>Resolven</u>
Monday - Friday	9.00am – 10.50am 2.30pm – 4.20pm	9.00am – 10.50am 2.30pm – 4.20pm

To see a doctor, please call between 08.30 and 10.30 for a morning appointment and between 13.30 and 16.30 for an afternoon appointment.

All appointments must be made through the Receptionist.

Practice Nurses Appointment Times

	<u>Glynneath</u>	<u>Resolven</u>
Monday -Friday	9.00am – 10.40am 2.00pm – 4.30pm	9.00am – 10.40am 2.00pm – 4.30pm

Door Opening & Closing Times

	<u>Glynneath</u>		<u>Resolven</u>	
	Morning	Afternoon	Morning	Afternoon
Monday -Friday	9.00am – 11.00am	2.00pm – 5.45pm	9.00am – 11.00am	2.00pm – 5.00pm

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 on 2nd Wednesday afternoon every month for training (PT4L).

Baby Clinics

<u>Maternity Clinics:</u> (Midwife and Doctor in attendance) <i>First Attendance:</i>	<u>Glynneath</u> Tues. 2.00pm & 2.30pm	<u>Resolven</u> Alternate weeks: Thur. 9.30 & 10.00am
<i>Follow-up Attendances:</i>	Tues. 1.00pm-2.00pm	Thur. 10.30 - 11.00am
<u>Well Baby & Immunisation:</u> (Doctor and Health Visitor in attendance)	<u>Addoldy Road</u> Mon. 1.30pm – 4.00pm	<u>Resolven</u> 1 st & 3 rd weeks each month Thur. 1.30pm – 3.30pm

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

	Glynneath	Resolven
Smear Clinic (By Appointment) The Practice Nurse in attendance	Tues 9.00am -12.45pm	(Every other week) Wed 9.00am -10.45am
Minor Operations (Extended Minor Surgery) Minor surgical procedures are performed in our well-equipped surgery. Appointments and arrangements are made with the Doctor	Normal surgery times	Normal surgery times
Blood Pressure Review Clinic (By Appointment) This is run by the nurse for patients referred by the Doctor	Thur 2.00pm - 4.40pm	Thur 3.30pm - 4.50pm
Family Planning Full Family Planning advice and services are available during normal surgery consultations	Normal surgery times	Normal surgery times
Diabetic Review Clinic (By Appointment) The Practice Nurse and Doctor in attendance	Mon 2.00pm - 3.45pm & Wed 2.00pm - 4.30pm (except PT4L week)	Tue 9.00am -11.00am
Holiday Vaccinations (By Appointment) The Practice Nurse in attendance	Fri 4.00pm - 4.30pm	Fri 4.00pm - 4.50pm
Asthma Clinic (By Appointment) The Practice Nurse & Doctor in attendance	Tues 2.00pm - 4.30pm	Wed 2.00pm - 4.30pm
Cardiac Clinic (By Appointment) In designated clinic	See "Additional Services" below	Fri 9.00am -10.45am
Additional Services: Warfarin (INR) Monitoring, Rheumatology Shared Care, Wart Clinic, Menopause Clinic, Glynneath Cardiac Clinic, Flu Vaccinations and Dietician are provided either on a scheduled or on an as required basis in both surgeries.		

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.

NB. 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. Acupuncture and Counselling are 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.

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.

Change of Personal Details

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

Suggestions and Complaints

All members of the Primary Health Care Team at this Practice are keen to provide patients with the best possible care. 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.

Note: The Practice's Complaints Procedure policy is available on request.

Home Visits

These are for patients who are too ill to come to the surgery. If you need a home visit, please telephone before 10:30am and speak to a receptionist. Please remember that a doctor can see at least four patients at the surgery in the time it takes to do one visit.

Please give an indication of the illness to the receptionist so that the doctors can try to do the most urgent calls first.

Note: The Practice's Home Visit policy is available on request.

Out-of-Hours Emergency Visits – 0845 601 1186

Please note that this service is for problems that cannot wait until the morning. The Neath Port Talbot Local Health Board (NPT LHB) is now responsible for commissioning this service from Primecare.

Patients' Rights and Responsibilities

A Patient has the right to expect quality medical care. The Practice clinicians will provide treatment and preventative care programmes to assist patients to remain as healthy as possible. The Practice expects that patients will attend their booked appointments and, if unable to do so, will contact reception and release the appointment for another patient. Prior notice (24 hours) of no longer requiring a clinic appointment would be helpful in re-allocating the time to another patient.

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 nearby pharmacy unless you advised the Receptionist otherwise.

Patients sending a stamped addressed envelope can have their prescriptions posted back to them. Please allow one week for this.

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

NB. Repeat prescription requests are not taken over the telephone, 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.

Attached to Practice

Midwives and Health Visitors are attached to the Practice. Further information on their roles is available in leaflet form at reception.

Primary Medical Services

Details of Primary Medical Services may be obtained from Neath Port Talbot Local Health Board (a party to the contract with the Vale of Neath Practice).

Please see the Useful Telephone Numbers list for contact details.

Useful Telephone Numbers

Addoldy Road Clinic	01639 720276
Alcoholics Anonymous	01639 644871
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 Advice Bureau	01639 635545
Cruise (Counselling for Bereaved)	01792 369497
District Nurses	01639 720276
Drugline 24 hour Confidential Help	029 20 383313
Drugline 24 hour Confidential Help	Free Phone 0800 220 794
Drugs Advisory Council, Swansea	01792 654630
Emergency Dentist	01792 454447
Family Planning Central Office	01792 517975 / 6
Glynneath Dentist	01639 721999
Glynneath Surgery	0844 477 3524
Glynneath Surgery (Fax)	01639 722579
Marriage Guidance (Relate)	01792 655960
Morrison Hospital	01792 702222
Neath Port Talbot Hospital	01639 862000
Neath Port Talbot Local Health Board	01792 326500
<i>Address: Suite A, Britannic House, Llandarcy, Neath, SA10 6JQ</i>	
Neath, Port Talbot Drugs Advisory Council	01639 890863
NHS Direct	0845 46 47
Podiatry Service (Chiropody)	01656 753870
Primecare Out-of-hours service	0845 601 1186
Prince Charles Hospital	01685 721721
Resolven Health Centre	0844 477 3524
Resolven Health Centre (Fax)	01639 710720
Samaritans	01792 655999
Singleton Hospital	01792 205666
Social Services, Neath	01639 765300
Social Services, Swansea	01792 636000