

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

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 Local Health Board. The Practice is a teaching and training Practice. It is not a dispensing Practice.

The Doctors

<u>General Partners</u>	<u>M/F</u>	<u>Qualifications</u>	<u>Qualified at:</u>
Dr Mark Daniels	M	BM MRCGP FP Cert	(Southampton 1984)
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 Richard Griffiths	M	MB BCh MRCGP	(Wales 2000)
Dr Rebekah Hepburn	F	MB BCh MRCGP	(Wales 2003)

The Nurses

Mrs Julie Kemp RGN, B.Sc, Hons., Nurse Practitioner
Mrs Tina Arthur RGN Mrs Tracey Davies RGN
Mrs Elaine Jenkins SEN

Supported by

Mr Roy Miller, Practice Manager

Mrs Gwyneth Thomas, Assistant Practice Manager

Mrs Susan Bettell-Higgins, Administration Officer & Phlebotomist

Mrs Hayley Godsall, Receptionist & Phlebotomist

Mrs Anita Heydon, Prescribing Clerk & Healthcare Support Worker

Mrs Clair Orrells, Phlebotomist & Healthcare Support Worker

Mrs Jenny Bowen, Receptionist

Mrs Lindy Beaton, Prescribing Clerk

Mrs Bonita Castaldi, Receptionist

Mrs Lianne Davies, Prescribing Clerk

Mrs Jennifer Lake, Receptionist

Mrs Elaine Geary, Prescribing Clerk

Mrs Frances Davey, Secretary

Ms Joanna Kirwan, Prescribing Clerk

Mrs Lynne Stanley, Secretary

Miss Diane Isaac, Med. Summariser

IN AN EMERGENCY, DURING THE DAY, DIAL – 0844 477 3524

FOR AN AFTER HOURS EMERGENCY, DIAL – 0845 601 1186

For information or advice Out-of-Hours: NHS Direct 0845 46 47

NHS Direct Web site: www.nhsdirect.nhs.uk

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.
All appointments must be made through the Receptionist.

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	2.30 – 4.30pm Tues & Thurs

Door Opening & Closing Times

	Glynneath		Resolven	
	Morning	Afternoon	Morning	Afternoon
Mon -Fri	8.00 am – 1.00pm	2.00 – 6.00pm	9.00 – 13.00am	2.00 – 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 Wed. afternoon every month for training (PT4L).

Baby Clinics

Well Baby & Immunisation: (Doctor and Health Visitor in attendance)	Addoldy Road	Resolven
	Mon. 1.30 – 4.00pm	Wed. 11:30 – 1.00pm

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.

Midwife

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

Other Clinics

	Glynneath	Resolven
Smear Clinic (By Appointment) The Practice Nurse in attendance	Tues 9.00 -12.45	
Minor Operations (Extended Minor Surgery) Minor surgical procedures are performed in our well-equipped surgery. Appointments and arrangements are made with the Doctor	Thursday afternoon	
Blood Pressure Clinic (By Appointment) This is run by the nurse for patients referred by the Doctor	Wed 2.00 – 5.00	Tues 2.00 – 5.00
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 & Doctor in attendance	Wed & Thurs 2.00 – 5.00	Wed 9.00 -11.00
Holiday Vaccinations (By Appointment) The Practice Nurse in attendance	Fri 3.30 - 4.30	Fri 3.30 – 4.30
Asthma Clinic (By Appointment) The Practice Nurse & Doctor in attendance	Tues 2.00 – 5.00	Wed 2.00 - 4.30
Spirometry Clinic (By Appointment) The Practice Nurse in attendance	Thurs 9.00 – 12.00	Wed 2.00 – 3.00 (once/month)
Phlebotomy Clinic (By Appointment) Health Care Support Worker in attendance	Mon, Wed, Thurs and Fri 9.00 – 11.30	Tues and Fri 9.00 – 11.30
Additional Services: Warfarin (INR) Monitoring, Rheumatology Shared Care, Wart Clinic, Flu Vaccinations and Dietician are provided either on a scheduled or on an as required basis in both surgeries.		

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 0844 477 3524 during open hours.

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. 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.

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 on call 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.

Out-of-Hours Emergencies – 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.

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.

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.

Teaching and Training

Medical Students

Students from the new Medical School at Swansea University are attached to the practice during the academic year. The students sit in with the doctors in the surgery as a very valuable part of undergraduate training.

As a patient, you will be informed beforehand if there is a medical student present. If you do not wish a student to be present during your consultation, please say so and you will see the doctor alone. Your co-operation in this important area is much appreciated by students and doctors alike.

GP Registrar

In addition, 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.

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
Cruse (Counselling for Bereaved)	01792 462845
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	0845 6010128
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 (Baglan)	01639 862000
Abertawe Bro Morgannwg University Local Health Board (ABM ULHB)	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)	01639 683054
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